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# CONNECT BOTU

## Bospolder-Tussendijken

An exploration of the opportunities that connect the residents of BoTu to labour in Merwe-Vierhavens and Spaanse Polder.

Yuka Minatozaki  
Carson Drain  
Anne-Sophie Wouters

February 2020



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COLOFON

# 1 INTRODUCTION

**In this research we will look into the labour opportunities that Spaanse Polder and Merwe-Vierhavens offer to the residents of BoTu. This chapter will describe the reasons for the research and the methodology used to achieve a result that will offer new qualitative insights.**

## 1.1 Cause

The residents of Bospolder Tussendijken have a worrying socio-economic position: when it comes to language proficiency, education level, labor participation and income they are far below the average of Rotterdam.<sup>1</sup> In order to raise the neighbourhood to the average of Rotterdam, the municipality of Rotterdam wants to invest extra in the neighbourhood. In the “Veerkrachtig BoTu 2028” program, the municipality is working with residents and entrepreneurs on major improvements for Bospolder-Tussendijken.<sup>2</sup>

**“Our goal: in ten years time, BoTu will be the first resilient district of Rotterdam.”**

.....  
Gemeente Rotterdam, Veerkrachtig BoTu 2028

Although positive changes can be noticed in the safety index, the physical index and the social index in the neighbourhood profiles of Bospolder and Tussendijken in recent years, it remains a very vulnerable neighborhood. Especially in the social domain BoTu is lagging behind comparable neighborhoods.

The scores in this domain are still comparable to the weakest neighbourhoods of Rotterdam-South.<sup>3</sup> BoTu has an above average number of people who have no or not the right diplomas, who are dependent on social benefits and/or have serious debts. This means that many of the residents of BoTu are not self-reliant, and therefore are

unstable. Without a job, they have difficulty finding a meaningful role in society.

## 1.2 Opportunities

But BoTu has also some promising qualities. Within the social index of the neighbourhood profile, both neighborhoods score well on the “connection with the neighborhood” section, even above the urban average. In proportion to other Rotterdam neighborhoods, more residents’ initiatives are applied for and the residents move relatively little. The good location and accessibility, the many facilities, the social networks and small-scale initiatives contribute to this. Residents feel connected,

### **Resilient BoTu 2028**

In the programme Resilient Bospolder-Tussendijken 2028 the municipality of Rotterdam is working together with active residents and involved businesses to make BoTu the first resilient district of Rotterdam within 10 years. Resilience is about how well individuals, municipalities or organisations are able to handle changes, and recover from these. The vision for BoTu is to be a resilient district both socially and physically, and help the residents to be able to handle challenges and changes in their lives. Its aim is also to equip the district to deal with changes in the context of energy transition and climate adaptation.

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1 Gemeente Rotterdam, Veerkrachtig BoTu 2028

2 Gemeente Rotterdam, Veerkrachtig BoTu 2028

3 Gemeente Rotterdam, Wijkprofiel Rotterdam



1.1 Location of Botu in between M4H and Spaanse Polder

are involved and are committed to the neighborhood.<sup>4</sup> This commitment and the initiatives on neighborhood scale offer opportunities to make sure the improvement of the social index continues.

There are also opportunities in the immediate vicinity of BoTu. Both the Spaanse Polder and Merwe-Vierhavens and the planned future developments in these areas can create opportunities for employment for the residents of BoTu.<sup>5</sup> Appropriate job opportunities can offer residents more stability, leading to a more resilient neighbourhood. With that, the leap to the urban social average can be realized.

### 1.3 Problem statement

For decades the harbours of Merwe-Vierhavens provided a high supply of work for the inhabitants of Bospolder and Tussendijken, the neighbourhoods that were once built to support these harbours. However, due to the mechanization and relocation of many of the port activities to outside the city, this source of income was

lost and the connection between BoTu and port can no longer be taken for granted. However, BoTu still has a very favourable position; between Merwe-Vierhavens, Spaanse Polder and the centre of Rotterdam.

The options are therefore available. For many people in Bospolder-Tussendijken, however, the distance to the job market is still too large, causing problems as unemployment, debts and crime. Lower-educated residents in particular fall under the group of unemployed. This is striking because there are a large number of jobs in Rotterdam in this sector. The problem seems to lie in the connection between the job market and the job seekers.

### 1.4 Goal of the research

To help BoTu advance, investigating the underlying problem of this contradiction is important. The main goal of this research is to get a better understanding of the job opportunities (the new developments of) M4H and Spaanse Polder can offer to the residents of Bospolder-Tussendijken. To understand how employers in M4H and Spaanse Polder can match the capacities of BoTu residents, there is a need to understand the background and motivation of the residents. Besides this, there is a need to look into the spatial and

4 Gemeente Rotterdam, Wijkprofiel Rotterdam

5 DELVA, Toekomst in de maak. Ruimtelijk raamwerk voor M4H.

## Research questions

“How do local initiatives connect the residents of BoTu to the work opportunities of Spaanse Polder and Merwe-Vierhavens?”

- What are the profiles of the residents in BoTu seeking employment?
- What are the job opportunities in BoTu, Spaanse Polder and M4H?
- What are the spatial and social connections between BoTu and Spaanse Polder, and BoTu and M4H?
- What are the existing initiatives that link the employees of BoTu and employers of Spaanse Polder and M4H?

social connections and borders between the employers and employees, and the existing initiatives to overcome any. The results will lead to recommendations, focussing on how local initiatives can lead to better spatial and social connections between these areas and therefore to a better use of the opportunities.

### Research question

The leading question in this research is:

“How do local initiatives connect the residents of BoTu to the work opportunities of Spaanse Polder and Merwe-Vierhavens?”

### Subquestions

To get to an answer, it is necessary to look into the separate elements raised by this question. These elements form the base for the sub questions. The sub questions of this research will be:

- What are the profiles of the residents in BoTu seeking employment?
- What are the job opportunities in BoTu, Spaanse Polder and M4H?
- What are the spatial and social connections between BoTu and Spaanse Polder, and BoTu and M4H?
- What are the existing initiatives that link the employees of BoTu and employers of Spaanse Polder and M4H?

#### *Local initiatives*

One of the aims of the Resilient BoTu is to incorporate local networks and key figures in the new developments, with support for bottom-up initiatives. Those should be close enough to the residents to make them participate in the strategy.

## 1.5 Research method

In order to answer the main question, the research is divided into various sub-questions that together provide a complete answer to the main question. Both quantitative and qualitative research have been used to answer these questions. Based on this, the sub-questions are divided into a quantitative research part (question 1 and 2) and a qualitative research part (question 3 and 4). A short reflection on the found quantitative information follows the research on question 1 and 2.

The quantitative results in the first part provide an objective view on the current state of demand and opportunities, with a focus on what is there. The use of qualitative research in the second part ensures that the quantitative results can be interpreted in the right way. This part will take a closer look into the match or mismatch between demand and opportunities, with a focus on why the current situation is the way it is. The combination of both types of research provides both a complete frame of the current problems as well as insight into the underlying reasons, to make sure that the conclusion and recommendations can be formulated as specifically as possible.

### Quantitative

The research will start with the quantitative part on all four neighborhoods, looking both into the profiles of the residents of BoTu, and the job opportunities of BoTu, Spanish Polder and M4H. This research part will start with the current situation on both topics, followed by the future development plans. For this, mainly data and statistics at the neighborhood level are used. The Wijkprofiel, the Buurtmonitor and the CBS form the basic sources for the resident profiles, the Bedrijvenregister and the Leefveldenkaart are the basic sources for the research part on employment. Vision documents and

news articles were used for future plans.

### **Qualitative**

The qualitative research is based on interviews and reflects on the found quantitative information at the end of the first chapters (number 3 and 4). It also describes the match or mismatch between the employers and the residents in Chapter 4. As Spaanse Polder and M4H are very different areas, we will go into both of them separately in their connection to BoTu. Both social and spatial aspects will be discussed.

To understand the connections between the different areas, or possible borders that could hinder these connections, interviews were conducted. To get the most honest representation possible, different target groups have been chosen: the employers, the residents of BoTu and people working on the connection between those two; both from the municipality and from local initiatives. This creates a wide perspective in understanding the problems and opportunities. In all the interviews there is a focus on the current situation and the cause for this, and on possible interventions that would better the situation.

# 2 THE RESIDENTS OF BOTU

To understand the match and mismatch with the current and future job opportunities, it is important to gain a better understanding of the residents of BoTu and their abilities and motivations. This chapter will look into the cultural background, work and income, home situations and education of the residents.

## 2.1 Cultural background

In order to understand the current situation of the neighbourhood, it is necessary to take a look at the history of the development and the influence of this on the composition of its residents.

### 2.1.1 Beginning of BoTu

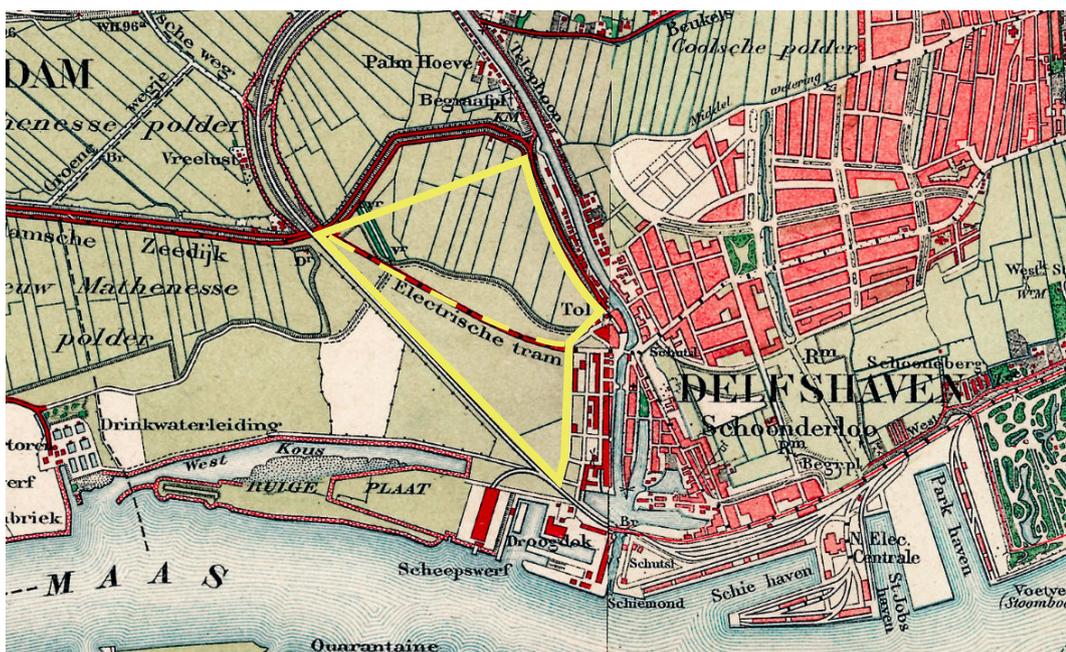
In 1886, the former areas of Delfshaven, the so-called Mathenesserpolder and Bospolder, were annexed.<sup>1</sup> This

rural area was until then only occupied by canals, dikes, roads and railways. The development that followed, from a rural area into an urban area, is closely related to the developments of the port.

The construction of the general cargo ports Keilehaven, Lekhaven and IJsselhaven took place between 1912 and 1916. Between 1910 and 1930, during the expansion of these ports, residential neighbourhoods were built to support the workers of the new harbour area in housing. The majority of the residents of the surrounding neighbourhoods Spangen, Bospolder and Tussendijken worked in the new ports.<sup>2</sup> Although all three were built

1 Steenhuis (2009), Bospolder Tussendijken; Cultuurhistorische verkenning en analyse

2 Steenhuis (2009), Bospolder Tussendijken; Cultuurhistorische verkenning en analyse



2.1 Early development of Bospolder and Tussendijken (1914) between Schiedam and Delfshaven Source: *Toptijdreis*

### ABC street system

BoTu is planned to be a very diverse neighbourhood. Architect De Jong created a diverse housing typology by dividing the streets in A (main streets), B (side streets) and C (inner streets) for different socio-economic groups.

In that way, the different social classes had their own street and housing typology, but would all meet at the same cornershops.

This is still visible now, with the stately buildings along the Schiedamseweg for example. The diversity created by this system opportunities for bottom-up initiatives.

according to the city expansion plan, an instrument that had become mandatory with the Woningwet of 1901, there were clear qualitative differences in the set-up of the neighbourhoods.<sup>3</sup> The conditions under which these expansion plans were implemented also differed greatly, which led to different spatial outcomes. This research will therefore go into Bospolder and Tussendijken as two separate areas.

#### *Bospolder*

Historically, Bospolder was designed as a residential area for as many workers as possible, serving the different needs of the new port with public housing. The first development was a small street plan with a simple layout, intended for cheap housing for municipal workers. Later plans were designed in 1910 by A.C. Burgdorffer. The connection to the existing street plan, the historic Delfshaven and the port railway line in the west as an infrastructure boundary made it difficult for him to realize a monumental plan, as was his desire. As a result, in the final design there was hardly any public space, except for the central Bospolderplein with two monumental buildings: a municipal school complex and a Reformed church. The plots of land were sold separately by the municipality to private building contractors, to realize housing for the working class. With all the different contractors working on the area, the result was a messy and crumbling cityscape.<sup>4</sup>

#### *Tussendijken*

Tussendijken was a neighbourhood for the middle class. The 1940 design, made by P. Verhagen, was supposed to lead to a residential area with “citizen homes”.

Significantly better than Bospolder, and one step higher than the intended population of Spangen.

Spangen and Tussendijken were designed in a strong compositional context. A monumental axis, leading along a series of meticulous urban spaces, connected both parts. The public spaces, all with their own function like sport field, market square, garden etc. were supposed to give the neighbourhood an additional quality. Schools were no longer hidden in the interior of a residential block, but got a place between the houses in the street. However, due to circumstances, including the stock market crisis, the realized design was considerably different from the original plan. Mainly the carefully designed public spaces disappeared, with the exception of the later Grote Visserijplein. In contradiction of Bospolder, a genuine façade policy was applied in Tussendijken. The developments along the streets had to meet a certain façade quality in order to guarantee harmony within the neighbourhood.<sup>5</sup>

#### *BoTu after the war*

On March 31, 1943, the western part of the neighbourhood, close to Marconiplein, was hit by an allied bombing of Rotterdam West, known as the forgotten bombing. An area of 18 hectares, 769 properties, 2661 properties, 190 stores, 89 companies and more were affected. Hundreds of people were killed and thousands were left homeless. It took until the sixties before the destroyed streets were built on again. On the ruins in the middle of Tussendijken, Park 1943 was built. This formed the new heart of BoTu.

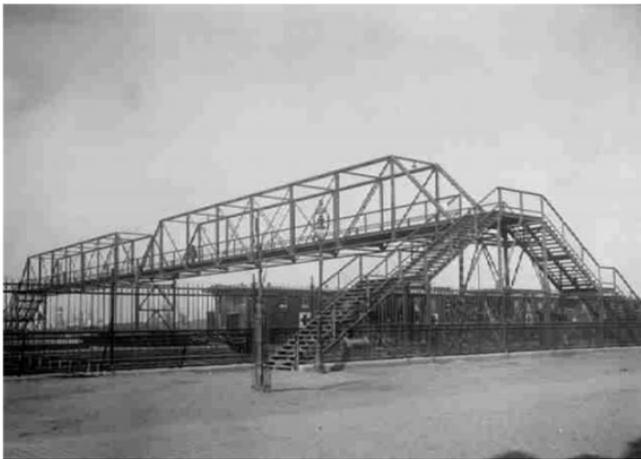
Urban renewal began in the 1970s. The emphasis in both Bospolder and Tussendijken was on social housing. Therefore, BoTu as a whole became more homogenous; the difference between the working class of Bospolder and the middle class of Tussendijken disappeared. Because of the combination of cheap housing and proximity of unskilled labour settled in the port, large groups of migrant workers moved to BoTu. This formed the basis for the current composition of the neighbourhood.<sup>6</sup>



2.2 Housing project of J.J.P. Oud in Tussendijken, 1930.  
Source: *Gebiedsonderzoek Stadsontwikkeling*

3, 4 Steenhuis (2009), Bospolder Tussendijken; Cultuurhistorische verkenning en analyse

5, 6 Steenhuis (2009), Bospolder Tussendijken; Cultuurhistorische verkenning en analyse



2.3 The pedestrian bridge over the train tracks that connected BoTu with the port, 1918. Source: *Gebiedsonderderzoek Stadsontwikkeling*



2.4 Gijsingsflats, 1962. Source: *Gebiedsonderderzoek Stadsontwikkeling*

### Gijsingsflats

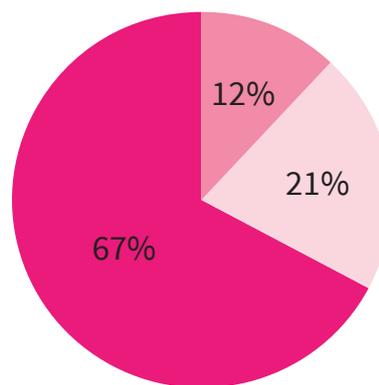
Next to the Park 1943, the Gijsingflats were built. The Gijsingflats are five post-war gallery flats in Tussendijken that were built after this place was mistakenly bombed by the Allies in 1943. It became kind of an isolated area situated between the Schiedamseweg the park and the market square. The high-rises were a new typology in the area, and the green in between gave the neighbourhood more air. The characteristics of the housing project (gallery flats with elevator) and the immediate environment offered new opportunities for the residents of Bospolder-Tussendijken, with small, affordable apartments. Now, the place is characterized by social issues and the aging of the residents.<sup>7</sup>

### 2.1.2 Current situation

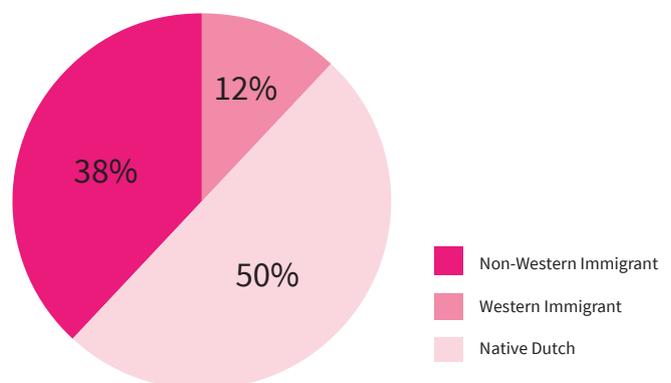
Due to the migration background of many residents, the diversity in BoTu is high. This diversity is still growing due to more immigration and more single-family households. The diversity of residents in both Bospolder and Tussendijken is comparable. The multicultural neighbourhood owes this diversity primarily to those with a non-Western migration background, who together form 68% of the residents of BoTu (70% in Bospolder, 66% in Tussendijken). Comparing this number to the average of Rotterdam, it becomes clear that they are almost twice represented compared to the city as a whole (with 38%). On the other hand, there is the considerable underrepresentation of native-Dutch residents in the neighbourhood compared to the average of Rotterdam. Only 21% of the inhabitants of BoTu have a native background, compared to an average of 50%. The group of residents with a Western immigrant background are comparable in all neighbour-

hoods. This group is relatively small. Only 12% of the neighbourhood consists of these residents.<sup>8</sup>

### Cultural background residents of BoTu



### Cultural background residents of BoTu



Source: *Allecijfers*

7 Steenhuis (2009), Bospolder Tussendijken; Cultuurhistorische verkenning en analyse

8 Gemeente Rotterdam, Wijkprofiel Rotterdam, 2018

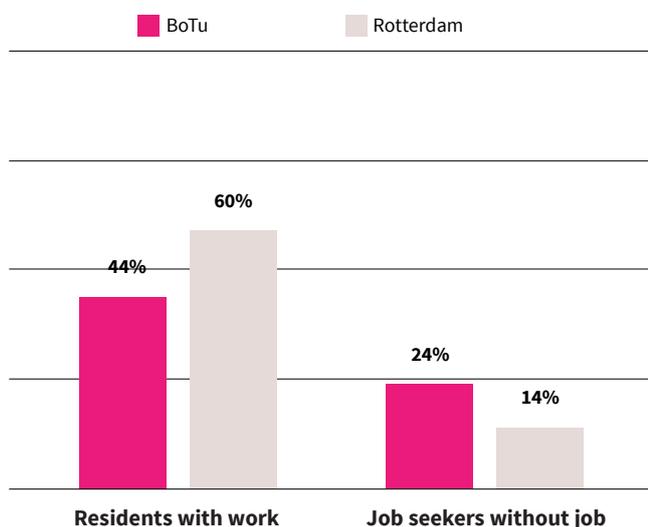
## 2.2 Work and income

The level of income and the absence of debts are important conditions to be able to live. A certain minimum level is required. Having a job is important to participate in society, but also for a basic income. With a steady income, debts can be prevented and it is easier for residents to avoid crime.

### 2.2.1 Work

Only 44% of the residents of BoTu has work. Compared to the average of Rotterdam of 60%, this is very low. A large amount of people in Bospolder-Tussendijken is looking for a job. This means that also 32% of the residents has no job, but is also not looking for a job.

#### Workers (23 to 65 years) in 2018



Source: Wijkprofiel Rotterdam 2018

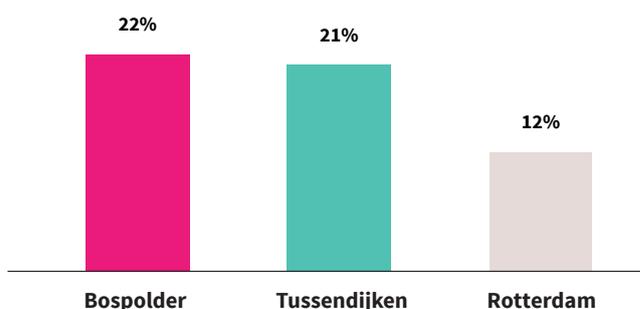
### 2.2.2 Income

Bospolder - Tussendijken is one of the poorest neighbourhoods in one of the poorest cities in the Netherlands. The average income per year is low. The average annual income in Rotterdam is € 23,300 (about € 7,000 less than Dutch average). In Bospolder - Tussendijken, this is on average at around € 16,050 a year.<sup>9</sup> This average falls in the lowest 10% of all neighbourhoods in the Netherlands and can therefore be called very low.

These amounts are calculated per person and include the non-working labor force. The average income per inhabitant in Tussendijken is € 16,000. The average income per income recipient is € 20,700. Tussendijken has 5,400 income receivers out of 7,110 inhabitants. The average

income per inhabitant in Bospolder is € 16,100. The average income per income recipient is € 21,200. Bospolder has 5,300 income receivers out of 7,055 inhabitants.<sup>10</sup> This indicates that many people in both neighbourhoods may enjoy social benefits. The Wijkprofiel confirms this: an average of 21% of the households receives social benefits.<sup>11</sup>

#### Residents receiving social benefits in 2018



Source: Wijkprofiel Rotterdam 2018

27% percent of households in BoTu have an income below or around the social minimum. This applies to 15% for Rotterdam.<sup>12</sup> Student households and households with an incomplete annual income are not included. The social minimum is the legal subsistence minimum as laid down in political decision-making. Families around or under this minimum can have great difficulties to live a life up to normal standards. They are often in 'survival-mode', with as only priority to make ends meet.

### 2.2.3 Debt

1.1 percent of the residents (18 years and older) in BoTu use debt services. Debt services are all the products that the Kredietbank offers to tackle debts. This can be through restructuring credit, debt mediation, budget training or budget management. In this, BoTu can be compared to the average in Rotterdam, which is 1%.<sup>13</sup>

## 2.3 Housing

The way people live and the composition of the household is important for their income: families have more people to care for, and therefore need more income. The house they live in is telling us something about what they can afford and about their ownership.

10 Allecijfers, 2019

11 Gemeente Rotterdam, Wijkprofiel Rotterdam, 2018

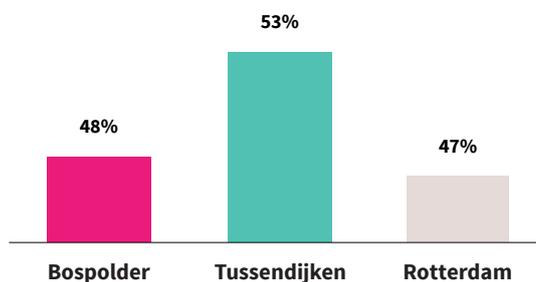
12 Allecijfers, 2019

13 Gebiedscommissie Delfshaven, Wijkagenda 2019-2022

9 Allecijfers, 2019

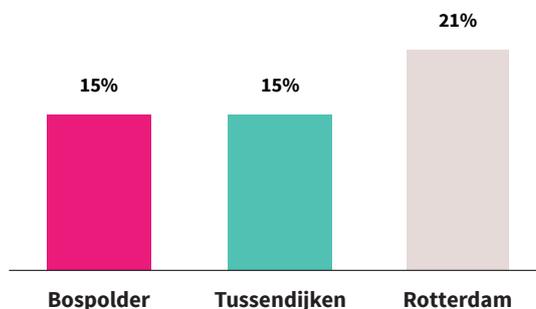
## 2.3.1 Household composition

### Single person household



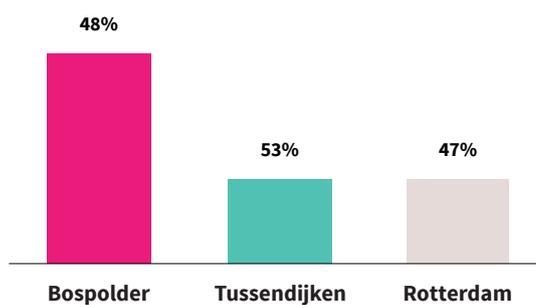
Source: Wijkprofiel Rotterdam 2018

### Couples without children



Source: Wijkprofiel Rotterdam 2018

### Families

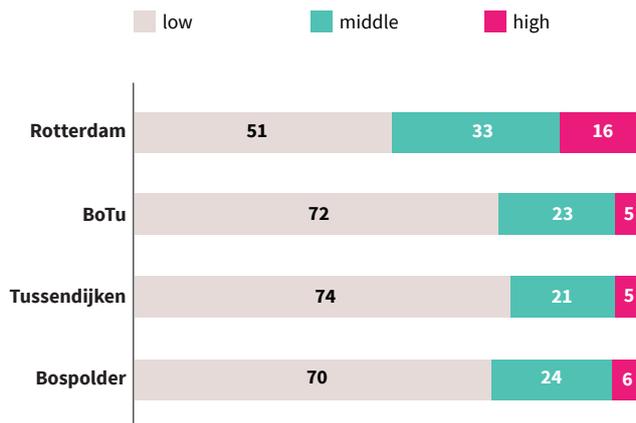


Source: Wijkprofiel Rotterdam 2018

Tussendijken has a high rate of single person households. Bospolder has a high rate of families. Both Bospolder and Tussendijken have a low rate of couples without children. If we compare this with the difference in income, we see that Tussendijken has a higher number of low standardised household incomes. The standardised household income is the spendable income, adjusted for differences in size and composition of the household, so that a similar level of prosperity is displayed, regardless of differences of the households. In this way, income levels

of single people and families become more comparable. Low, medium and high income groups are defined on the basis of the national distribution of household incomes. In addition, the lower 40 of the national income distribution is regarded as the “low-income group”. With this comparison, we can conclude that the single households in Tussendijken have a lower standardised income than the families in Bospolder.

### Household income (standardised, %)



Source: Allecijfers

## 2.3.2 Housing stock

It can be concluded that from a historical perspective, BoTu is purely a residential area. The offered housing largely determines the resident composition of a neighbourhood. Therefore, by looking at the current housing stock and the types of housing, conclusions can be drawn about who lives in the neighbourhood.

Although the residents of BoTu are of a great diversity, the housing stock is not. The developments after the war have made BoTu a more homogeneous neighbourhood. Since then, half of the neighbourhood consists of social rental properties.<sup>14</sup> The largest part of the neighbourhood consists of rental properties from the Havensteder housing association, which accounts for approximately 70 percent of the total housing stock.

The municipality wants a more varied residential composition in the neighbourhood, with more highly educated people and more Western residents.<sup>15</sup> To attract this more varied target group, a start has been made with projects such as Le Medi and the Dakpark. The residential complex Le Medi, developed in 2008, aims to attract a higher income group, with owner-occupied houses. The Dakpark,

<sup>14</sup> Gemeente Rotterdam, Gebiedsvisie 2016

<sup>15</sup> Gemeente Rotterdam, Gebiedsplan Delfshaven 2016-2018

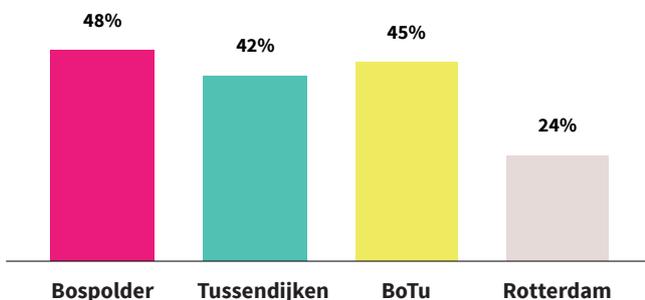


2.5 The Dakpark

developed in 2014, is aimed at providing a qualitative green space and shopping promenade, which makes the area as a whole more attractive.

The borders of the neighbourhood are starting to change with these developments. More and more highly educated people are living there. But the residential areas on the inside remain very vulnerable. There, more than 60 percent of the housing stock consists of social rental homes in the lowest segment.<sup>16</sup> These homes are often outdated and suffer from overdue maintenance. Compared with the city of Rotterdam, it becomes clear that BoTu has a very high amount of vulnerable housing stock; almost double the amount of vulnerable homes that is average in Rotterdam. In this, vulnerable multi-family homes are those with a vulnerable position on the housing market. These are multi-family homes without an elevator, with a floor space of less than 75 m<sup>2</sup>, and a WOZ value of less than 130,000 euros (on the reference date 1-1-2007).<sup>17</sup> Later on in this research we will look further into this.

### Vulnerable multi-family homes



Source: Wijkprofiel Rotterdam 2018

16 Gemeente Rotterdam, Veerkrachtig BoTu 2028

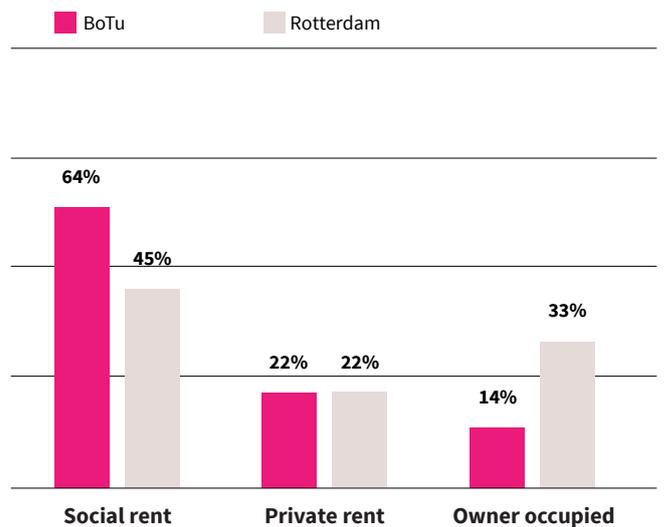
17 Gemeente Rotterdam, Wijkprofiel Rotterdam, 2018



2.6 Le Medi

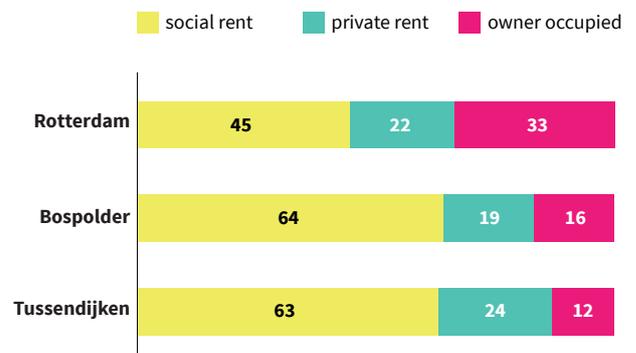
## 2.3.3 Housing ownership

### Type of ownership



Source: Wijkprofiel Rotterdam 2018

### Ownership (%)



Source: Wijkprofiel Rotterdam 2018

BoTu has a high rate of social housing, and a very low amount of owner-occupied housing. There is also a difference between both: Bospolder has a higher amount of owner occupied dwellings, because of the development of Le Medi. The map showing the rent and sale division makes clear that the larger blocks of the owner-occupied housing are situated around the edges of both Bospolder and Tussendijken: especially on the north-east and the west side of BoTu. The Gijsingsflats have no owner-occupied housing at all; all the apartments are from a corporation.

The more detailed map of the ownership of the buildings shows that the rental properties along the Schiedamseweg, Mathenesserweg and the Grote Visserijstraat are private rent. These are often shops with private rent apartments above them. Because of this, the corporation owned dwellings are hidden in the inner areas, closed off from the main streets.



2.7 Housing spread: rental/sale



2.8 Housing spread: ownership

## 2.4 Education

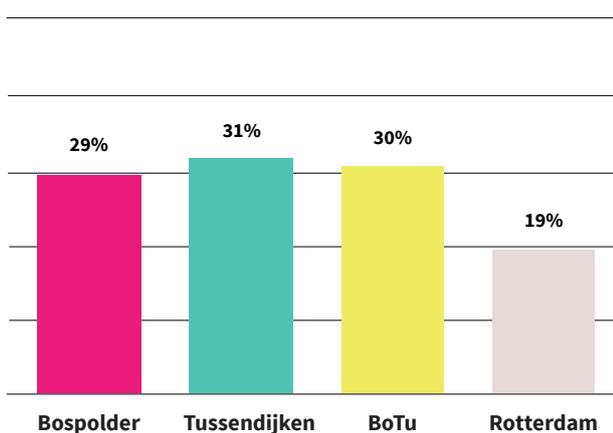
### 2.4.1 Level of education

Most people are low-educated or very low-educated. 30% of the population, between 23 and 65 years old, have no basic qualification. This means a diploma from a study program lower than the MBO level. Of these, 16% of residents do not have a diploma at all; they have not attended education or primary education only. This number is twice as high as in the rest of Rotterdam.

This difference is partly explainable because of the limiting housing stock in the neighbourhoods. Due to the high share of social rental housing, a lower income class is attracted. This is often related to a lower level of education. Comparing Bospolder and Tussendijken to only other neighbourhoods in the city with a similar set-up and housing stock (the compact city districts), they still score above average: the average of the compact city districts is 13.9%. BoTu is at an average of 15.5%. This difference is small enough to conclude that the housing stock determines (partly) the level of education of the residents.

This also clarifies the difference between the number of residents without a diploma in Bospolder (13%) and Tussendijken (18%). There is a larger share of owner-occupied homes in Bospolder. It goes without saying that therefor Bospolder also has a higher proportion of higher income/higher educated people and a lower proportion of residents without a diploma.

#### Residents without basic qualification



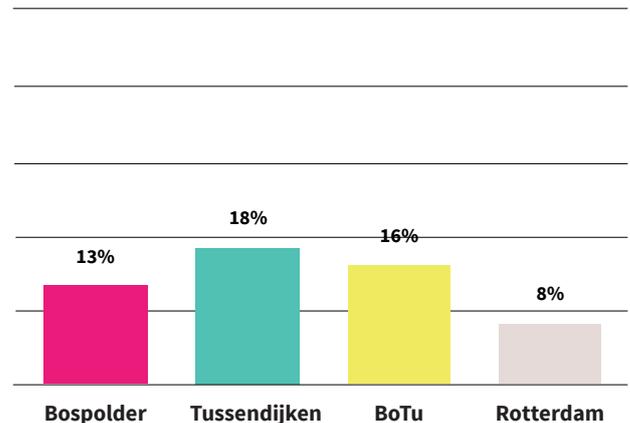
Source: Wijkprofiel Rotterdam 2018

#### Changes over time

There is a sharp decline in this, especially in Bospolder. This decrease is much stronger in both neighbourhoods than in Rotterdam. This can be a result of emancipation of the current residents, or, as we just stated, a change in

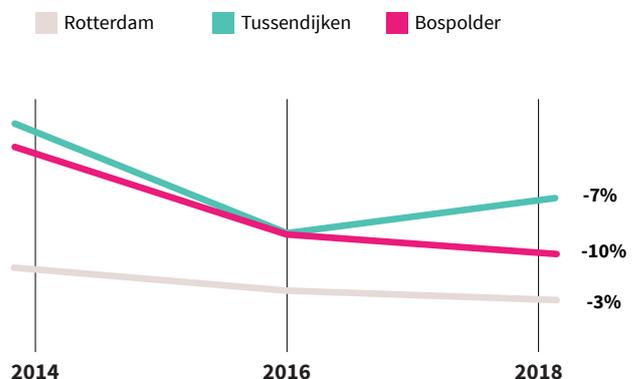
housing stock leading to a different kind of target group moving to the neighbourhood. However, if we look at the changes in housing stock over this period, hardly any change is visible<sup>18</sup>, which makes a large change in the target group that is attracted to the homes in the neighbourhood unrealistic.

#### Residents without any diploma



Source: Wijkprofiel Rotterdam 2018

#### Decline of residents without diploma (%)



Source: Wijkprofiel Rotterdam 2018

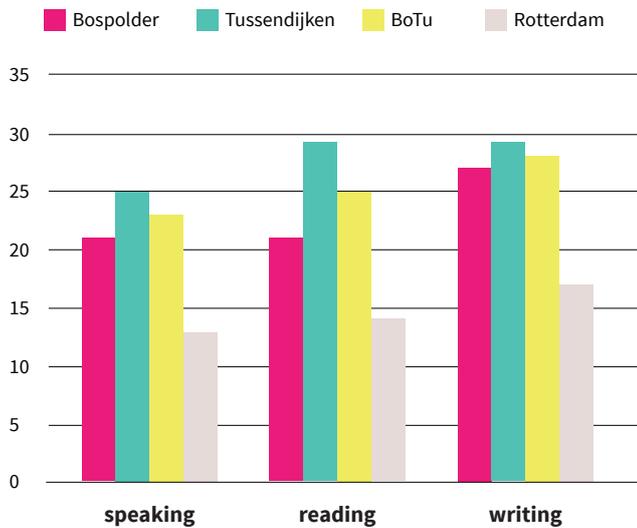
The average house value did rise during this period (from 94,000 euros to 105,000 euros in Tussendijken, 12%, from 106,000 euros to 118,000 euros in Bospolder, 12%)<sup>19</sup> As stated earlier, the home value depends on the level of education of the residents. However, this has increased faster in Rotterdam as a whole (from 145,294 Euros to 166,405 Euros, 15%), which also makes it unlikely that this is the reason for a different type of target group. This could therefore indicate that the residents of BoTu are emancipating. This is a promising situation.

18 Onderzoek010, Buurtmonitor, 2019

19 Allecijfers, 2019

## 2.4.2 Language

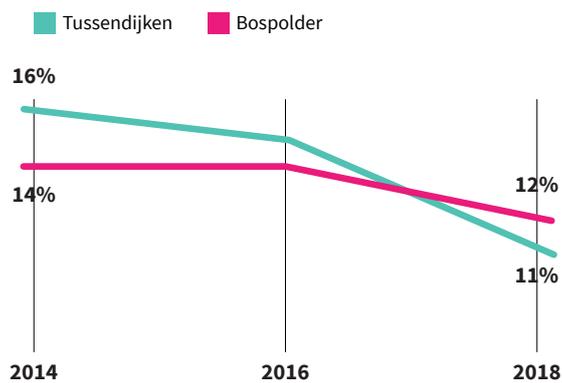
### Difficulties with Dutch language (% residents)



Source: Wijkprofiel Rotterdam 2018

The large number of residents with a migration background contributes to a high number of residents with a language deficit, as Dutch is not their native language. A high percentage of residents in both Bospolder and Tussendijken have difficulty both speaking, reading and writing the Dutch language, far above the average of Rotterdam. In this, Tussendijken scores again lower than Bospolder. From this we can conclude that it is very likely that the income and the ability to speak Dutch are interrelated, and that language level and education level influence each other.

### Need for language assistance



Source: Wijkprofiel Rotterdam 2018

In both districts in recent years there has clearly been a decrease in the number of people who have difficulty speaking and reading the Dutch language. There is also a decrease in the amount of people who say they need language help. This decrease is greater in Tussendijken. This is proportional to the decrease in people who have

difficulty speaking and reading; this is also higher in Tussendijken.

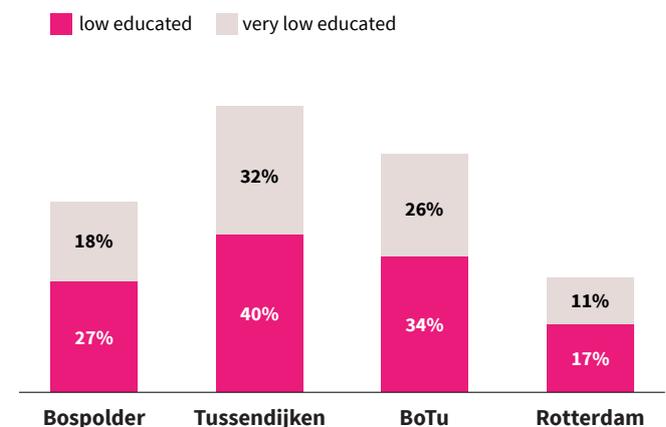
It is striking that fewer people need language help in Tussendijken (Bospolder 12%, Tussendijken 11%), while the level of language here is lower, especially for the reading part. The motivation or necessity in Tussendijken is therefore relatively significantly lower.

This could be due to the high percentage of residents with a migration background; if your social network consists of only people who speak the same language, the need to speak Dutch is obviously less. The difference in housing supply could also be related to this. As already concluded, the Gijsings flats, located in Tussendijken, consist exclusively of multi-family homes with a lift, suitable for small households (1-2 people). This is a suitable home for the elderly. Language is a problem especially with the older generations, because this generation did not go to a Dutch school. Possibly the elderly also have less motivation to learn this.

## 2.4.3 Youth

The neighbourhood has a high rate of children. Therefore it is also important to look at their opportunities, as they will be the future employees in the area. The level of education of parents influences the opportunities of the children in their school career. We have seen that the amount of people with a low education level in both the neighbourhoods is high. Looking more detailed into this, it becomes clear that in BoTu the educational level of the average parent does not differ much from this: this is very low compared to the average of Rotterdam.

### Education level of parents

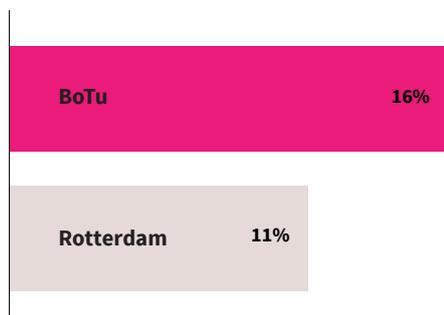


Source: Onderzoek010, Buurtmonitor, 2019

There are two categories. Parents are low educated when both parents have a maximum of LBO / VBO, PRO or

VMBO level 1 or 2. Parents are very low educated when one of the parents has completed primary education, and the other parent has a maximum of LBO / VBO, PRO or VMBO level 1 or 2. In both cases, the municipality of Rotterdam appoints the children of these groups as “disadvantaged pupils”, as defined by the Ministry of Education, Culture and Science, formulated in 2009.<sup>20</sup> Looking at it this way, it becomes clear that 59% of the children in BoTu have low educated or very low educated parents and are therefore disadvantaged pupils, compared to 28% in Rotterdam.

### Youngsters not attending school without basic qualification (%)



Source: *Wijkprofiel Rotterdam 2018*

This influences both the level of education of the youth, as well as the chance of not finishing their school. One of the effects of is a high amount of youngsters who leave school before getting a basic qualification. A basic qualification is the minimum educational level required to find a job, to keep it or to move on to a better position on the labour market. The level has been set for a completed HAVO or VWO study program or a level 2 study program in MBO.<sup>21</sup>

In both Bospolder and Tussendijken there is 16% of

youngsters between 18 and 22 years old who are not following an education, but also do not have a start qualification. In the average of Rotterdam this number has decreased over the last years, in BoTu this is not the case.

### 2.4.4 School results

There is a large diversity in primary schools in the area. BoTu has eight primary schools. The schools are relative small, with the exception of the Valentijnschool (529 students in 2019) and the Nicolaas School (867 students in 2019). The range of schools is very varied: more than half of them the primary schools under the confessional special education, with two Catholic schools, two Protestant schools and one Hindu school. Also there is a Montessori primary school. In addition, two schools offer special primary education.<sup>22</sup> Most children in BoTu go to primary school inside their own neighbourhood,<sup>23</sup> so either the offer of primary education suits the residents, or they have difficulties with travelling to another area for schools. After primary school, the children move on to practical education, VMBO, HAVO or VWO. The Cito test results in the last grade of primary school determines the level that the children can start in high school, and is therefore an important indicator of the level of a child.

The average Cito-scores of the students in the last grades in BoTu show a difference between the primary schools. The Valentijnschool scores the lowest with an average score of 527, which is among the lowest 10% in the Netherlands. The Hindu primary school Shri Saraswati has the highest score with 537, which is among the highest 25% scores in the Netherlands. The special primary schools do not participate in the Cito test. All other primary schools in BoTu score below the national average that was 535 in 2018. They also score below the Rotterdam average of 533 in 2018. School Dakpark uses the IEP score, and has an average of 78, also below both the Dutch (81) and Rotterdam (78.2) average. Different Cito-scores have a different level of secondary

<sup>20</sup> Ministerie van Onderwijs, Cultuur en Wetenschap, published by CBS. <https://www.cbs.nl/nl-nl/artikelen/nieuws/2016/07/aandeel-achterstandsleerlingen-basisonderwijs-afgenomen/achterstandsleerling>

<sup>21</sup> Gemeente Rotterdam, *Wijkprofiel*

<sup>22</sup> Allecijfers, 2019

<sup>23</sup> Gemeente Rotterdam, *Onderwijsatlas, 2016*

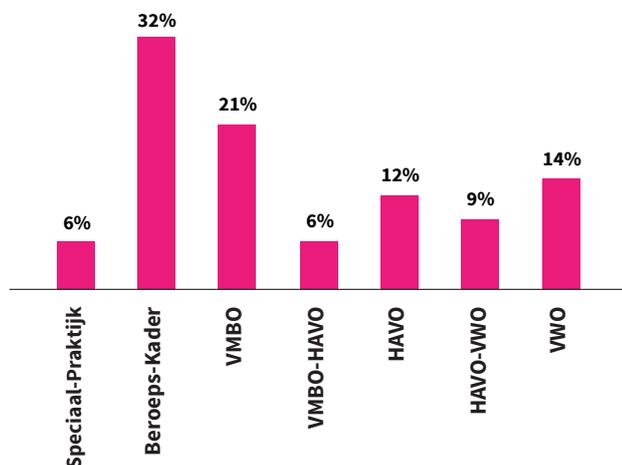
### School types and results

School	Denomination	Cito/score	Advice
Nicolaasschool	Roman Catholic	533	VMBO
Shri Saraswatieschool	Hindu	537	Havo
De Korf	Public	531	VMBO
Valentijnschool	Roman Catholic	527	Beroeps-Kader
Woltjerschool	Protestant Christian	531	VMBO

Source: *Allecijfers, 2019*

education that is recommended. Looking at the Cito-score average, we see that a large part of children would be advised to start with VMBO. But looking at the outflow, you can see that in most schools a larger amount of children goes to Beroeps-Kader.

### Outflow final grade all children BoTu



Source: Allecijfers

## 2.5 Interviews

Talking with residents in the neighbourhood, it seems that there is not much to worry about. Although some people mention the unsafety of the neighbourhood, they all generally seem to be happy with their living and work situation. With some key figures in the neighbourhood, we reflected on the situation of BoTu and its residents. Heather Smittle, coordinator “Wijkgestuurd Werken” in BoTu, tells us that exactly that attitude is a problem: people are generally too proud, and will tell you everything is alright. They seem to be very ashamed of their problems, like their debts. They keep this silent, what makes the

problems mostly only bigger, because you cannot help them. She is trying to connect to the residents, in order to gain their trust. “Most people do not trust the government. What is different about our work is that we are actually in the neighbourhood; in their community. That is very different from the government offices. We also do not have security, or people at the doors. Everyone can just walk in here.”

### Vulnerability

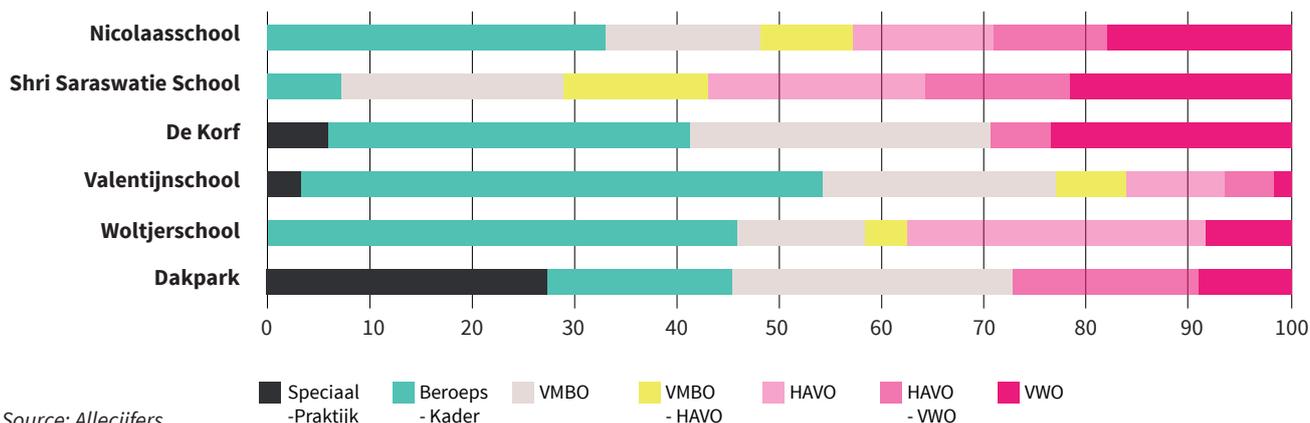
Robbert de Vrieze from the Delfshaven Coöperatie explains that this level of trust makes that people have a very limited network. “BoTu is well connected to the centre of Rotterdam, but still retains the feeling of closed off neighbourhood or village. Many people seem to not go out of their comfort zone. However, this is rather necessity than comfort for many. Little missteps such as debts can end up snowballing into huge issues. People need a trusting network, hence staying inside the small community. There’s a lack in the safety network from the government, without space for mistakes. Their own neighbourhood network does provide this safety net they can trust.”<sup>24</sup>

### Delfshaven Coöperatie

Delfshaven Cooperative connects local initiatives in Delfshaven with government and industry. By translating and connecting between system and living (formal and informal), they work on economic development and social resilience in Delfshaven. They are based on entrepreneurship as a success factor. This is for them about the right combination of people: residents, entrepreneurs and investors.

24 Interview Delfshaven Coöperatie

### Outflow final grade of the different primary schools (%)



Source: Allecijfers

The lack of trust makes it hard to improve their situation. From the interviews, it became clear that many residents in the neighbourhood are on “survival mode”. They are very motivated to work, as we have seen in the Pier80 Community Center.<sup>25</sup> They are looking for a purpose, to be useful. But at the same time, they are too busy with their own problems, like debts or housing, to actually start looking for a job. They want to improve the way they live, but just don’t find the space for it because they do not have a steady base.<sup>26</sup>

Besides this, a lack of confidence is mentioned more often. “75% of the people who come to us don’t have a start qualification. They don’t know what job opportunities are available and are very insecure about themselves, about language or other things. ... People don’t see their own qualities, when it is not measurable with a diploma or anything. Also, for 40-50% of the unemployed people language could be a problem. However, many people are insecure of their Dutch ability while their Dutch is not that bad. For example, a guy visited the office with a friend that can speak Dutch as an interpreter, but in the end, his Dutch was good enough so he did not need any interpreter.”<sup>27</sup>

**“... Many people seem to not go out of their comfort zone. However, this is rather necessity than comfort for many. Little missteps such as debts can end up snowballing into huge issues. People need a trusting network, hence staying inside the small community.”**

.....  
*Robbert de Vrieze*

People have many skills like planning, or organizing events, but they do not recognize this themselves, and also do not see the opportunities to do something with it. (Heather smittle) The mental issues make the distance to available opportunities only bigger. “Also, the government quite easily puts a stamp on people, saying that they won’t be able to work and thus not helping them reintegrate in society. While actually these people are

able to achieve a lot, small steps at the time.”<sup>28</sup> Because of this, many people do not take the step towards something new, towards work.

#### *Jongerenloket*

The “jongerenloket” is a helpdesk for young people, located in the town hall of Rotterdam. The Jongerenloket helps people on their way to education, work or care, but also with financial problems, debts, finding a home or mental issues like adictions. Young people from 16 to 26 years of age can turn to the Jongerenloket with their questions.

#### *Influence on youngsters*

The situation of the parents seems to be of very big influence on the future of the youth. “A lot of youngsters have mental or cognitive problems. They are behind already because of their family situations. Mental issues like depression or anxieties is something we see a lot. They lead to problems such as crime, addictions and debts.”<sup>29</sup> Especially debts are very high among youngsters, with an average of about ten thousand euros. “That mostly starts with a small one, but increases really fast. It starts very often with basic costs like health insurance: when they turn 18 they have to pay this themselves, they are not used to it or their parents don’t tell them, and it goes wrong.”<sup>30</sup> Besides this, youngsters never really learned how to have a normal structure in their life. “They kept dropping out of schools, so they did not learn how to get up in the morning, have a normal life and routine. They also did not learn this from their parents, as many of them are at home as well.”<sup>31</sup> A lack of routine creates an opening for crime, as youngsters are practically raised on the streets instead of school and parents. “Crime is very normalised, especially in BoTu where it is present in the neighbourhood itself. People grow up with it. Youngsters have a really strong need to identify themselves, to be part of their group. To be part of this, they want to keep up in term of clothing etc., but they do not have the money for this. So they look for other ways to make money.”<sup>32</sup> From this, we can again see the trust issue: youngsters mainly trust their friends, as they never let them down. What makes that they have a very strong feeling of belonging. They lack support from their parents. A more steady base at home, would positively influence their future opportunities in looking for work.

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28 Interview Delfshaven Coöperatie

29 Interview Jongerenloket

30 Interview Jongerenloket

31 Interview Jongerenloket

32 Interview Jongerenloket

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25 Interview employee Pier 80

26 Interview Wijkgestuurd Werken

27 Interview Wijkgestuurd Werken

**“75% of the people who come to us don’t have a start qualification. They don’t know what job opportunities are available and are very insecure about themselves, about language or other things. People don’t see their own qualities, when it is not measurable with a diploma or anything.”**

.....  
*Heather Smittle*

## **2.6 Conclusion**

It can be said that BoTu is a neighbourhood with a lot of diversity in inhabitants. By looking at the differences between Bospolder and Tussendijken, there appears to be a correlation between the incomes, the level of education and the living situation. BoTu is a neighbourhood with many residents with a migration background, who are mainly non-Western migrants. This is related to a high number of people who have difficulty with the language, and therefore a lower level of education. A lower level of education often leads to a less paid job, but in theory should not lead to a higher number of unemployed people: the capacities of the more practically educated residents of BoTu are also needed. From the interviews we can conclude that the problem mostly lies in the confidence of the residents: they are willing to work, but do not know where to start looking, or they have the feeling they lack skills, while they actually are capable. This is also partly due to the way they are treated by their problems instead of opportunities: many people are dismissed as incapable of work, while they maybe just need help to overcome the distance to the labour market.

There are mostly families living in BoTu, with children going to school in BoTu as well. Their parents want to work close to home and close to the schools. Most families live in a medium-sized corporation house of Havensteder. As a result, ownership is low in the neighbourhood; a very limited amount of people owns a house.

Ownership makes people responsible, and therefore the housing stock less vulnerable. The owner-occupied houses often belong to the more spacious ones, which is related to better-situated residents. The considerable presence of the housing association reflects the income that many people earn in Bospolder - Tussendijken. This income is very low compared to the Rotterdam and Dutch average. The owner-occupied homes are therefore not suitable for these residents.

The lack of possessions makes the residents vulnerable. With an income that is around or below the social minimum, it is hard for people to invest in themselves in terms of looking for a better job or education. They are busy with ‘surviving’, and to connect with them you need to get close to their community, as they are too proud or have too little trust to seek help themselves.

There is also a difference visible between the families and single-person households. It seems that single person households have a lower income per person. It also seems like the level of understanding and speaking Dutch and the motivation to learn is lower with the single-person households. This means that single persons are falling behind; these people have a smaller network (f.e. no children so no school that connects them with other parents) and are therefore harder to reach, but also have less people they can depend on so they need help even more. This target group should therefore not be overlooked.

In addition, the high number of low and very low educated parents is very large in BoTu. This influences the school performance of their children, who are defined as “disadvantaged students”. These children are behind when they start school. This hinders their later chances of finding a job. Besides this, they are influenced by their parents problems leading to mental problems, large debts and crime. Because the different target groups in the neighbourhood are not equally distributed, but differ between edges and inner part of the neighbourhood, the young people also have little chance of increasing their frame of reference: their immediate neighbours live in the same situation. As the youth is the employee of BoTu of the future, this disadvantaged position is worrying. Children and youngsters therefore also need extra attention.

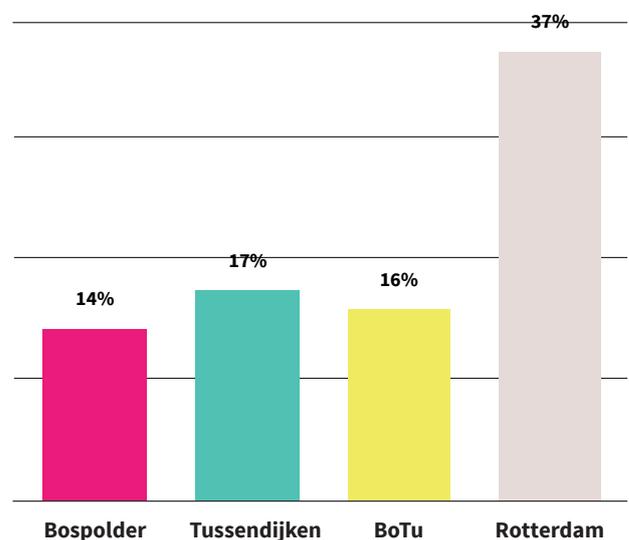
# 3 JOB OPPORTUNITIES

In this chapter we will look into the job opportunities that are offered by the different companies in the three different areas, the amount of people they can employ, the way those companies are distributed and the skills that are needed to work there.

## 3.1 BoTu

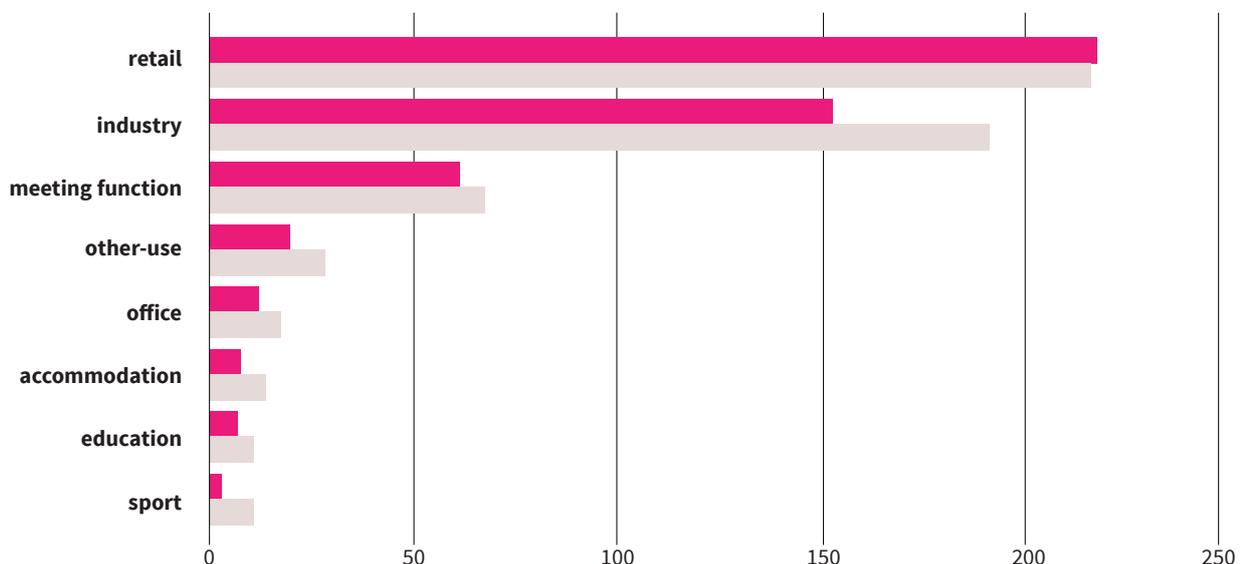
There is only a small percentage of people working in BoTu from the area because it is a residential area. This has been ingrained in the history of the area from when BoTu was a suburb that supplied the workforce of M4H. The job prospects in the immediate area are not able to provide employment for the entire workforce population. Therefore, many residents must travel outside their immediate neighbourhood for employment. The employment opportunities within the area are limited mainly to shops, light industry and meeting functions. Offices, which usually employ white collar workers are of a small percentage because much of the administrative and professional industry is performed elsewhere in Rotterdam. This may be indicative of the education levels where residents are primarily more blue-collar workers who maybe have a more practical skillset or education.

Balance workers / working inhabitants BoTu (%)



Source: Wijkprofiel Rotterdam 2018

### Purpose of use, other than residential



Source: Allecijfers, 2019

### 3.1.1 Distribution of employment

The distribution of employment seems to be primarily for retail. Much of the employment is found along the shopping street down Schiedamseweg, and along the streets around BoTu. Health organisations and schools are found more inside the neighbourhoods and are distributed evenly across the two.

**“I live very close to my work, just at the end of the street. I specifically looked for a job this closeby, as going to work by car or public transportation would be too expensive. I am not earning a lot of money in the supermarket, and live on my own so I need all the money for my apartment and general expenses.”**

*Employee at the Polish supermarket*

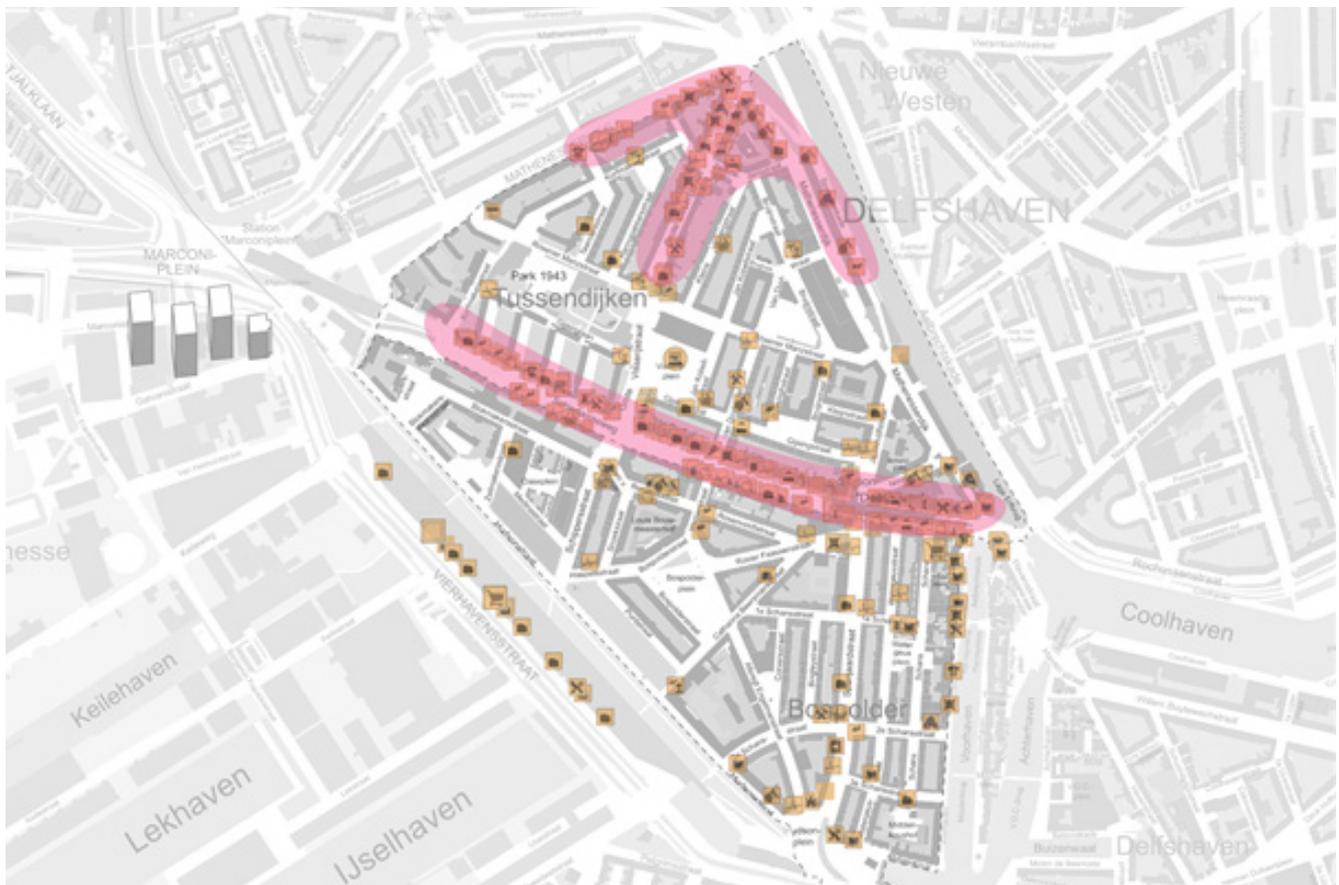
### 3.1.2 Necessary skills

The distribution of employment seems to be primarily for retail. Much of the employment is found along the shopping street down Schiedamseweg, and along the streets around BoTu. Health organisations and schools are found more inside the neighbourhoods and are distributed evenly across the two.

The graph besides shows a very high amount of advice, research/specialist companies, as well as many wholesale/retail/auto companies. Also culture/sports/recreation, health/welfare and construction are present on a large scale.

However, it is more interesting to see how many job opportunities these different sector actually offer.

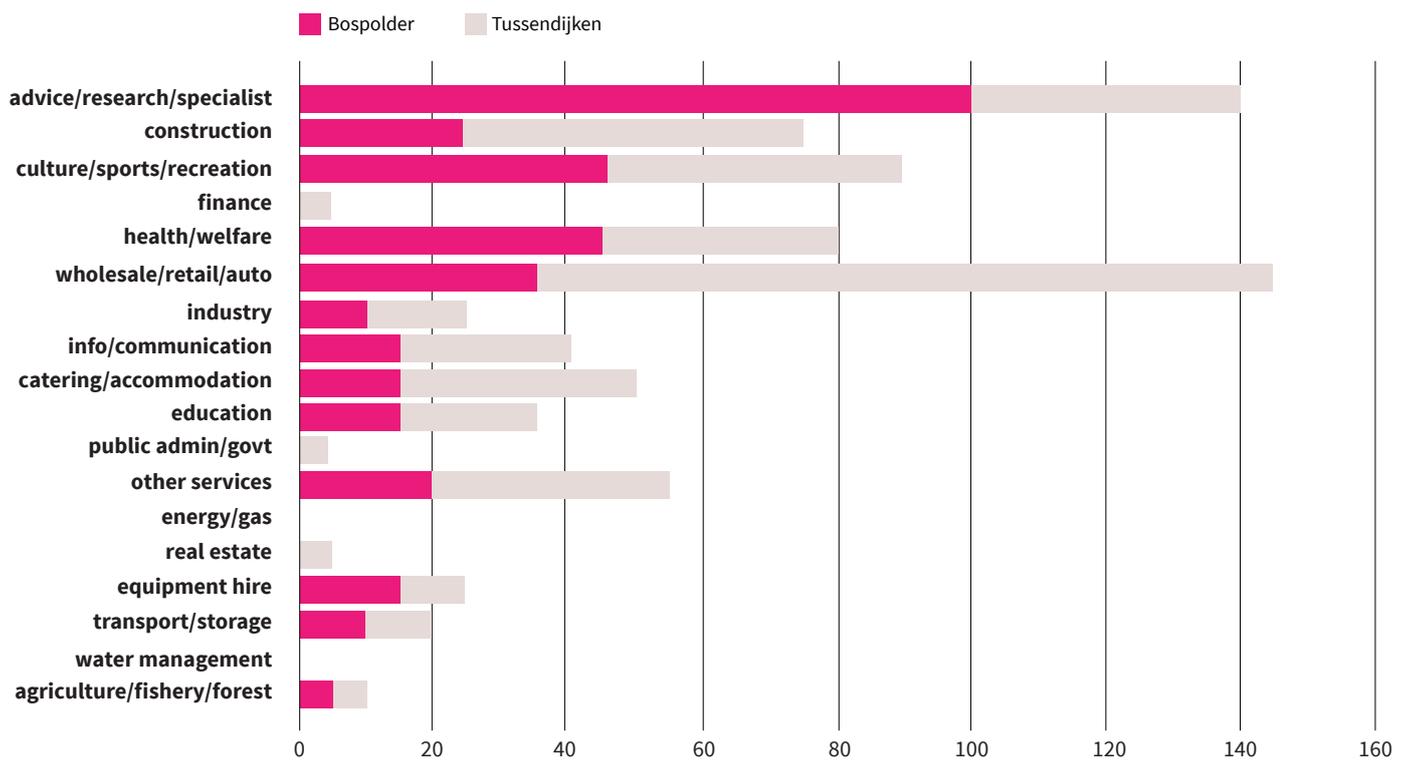
The second graph shows that most employment is in wholesale/retail/autosshops, health/welfare and education. The skills required for these jobs are of a wide variety. Some only require a basic level of Dutch, like some of the supermarkets or car shops, as most of them also have a specific audience: a Polish supermarket, a Chinese restaurant. While health/welfare is probably already more mixed: some jobs (caregivers for example) require a very basic skill level, while others (doctors, physiotherapists) require very specific skills and education levels. Also to work in schools (education) requires a certain level of education and certificates.



3.1 Distribution of retail in BoTu

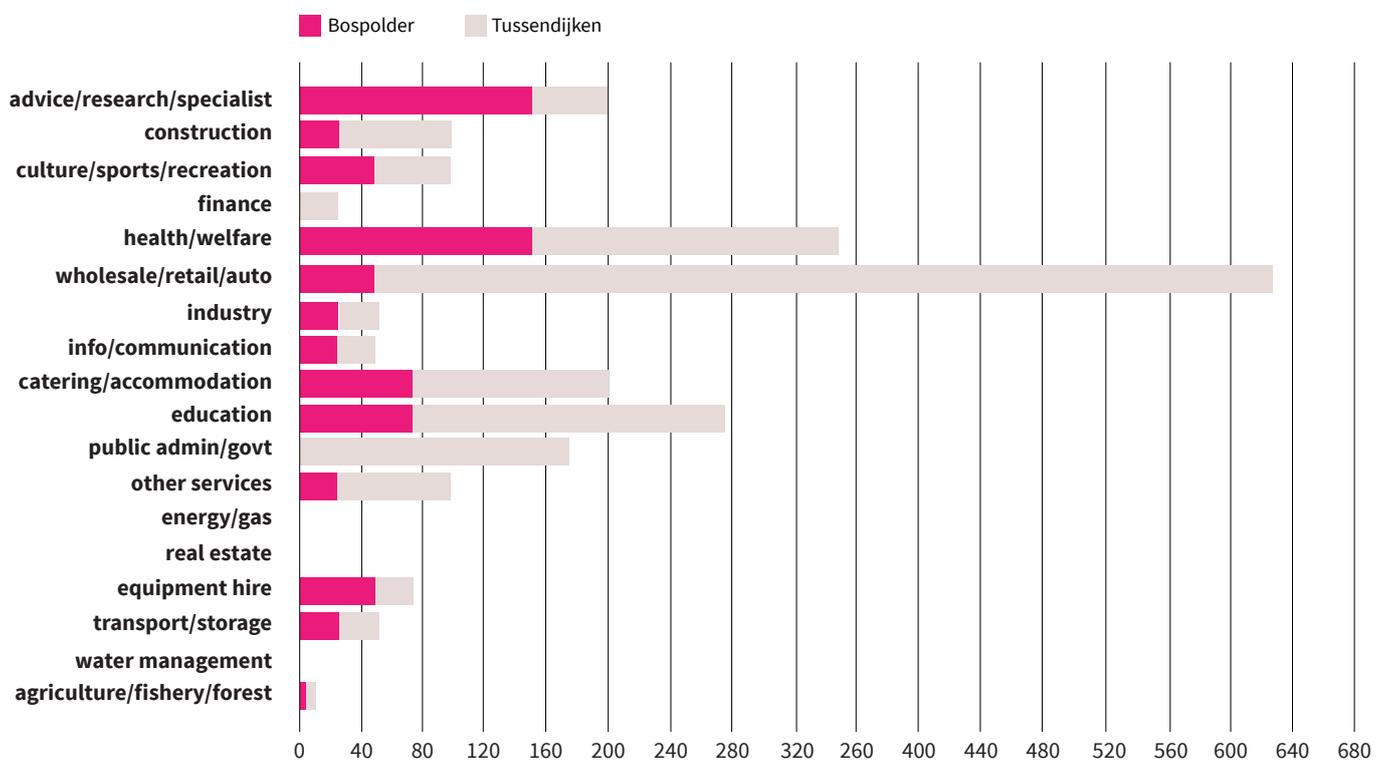
Source: Leefveldenkaart, 2019

## Amount of companies in different categories



Source: Bedrijvenregister Rotterdam, 2019

## Amount of people employed in different categories



Source: Bedrijvenregister Rotterdam, 2019

### 3.1.3 Future plans

In the future, the goal is that BoTu will be the first resilient district of Rotterdam. The ambitions of the municipality for BoTu for 'Resilient BoTu 2028' is that they "work together with residents and businesses to bring major improvements in the Bospolder-Tussendijken (BoTu) district."<sup>1</sup> Part of this plan is the energy transition. The energy transition is designed to also create jobs for residents within their neighbourhood. Jobs as such involve improving the existing infrastructure and housing, with the goal to have less of a reliance on fossil fuels and gas. This is a significant maneuverer as most of the homes use gas so to convert to green energy is a large investment and logistical challenge. Many of the cheap post war housing built in the 50's have poor energy rating levels and have not had the necessary investment to keep them up to code. Housing will therefore need to be retrofitted to bring up to standard with insulation, heating, cooking, windows and more upgraded. This is a mammoth operation that will provide many jobs in the construction industry as well as logistics.

This encompasses a wide variety of skill-sets- both low skill and specialist. If proper training and apprenticeship programs are properly implemented as well as accessible recruitment programs, there is much potential for local employment rather than this work being outsourced from the local community.

This 'sustainable area development strategy' is being undertaken by different partners including the Internationale Architectuur Biënnale Rotterdam (IABR), Delfshaven Coöperatie (Delfshaven Cooperative) and the district. The ambition is that residents become owners of the energy transition and reap the benefits of the refurbishment and employment programs.<sup>2</sup>

## 3.2 Spaanse Polder

The Spaanse Polder as business park was established as industry moved inland from the ports and harbour side with an emphasis on network transport and accessibility. Separating the park from the surrounding neighbourhoods, it became possible to implement more heavy industry, without moving too far away from the city. A zoning plan divided the area into large plots, making it possible for large companies to operate in close proximity to the city center.<sup>3</sup>

While there is presently a high demand for labour, the 90's zoning for large scale, registered companies didn't

eventuate as anticipated. Often 'good industries' moved to a new area (Bedrijventerrein Rotterdam Noord-West), while the smaller industries (from intake of small automotive business from residential area) moved inside Spaanse Polder, creating neglected a high amount of unofficial small businesses and criminality.<sup>4</sup>

Nowadays, there is a lot of effort and investment put into Spaanse Polder, to make it a safe and prosperous area again. The business park provides many employment opportunities and entrepreneurial prospects. The area has many small and larger scale businesses and industries such as: groceries, technical, mechanical work, technical work, construction companies, custom industries, production, coffee production, bakeries, plastics etc.

#### *Stadsmariniers*

Improving safety is one of the highest priorities of the municipality of Rotterdam. One of the most striking methods with which Rotterdam combats insecurity is the deployment of "Stadsmariniers". The Stadsmariniers is on the streets a lot and talks with residents and entrepreneurs. If necessary, a Stadsmarinier also goes out with residents and entrepreneurs, to see problems with their own eyes. He also makes contact with important institutions in the neighborhood, such as police and municipal services.

In all, Spaanse Polder offers the employment potential for thousands of workers of Rotterdam. The economic significance of the Spanish Polder business park is great, both in terms of the nature of the work and the number of jobs. Around 600 companies are located in the Spanish Polder with a total of around 8000 employees. The largest sector in the Spanish Polder is wholesale and trade mediation.

As a business park, the employment potential for workers is high. From less than 100 industrial companies, employment opportunities are provided for over 2.000 workers. This is on par with the municipal interest in promoting industry in the area instead of smaller land-consumptive businesses that cater for a small workforce. Wholesale and retail companies are also primary employers. Construction industries too have larger staff numbers, employing over 1.000 staff members between around 50 companies.

### 3.2.1 Distribution of employment

Because the business park is convenient to the centre and a number of residential areas, many companies

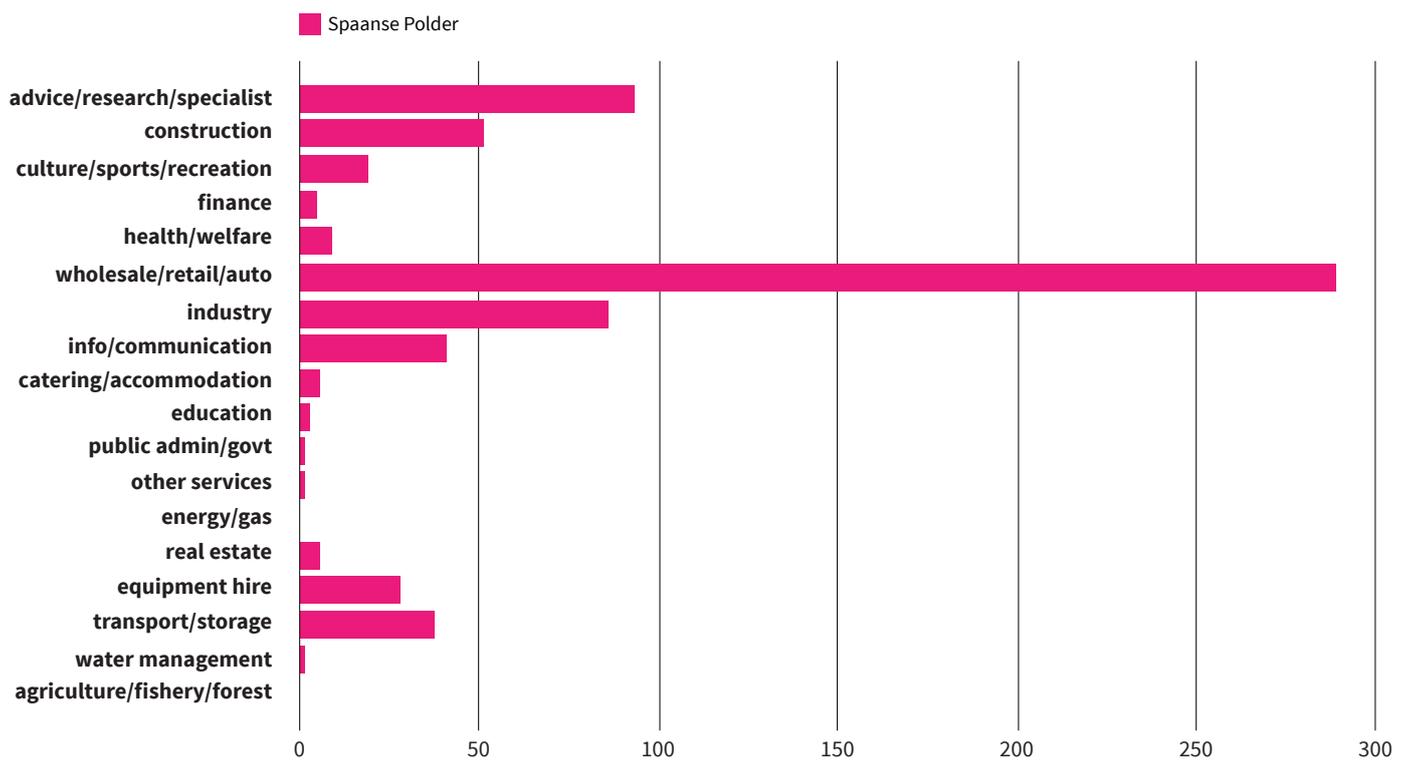
1 Gemeente Rotterdam, Veerkrachtig BoTu 2028

2 Gemeente Rotterdam, Veerkrachtig BoTu 2028

3 Stadsarchief Rotterdam "Spaanse Polder." accessed 5/1, 2020, <http://gar.exonetvps.nl/spaanse-polder>

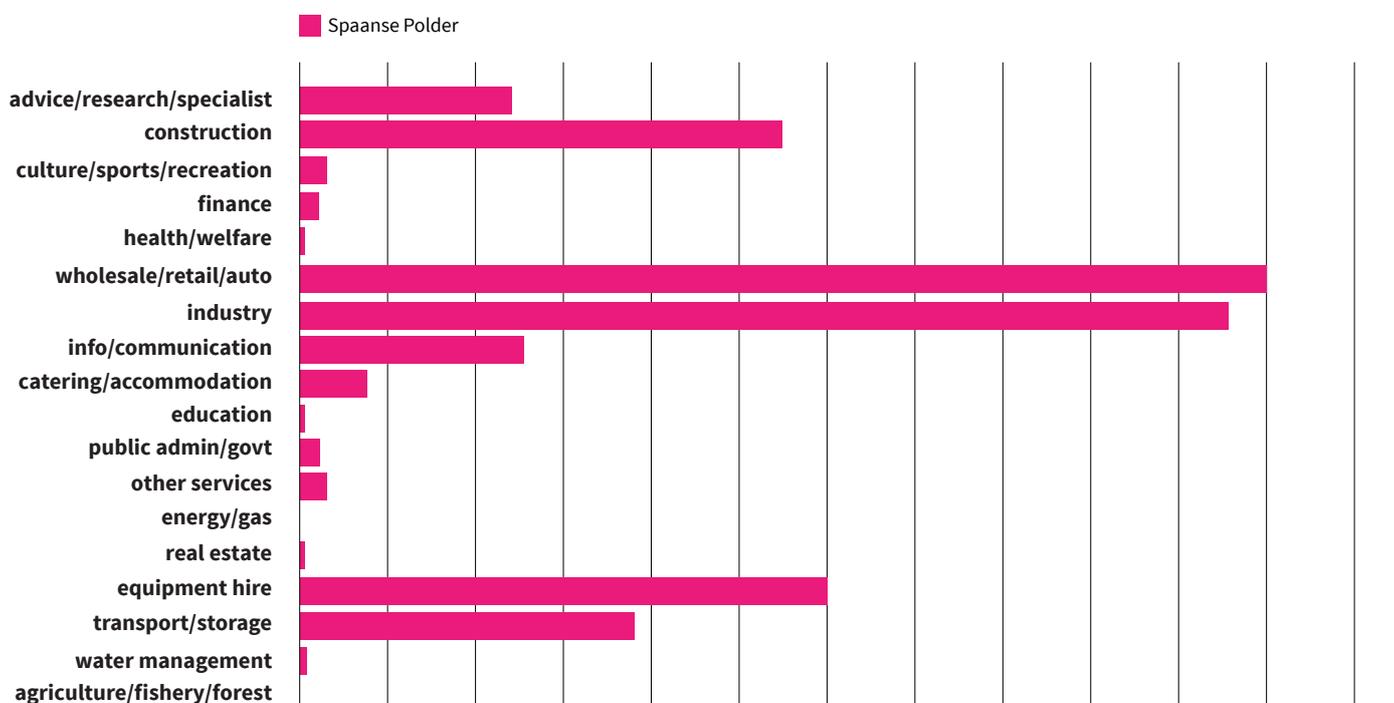
4 Interview Stadsmariniers

## Amount of companies in different categories



Source: Bedrijvenregister Rotterdam, 2019

## Amount of people employed in different categories



Source: Bedrijvenregister Rotterdam, 2019

are benefiting from a large labour pool within a short proximity. Autonomous cluster formation takes place around a number of companies with an image determining and/or pulling role for the area. These companies stimulate the development of new business activities and thereby contribute to strengthening the basis for the Rotterdam service sector. (Interview Stadsmariniers) For the time being this is largely limited to food production and wholesale, transport, car trade and repair and design.

The Spaanse Polder has a number of relatively large plots, which means that large, space-seeking companies in a high environmental category (heavy industry) are able to find a location here. However, part of the large plots in the Spanish Polder have already been split into use.

Many of those smaller plots are dedicated to car companies, that are moved out of BoTu and other residential areas. Those companies dominate important parts of the area. They only offer job opportunities to a small amount of employees, and are often an easy place for criminality. While small scale industry is important for growth, illegitimate business offer little in value to a community.

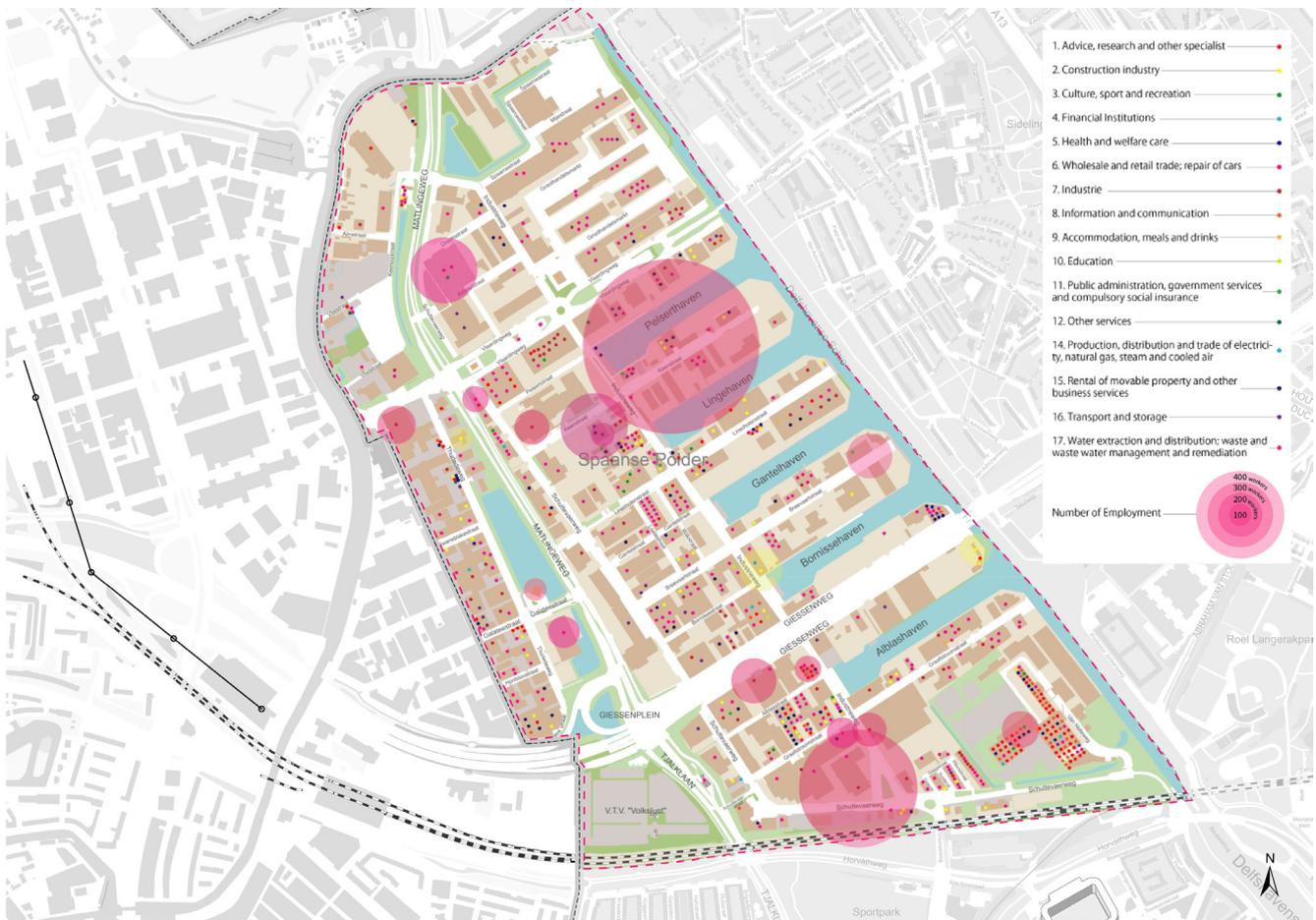
### 3.2.2 Necessary skills

Business owners have a demand for workers with practical or technical education. More specialist qualifications and roles are in programming for business control and management. But this elemental education is important, as is an ability to communicate in Dutch, or less desirably, English. There are health and safety certificates and well as food safety certifications that employees must have before working on site. (Although often, the companies themselves sponsor employees with special programs to gain those certificates.) Workers must have basic skills in order to be a valuable member on the workforce. Qualities such as compliance, punctuality, reliability, efficiency and attitude are all attributes that without such, a worker has little value or place in a company. <sup>5</sup>

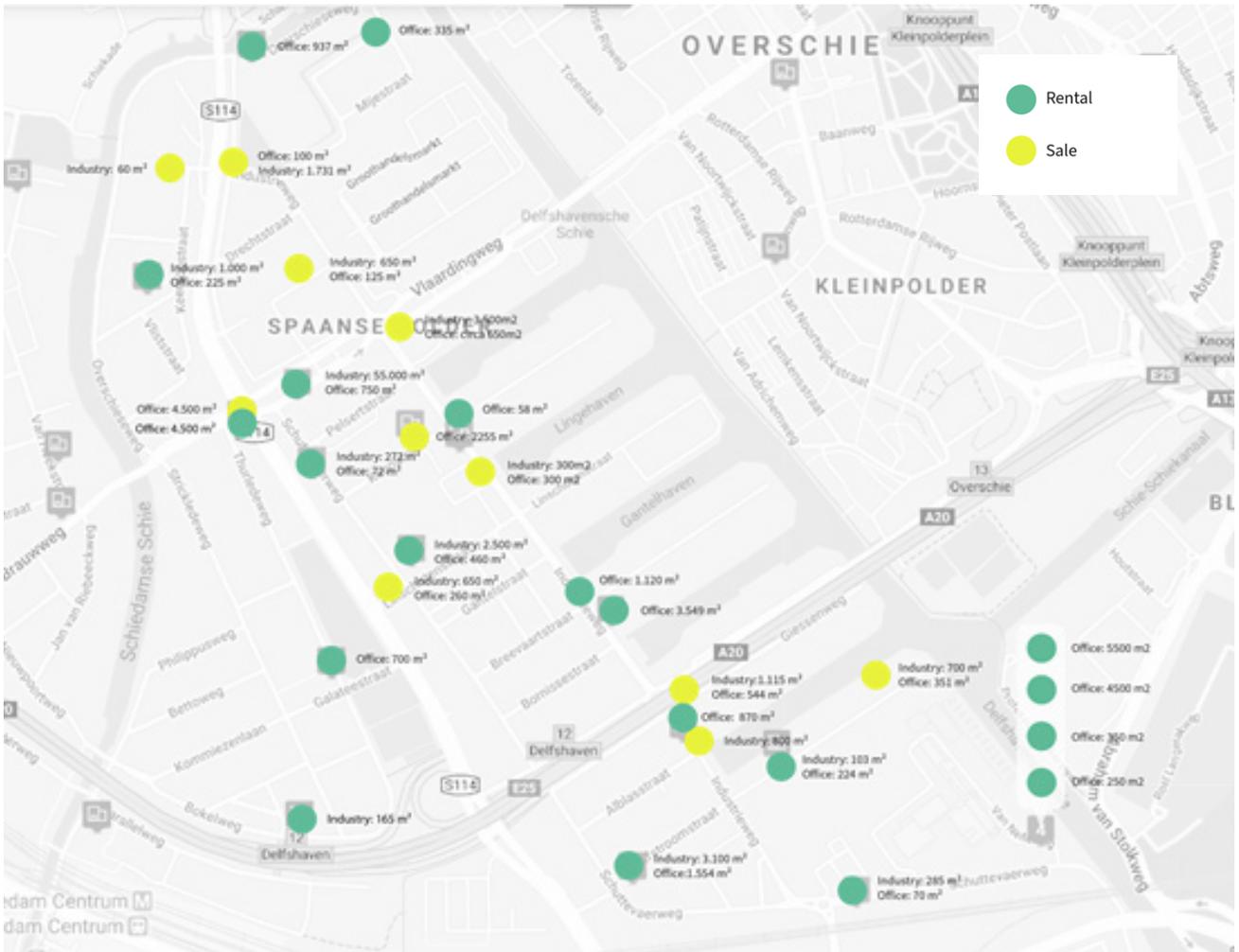
### 3.2.3 Future plans

The municipal plan for Spaanse Polder is optimistic and centred around growth and development. There

5 Interview Stadsmariniers



3.2 Industry distribution map Spaanse Polder



3.3 Available plots in Spaanse Polder (rental/sale)

is envisioned a new influx of industries into the area to generate multiple new jobs. However, there is to also be a relocation of industries that do not fit the municipal plan. The building process itself provides immediate employment for contractors but this investment is short term and temporary. It is not a sustainable source of income although the investment initially provides an influx of employment opportunities.

The government wishes to promote the commercial district as the economic lungs of the city, creating 25.000 jobs for the region. Densifying the business district by relocating smaller automotive companies that have a small worker population for the land they occupy in favour of factories and commercial industries which provide larger employment opportunities. A part of this relocation will also happen in relation to the use of the water surrounding Spaanse Polder. Water-related activity has declined enormously over the years. The result is that hardly any use is made of the port basins by the companies. New businesses have turned away from the water. The result is unused space in the form of the harbour basins, while space is required for companies. Partly because of this, the appearance of the Spaanse

Polder is moderate, especially towards the Overschie residential area. The future plan is to move companies that can use the water towards the harbour basins.

*Available plots (rent/sale)*

The area is still not completely finished, leaving space for future initiatives. The above maps show space that has the potential for further employment and additional companies to invest in the area and to take advantage of the local workforce. While these buildings for the most part will be vacant and not active businesses at this moment, in the right conditions and with the right tenancy, they can raise employment levels in the area. Many of those are also newly built. We see a total availability of 35.000 m2 offices spaces, and 72.000 m2 industrial spaces. There is both opportunity for companies that need large scale industrial spaces, as well as many small office spaces for creative industries (of which many in the renovated Van Nelle factory).

*Housing Proposal*

As per the current government strategy, the investment in further industries means that there needs to be

residential zones to cater for and supply the workforce. One of the plans at this moment is to implement those residential zones inside Spaanse Polder, in between Spanghen and the industrial area.<sup>6</sup> This would create a larger connection between the neighbourhood and Spaanse Polder. In order to enable this, many of the larger companies and industries may need to leave in order to make the region suitable and safe for permanent habitation. This cause and effect is a deterrent for investors, and maybe sabotage the optimised growth of industries and job availability and creation. Already, the zoning for residential development in the industrial district of M4H has meant that many companies have resorted to moving premises to the Spaanse Polder. This could reoccur in Spaanse Polder as well if companies are incentivised to move due to housing development and commercial rezoning. Instead, there needs to be a better investment in transport infrastructure rather than investment in housing within an industrial purposed zone.

### **3.3 M4H**

M4H or Merwe-Vierhavens is a combination of Merwehaven and Vierhaven which was completed between 1916 and 1930 among the latest extensions from the Rotterdam City Ports. The Merwe-Vierhavens area covers approximately 200 hectares, half of which is water and half of which is land. The area borders on Schiedam and Rotterdam West. Most of the land is in the hands of the port authority and the municipality, and there are almost no houses but mainly businesses.<sup>7</sup>

The area was developed with a vision to create additional port for general cargo such as fruits and vegetables. Entrepreneurs such as G.J. de Jongh, Director of Public Works, saw a worldwide market for large sea vessels who transported general cargo due to the construction of Suez Canal and Panama Canal making it easier for these ships to come to Europe. After the construction in 1930, the number of large sea-going vessels that visited Rotterdam was a hundredfold in a relatively short time. Second World War had damaged the port badly, but it was reconstructed and modernized as a result. In the 70s and the 80s came the flowering period and Merwe-Vierhaven was transformed into Rotterdam Fruitport becoming the center of logistics for the handling and distribution of fruit, fresh vegetables and fruit juices. However, after the reconstruction and automation, many jobs disappeared. The connection with the surrounding neighbourhoods disappeared and the port area became

increasingly deserted. In the year 2011 there are an EON gas plant in these city ports, and a number of large fruit stores transshipment and dozens of smaller companies. The vitamin trade has long past its peak, also due to increasing competition from abroad. The role of the classical port industry in this area, as an employer for the environment and as a transfer center for the hinterland, has been declining for a long time.<sup>8</sup>

Currently, M4H is developed as Rotterdam Makers District, housing creative industries and research institutions in the refurbished old shipyard. The idea of the development is that the port should not only invest in quays and cranes, but also in people. This approach transforms M4H into an area where surrounding neighbourhoods will benefit much more.<sup>9</sup> The area is being developed further to cater for maker spaces and entrepreneurs as well as extensive transformation for housings and other programs in the near future.

#### **3.3.1 Distribution of employment**

With most of the harbour functions relocating to other areas and becoming Rotterdam Makers District, the area has a mix of industries that retain the harbour functions, and the creative industries and research institutions. More than 3000 people work in M4H, and the largest supplier of employment is 'Public Administration and Government Services' followed by 'Education', 'Wholesale and Retail; Repair of Cars' and 'Advice, Research and Other Specialist Businesses'.

Looking at the number of companies, 'Advice, Research and Other Specialist Businesses', which many creative companies falls under, has the largest number of companies. From these graphs, it could be said that a few large administration, government service or educational companies offer many jobs, while there are many creative companies, but it only offers small number of jobs. It is also clear that this area offers larger number of white-collar jobs that requires higher educational levels than blue-collar jobs.

#### **3.3.2 Necessary skills**

Together with RDM Rotterdam – the old Rotterdam Dry Dock Company on the south side of the Maas and nowadays a flourishing innovation hub – M4H forms the Rotterdam Makers District. Space has been created here for (young) entrepreneurs and knowledge institutions from the new (creative) economy. The labour market in M4H is therefore changing rapidly. An important question in this is what the workforce of the future is: a clear description is needed of the skills that people need to fill

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6 Interview Stadsmariniers

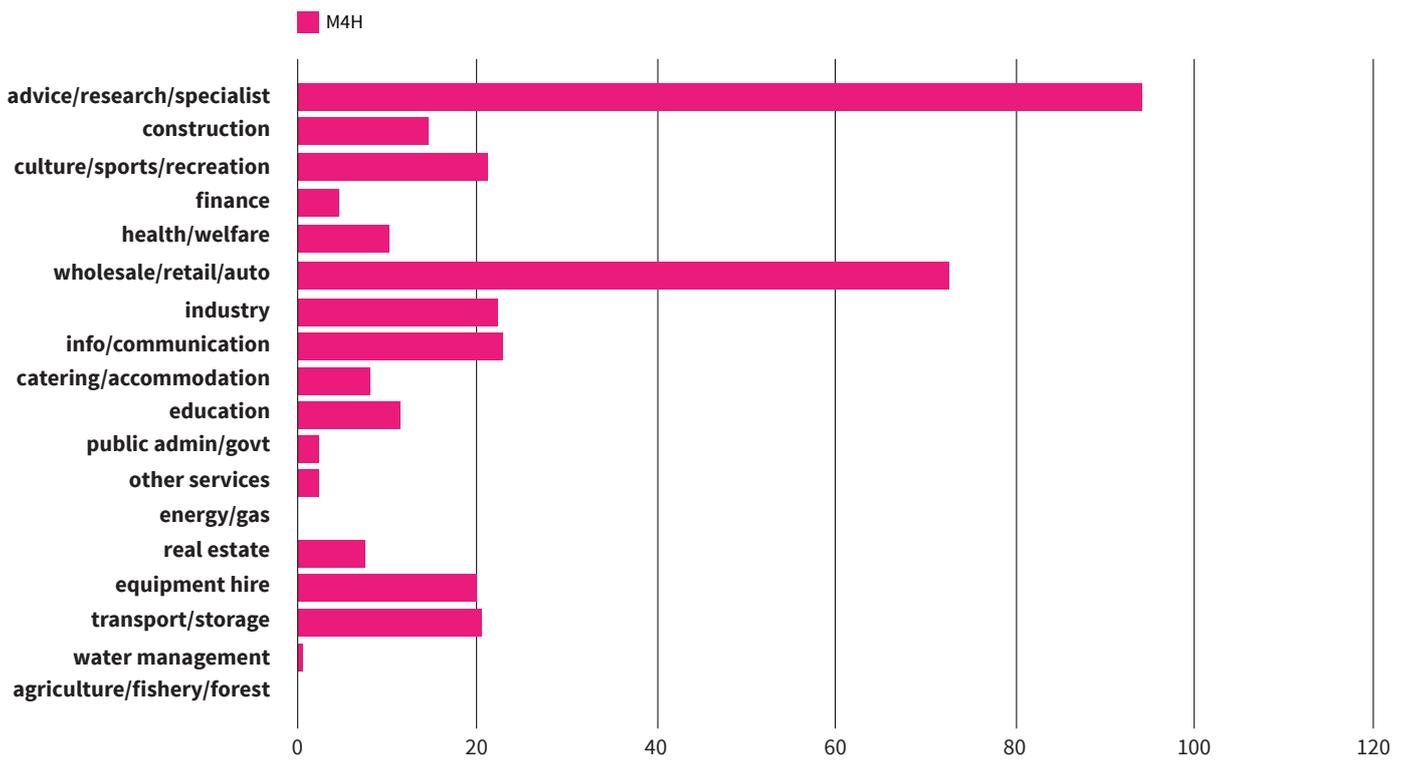
7 Drift, "Merwe-Vierhavens, Van Woestijn Naar Goudmijn.", 2011

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8 Drift, "Merwe-Vierhavens, Van Woestijn Naar Goudmijn.", 2011

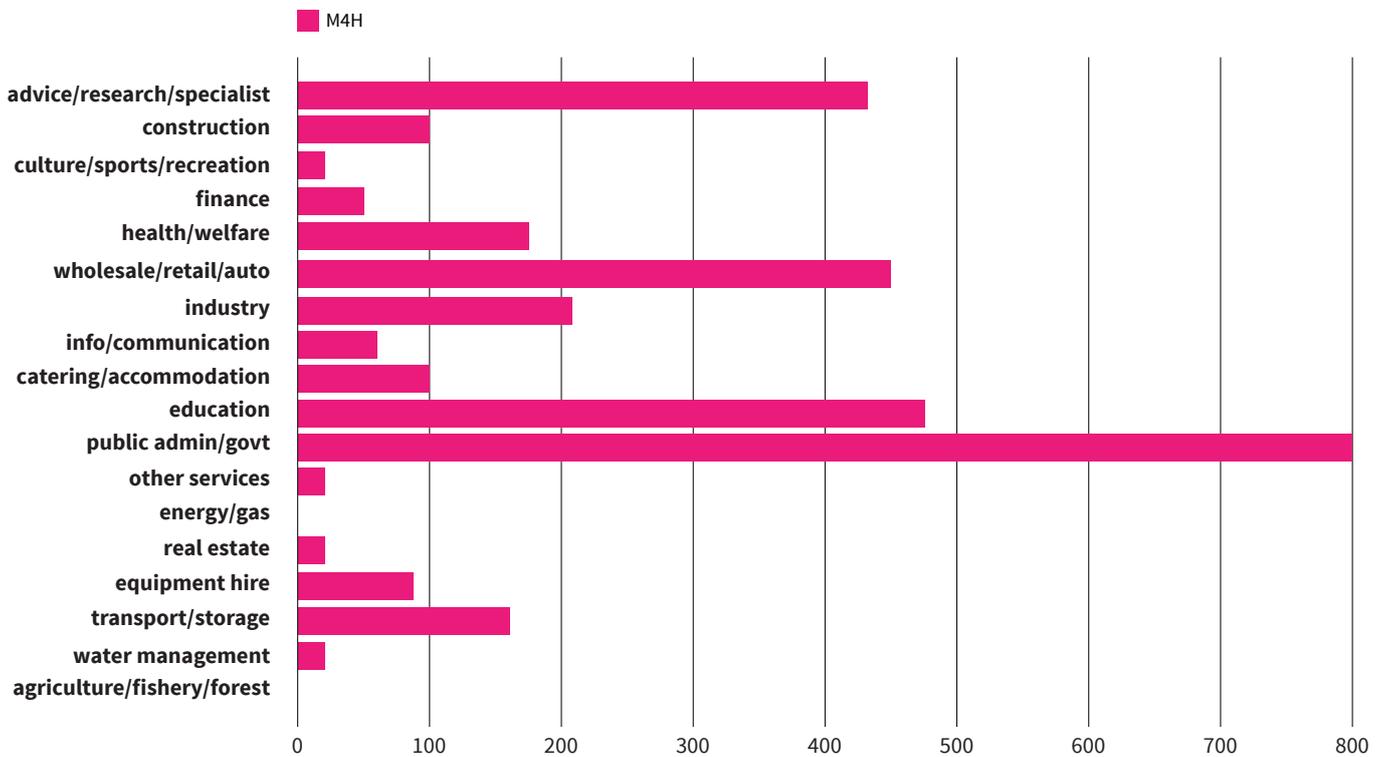
9 DELVA, Toekomst in de maak. Ruimtelijk raamwerk voor M4H.

### Amount of companies in different categories



Source: Bedrijvenregister Rotterdam, 2019

### Amount of people employed in different categories



Source: Bedrijvenregister Rotterdam, 2019

a job in the future, so that future employees can prepare, and schools or education facilities can steer towards the needs.

The future workforce of M4H is very diverse: you need practically trained people who master the 'make' work: welding, sawing etc.<sup>10</sup> Especially also the creative companies such as van Lieshout look for practical trained employees to make the actual products. In addition, there is a demand for knowledge. This can be knowledge at different levels. For example, a lot of knowledge of computers and programming will be needed, but this can also be partly filled in by practically trained people. And a part also consists of higher educated people. This mix offers opportunities for BoTu.

It is important that certain requirements are set for the employees of the area in terms of qualifications and skills. This is important not only because employers expect certain skills, but also to protect the social vulnerability of the area. This social vulnerability can mainly be found in the ease with which crime occurs in industrial areas. By asking certain demands from employees like diplomas or certificates, more effort is put into getting a job. This entails a certain appreciation, which makes crime less obvious.

### 3.3.3 Future plans

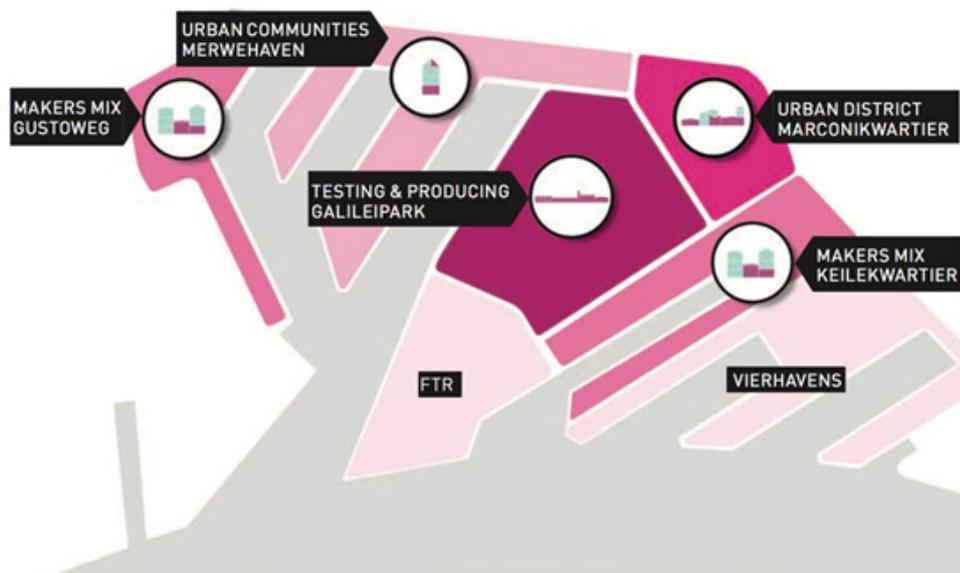
M4H will change dramatically with the future development plan. The new zoning has been done for the development of the area (image 3.4). The area is divided into 5 different zones with distinct characteristics.

- Testing and Producing - Galileipark. The place for the larger manufacturing companies in higher environmental categories. There is room here for functions that support the makers, such as offices, hospitality, events, education or culture. Living here is excluded
- Makers Mix - Keilekwartier and eventually also the Gustoweg Work. Living environments with space for traditional and creative manufacturing companies
- Urban District - Marconikwartier. Highest densities and most urban mix of living, working and facilities
- Urban Communities - Merwehaven Urban living-working environment with the emphasis on living
- FTR and Vierhavens. These are possible development locations for the longer term. The Port Authority and the municipality will have to take joint decisions on this. Various options are currently being kept open. For the time being it is assumed that these companies run out of their leasehold term.

The future plan of M4H aims to mix the work and living in the same area, while retaining space for heavy industries that does not have a housing function. Also, it aims to benefit the surrounding neighbourhood too. M4H is located between a number of vulnerable neighbourhoods such as BoTu with different challenges in the areas of work, education, income and living. The M4H program will have to make a positive contribution to this, for example by providing a type of school that is currently missing in these urban areas.<sup>11</sup>

10 M4H Discussion night

11 DELVA, Toekomst in de maak. Ruimtelijk raamwerk voor M4H.



3.4 Future program of the area of M4H

### 3.4 Interviews

From the first street interviews with people working in the neighbourhood, there seems to be no problem in work opportunities. The people are generally happy with their jobs; they work in small businesses like a supermarket, clothing store or restaurant in BoTu itself or are the owner of one. They all seem to be very eager to work close to their home, as this helps them in their daily lives: taking care of their children, being able to travel to work by foot or having their friends come over to their shops or restaurants.<sup>12</sup>

Exactly this seems also to be the problem; only a small part of the residents of BoTu can find a job inside the area, as there aren't many. With the Stadsmariniers of Spaanse Polder, Rien van der Steenoven and Wout Gelderloos, we discuss the opportunities that this area can offer the residents of BoTu. There is a high demand of labour in the area of people with practical or technical education, with as only demand a basic level of Dutch or English. Wout describes Spaanse Polder as the "economic lungs" of the city, making it indispensable as an industrial zone: "If we want more people living in this city, an area of high labour is necessary. One out of three of the Dutch working population works in areas like this."<sup>13</sup> According to him, many job opportunities are available in Spaanse Polder, but it is not an area for people looking for luck or easy jobs: you need to have skills, have persistence and be realistic. It is not an area for entrepreneurship. Those skills needed are mainly basic skills: motivation, organisation, a willingness to learn. Many companies, especially the larger ones, have a special program for integration, or offer courses to learn the job-specific skills making it possible for everyone with the right motivation to get a job. Rien van der Steenoven states very clearly: "If you want to work, you can work".<sup>14</sup>

#### *Wijkgestuurd Werken*

In 2017 the cluster Work and Income of the municipality launched the program "Wijkgestuurd Werken". This program is close to the residents and with the aim of getting job seekers to work faster. The new thing about this approach is that it is close to the people. The distance between the work consultants and benefit recipients is reduced because the teams are in the middle of the neighbourhood. Job seekers are approached in a personal way. The service is easily accessible and direct.

<sup>12</sup>Interviews Entrepreneurs Schiedamseweg

<sup>13</sup> Interview Stadsmariniers

<sup>14</sup> Interview Stadsmariniers

**" [...] The Spaanse Polder should be seen as the "economic lungs" of this city, making it indispensable as an industrial zone. If we want more people living in this city, an area of high labour is necessary. One out of three of the Dutch working population works in areas like this."**

.....  
*Wout Gelderloos*

M4H is a different situation. The area was mainly focussed on industries with many suitable jobs for the residents of BoTu, but the planned interventions for the area change these opportunities a lot. The new work opportunities here are mostly start-ups or creative businesses. It seems like the focus is on attracting a group of people that does not fit the description of the residents of BoTu that are looking for a job. Heather Smittle states: "It would be good if employers in M4H would be motivated to take in a person that is on benefits. There are incentives available, but they don't know about it."<sup>15</sup> Heather Smittle explains how she is trying to make the residents of BoTu part of these planned developments:

"People can help on the building site; at least a few on every project so that every project is connected to BoTu. The same with the energy transition; we try to teach people the skills to be part of this as much as possible."<sup>16</sup>

Robbert de Vrieze from the Delfshaven Cooperatie told us more about the opportunities that M4H does offer for the residents of BoTu. Besides temporary opportunities like the energy transition or construction/renovation jobs, also opportunities for the longer term are offered. He reminds us of the fact that BoTu is becoming more gentrified, and therefore a need for jobs for higher educated people is raised. But many of the creative businesses actually need practically skilled people

<sup>15</sup> Interview Wijkgestuurd Werken

<sup>16</sup> Interview Wijkgestuurd Werken

as well. The future employee of M4H is therefore very diverse: to make the actual products, people need to be able to have specific skills: welding, woodworking and things like that. The same goes for the digital makers industry: they need people with computer skills on all different levels.<sup>17</sup>

Although it seemed like the opportunities in M4H are not suitable for the residents of BoTu that are looking for a job, mainly a lower educated group of people, this seems to be a misconception. From these interviews we can conclude that both Spaanse Polder and M4H can offer a wide range of opportunities to the residents of BoTu, to complement the work opportunities in the neighbourhood itself.

### 3.5 Conclusion

The two industrial areas Spaanse Polder and M4H each have an interesting relationship of providing employment to the city of Rotterdam. Beginning with BoTu being the residential area for workers of Merwe-Vierhavens (M4H), and later Spaanse Polder being the place of employment for a large amount of people in the surrounding neighbourhood by placing large heavy industries close to the suburb of Rotterdam. Both of these industrial areas had its share of struggles, Spaanse Polder in the 90s suffering from high criminality, and M4H losing its prime port function after the 80s, leaving the area deserted.

Nowadays, both of these areas have chosen a different path of development. The 3 areas, BoTu, Spaanse Polder and M4H have strikingly different job opportunities with different distribution of employment and required skills. With many investments coming into Spaanse Polder, the area is now flourishing again as the industrial area providing 18,000 people with employment, by far the largest of the three areas. The largest sector of industry in the Spanish Polder is wholesale and trade mediation. The relatively large plots mean that large, space-seeking companies in a high environmental category (heavy

industry) are able to find a location here. These have a demand for employees in a variety of educational levels. However, one basic requirement is the ability to communicate in Dutch, or less desirably, English, in order to pass the health and safety certificates that all employees must take in order to work in one of the factories or companies.

M4H on the other hand is becoming the Rotterdam Makers District, providing spaces for creative industries. Currently there are about 3,000 people working. In M4H, while there is an industry of wholesale and car repair, or other manual labours related to the harbour that only require a basic skill-set, many jobs in the area requires high-level of education, with administration or government service, education and creative industries being the main industries in the area now.

The job opportunities inside of BoTu itself are very limited, being primarily retail along the street of Schiedamseweg, meaning that most people of BoTu need to look for employment outside of their neighbourhood. Those shops do offer great opportunities for entrepreneurs in all kinds of categories, making the area attractive to a wide diversity of residents. Striking is that the amount of jobs provided by BoTu and M4H are not of a large difference.

The future plans of the areas will change the job opportunities. The development of BoTu in the energy transition might only change the opportunities for as long as the construction is going on. For Spaanse Polder, further development in the vacant plots and buildings will increase the number of employments even more, however the housing proposal is worrisome for industries in Spaanse Polder. As for M4H, the further development as a mix of housing and creative industries area might create many employment opportunities, with a wider variety of skill levels. The future plan combines a plot for heavy industries, with creative industries and, also important, a mix of housing with supporting facilities like supermarkets, leisure facilities etc. This could offer an opportunity for many people in BoTu. At the same time, this means that there will be many new residents moving into the area, that will try to find a job as well.

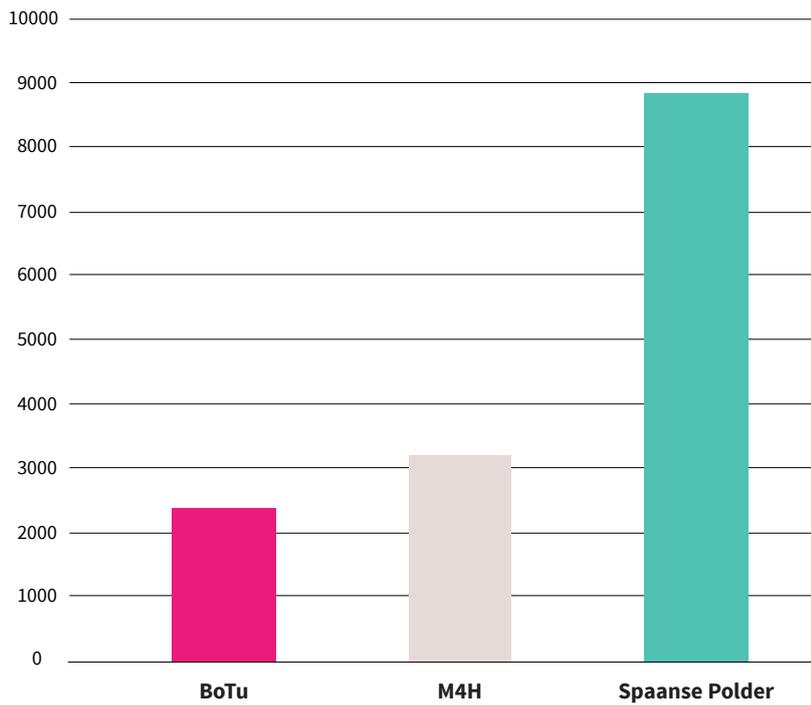
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17 Interview Delfshaven Coöporatie

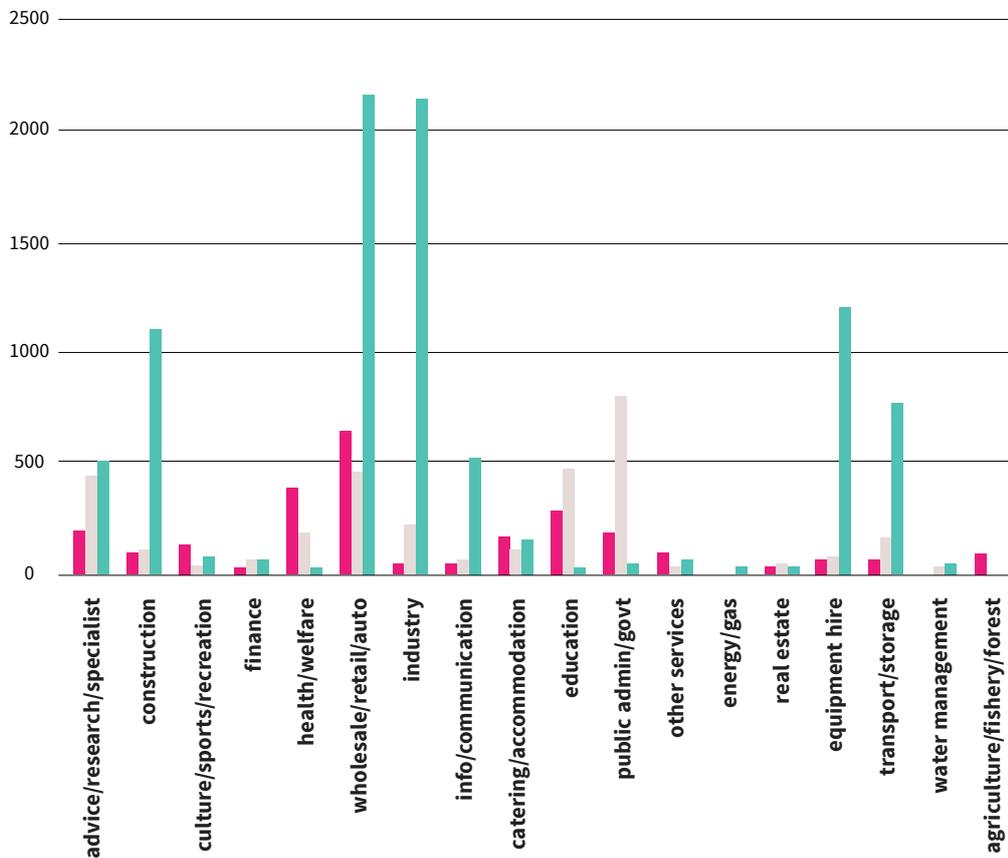
**“ It would be good if employers in M4H would be motivated to take in a person that is on benefits. There are incentives available, but they don’t know about it.”**

*Heather Smittle*

### Comparison of people employed in different areas



### Comparison of people employed in different areas by category



# 4

## BORDERS AND CONNECTIONS

The work opportunities within BoTu cannot provide for all its residents. How the opportunities in Spaanse Polder and M4H can contribute to this, is depending on the connections between these areas. This chapter will discuss the borders and the connections between BoTu and the two industrial areas. Both physical and social connections will be discussed. Besides this, the chapter will discuss the initiatives in BoTu, Spaanse Polder and M4H related to labour. What are the existing or planned initiatives to support the situation in BoTu? Are there problems regarding these initiatives? Not only quantitative research but qualitative sources from interviews with professionals were done to understand the contribution of these initiatives.

### 4.1 Spaanse Polder

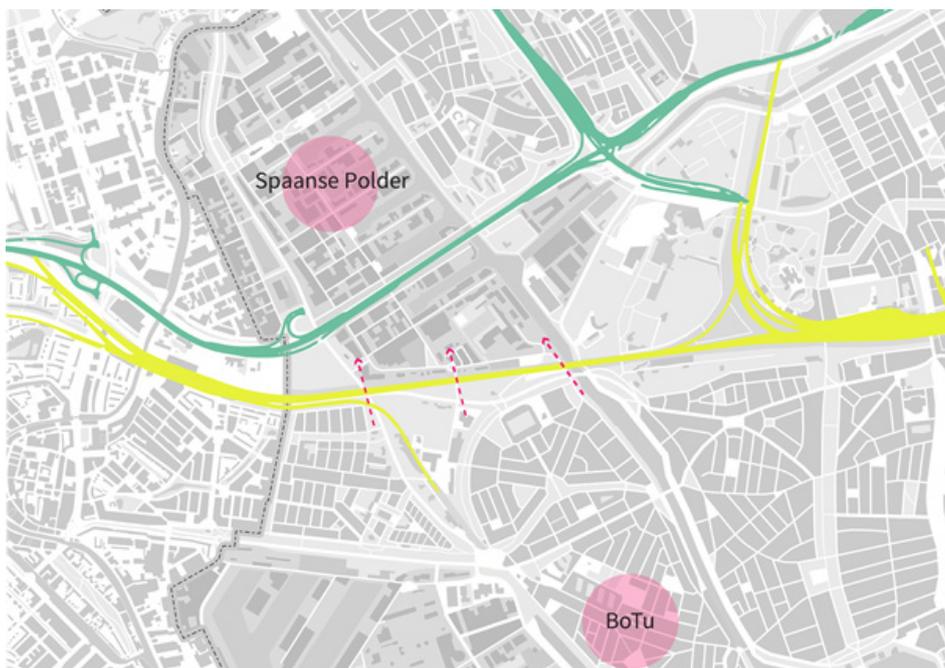
#### 4.1.1 Physical connection

##### *Visibility*

Spaanse Polder is located very close to Tussendijken, with only Spangen in between. The neighbourhoods are connected with direct road access. Yet there is no visible connection between both, making the distance feel larger. BoTu and Spaanse Polder are also (indirectly) divided with a highway and railway. The highway and the railway that runs above the street when entering Spaanse Polder can feel like a barrier, making the area uninviting.

##### *Distance*

There are hundreds of industries in Spaanse Polder, spread over the large area of more than 200 ha. As the distance between beginning and end of Spaanse Polder is 2 km, it is difficult to say how far people need to travel from BoTu to their work. However, not all companies have the same amount of employees, therefore some places are more visited than others. The map above indicates a few large companies that offer the largest amount of jobs in the area. The large transparent circles are representing companies with over 100 employees, the largest being a facility management, cleaning and landscape care company that have about 800 employees, Jaquet & De Groot Schoonmaakbedrijven B.V. The small companies



4.1 Physical borders between Spaanse Polder and BoTu

cater for just a few employees, like the many auto-repair garages.

This difference in number of employees has a great influence on the distance: if the large company is located far away from BoTu, and all the small ones are close to BoTu, most people have to travel a longer distance. A planned reorganisation of the area will potentially make the high-employment companies more accessible from the residential areas of Bospolder, Tussendijken and Spangen.

Note, that the number of employees might not reflect the actual number of people working in an office or factory. Especially in Spaanse Polder, and M4H, many companies dispatch people all around the city, such as truck companies or cleaning companies. This makes it hard to understand the concept of distance, as we do not know how far people actually travel to their workplace.

#### *Travel distance*

To understand the meaning of the distance between both areas for the residents of BoTu, it is necessary to understand how far people daily travel, or so to say what their action radius is. For someone who never leaves the neighbourhood, the few kilometres to Spaanse Polder can be perceived very differently than by someone who travels around the whole city on a daily base.

A set of interviews with 15 residents of BoTu about their daily activities (dwelling, work, grocery, leisure, children's school) and their preferred transportation method gives more clarity in this. From the interviewees, 5/15 have a car, 4/15 have a bike/moped and 6/15 only use public transport/walk. The maps (4.2, 4.3, 4.4) show the places of activity categorized in peoples transportation method. The different activities are widespread. Most people stay inside BoTu for schools and supermarkets. Especially for leisure activities people travelled quite far (to the city centre) regardless of whether they use a car, bike, or public transport.

People that use a car tend to travel further outside the neighbourhood for work and leisure than people with only a bike or the use of public transportation. However, it is absolutely clear that people without a car do not only stay inside BoTu. Some go to Schiedam or the south of Rotterdam for work or leisure. This means that distance is not necessarily a limiting factor for the residents of BoTu in where they work, also not for those without a car or bike, as long as the place is accessible and other ways of transportation are adequate. A more detailed map can be found in the Appendix.

#### *Accessibility*

Another important aspect of connection between two areas is therefore the way of access, both with own

transportation as with public transport. The public transportation to Spaanse Polder is not efficient. There is a bus from BoTu to Spaanse Polder but because of the extent of the industrial area, this does not necessarily mean that the bus will stop close to the company where the employees work. Also important, in addition to that, is that many companies work with night shifts that start after the bus operation ends.

Cycling as an alternative is not promoted. As it is not a great distance between BoTu and Spaanse Polder (around 3 km), it would be a possibility to commute by bike, but this raises a safety issue. The roads in the area are made for trucks, and there are no bike lanes. These factors mean that it seems necessary for employees to need a car to commute to Spaanse Polder, which is not standard for the socio-economically disadvantaged households.

**"[...] I go everywhere in Rotterdam, I have my moped or I walk. When I was 16 years old, I went to Spaanse Polder by bike every morning at 6.00, to work at one of the factories. Because I wanted to earn money. It is very closeby, you just have to want it. People are too lazy, they like sitting at home. And there are shuttle busses also, they pick up people from BoTu and bring them into Spaanse Polder."**

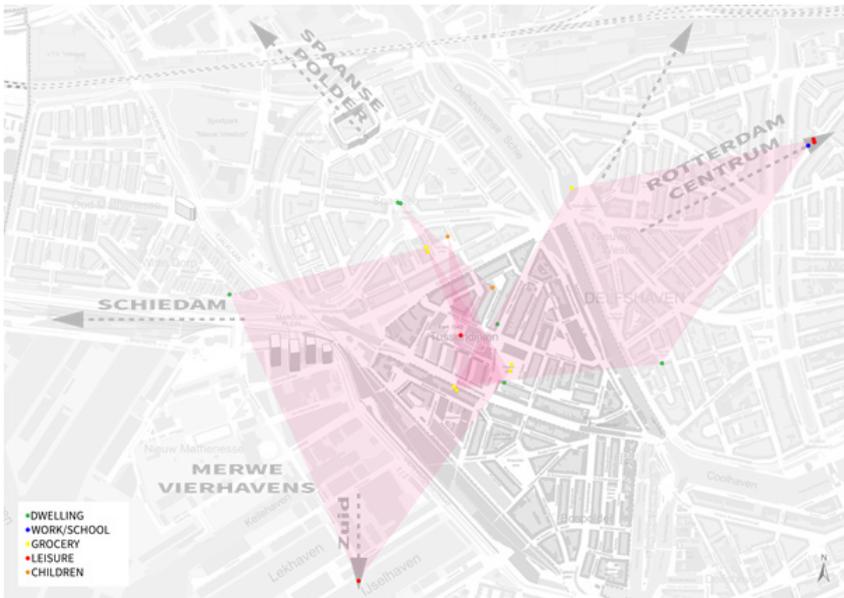
.....  
*Resident of BoTu*

### **4.1.2 Social connection**

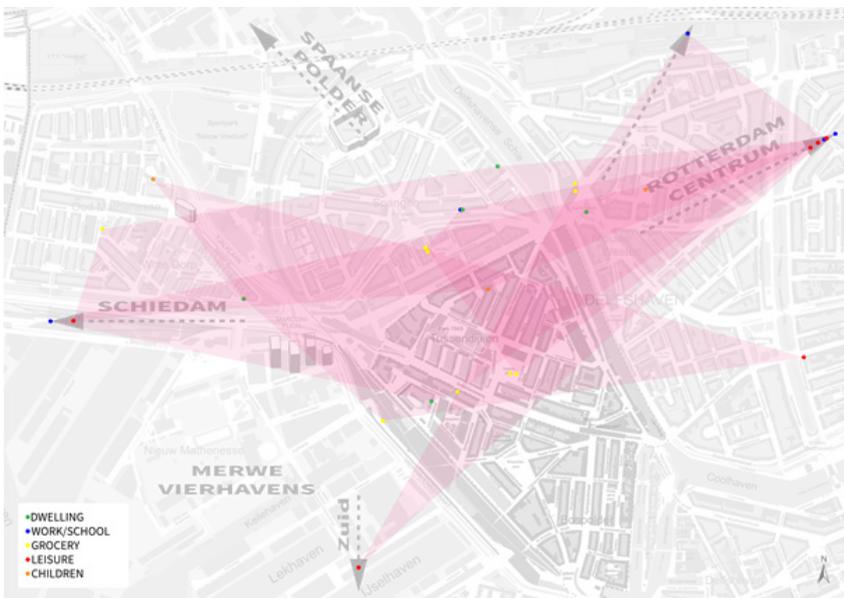
Next to physical limitations, also social capacities can make it hard for potential employees to connect to the work opportunities in Spaanse Polder. We have seen that many residents in BoTu are not on the same level of social capacities as other people in Rotterdam, which limits their opportunities. To see how local initiatives act in this, it is necessary to find out what the social connections and borders are.

#### *Language*

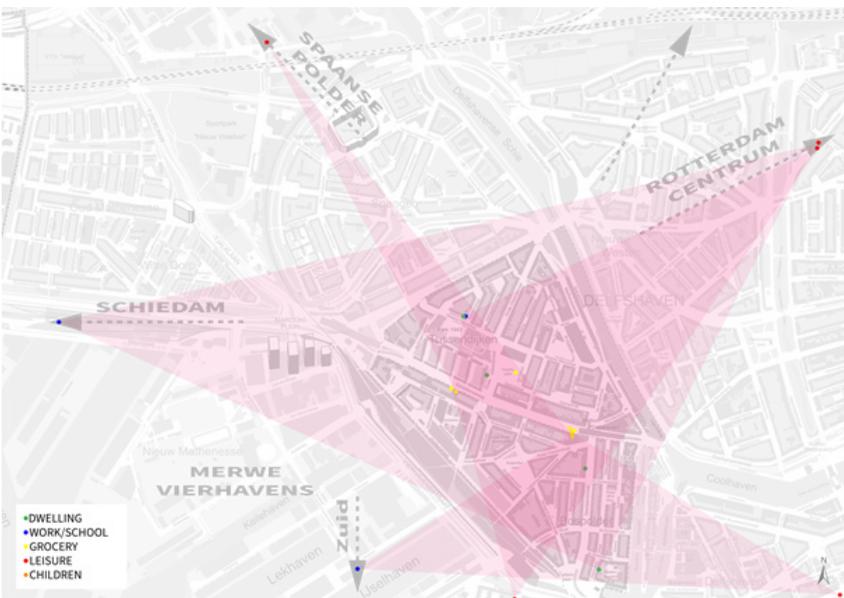
It could be said that language is the most valuable skill for someone willing to work in Spaanse Polder. As said, companies often do not require specific skills but rather a basic language ability to be able to understand each other, and to be able to gain the safety or hygiene certificate. As discussed in chapter 1, the large number of residents with a migration background contributes



4.2 Travel distance people who walk/use public transport



4.3 Travel distance people who have a car



4.4 Travel distance people who have a bike

to a high number of residents with a language deficit, as Dutch (or English) is not their native language. A high percentage of residents in BoTu have difficulty both speaking, reading and writing Dutch. This is a major obstacle for the people in BoTu to work in Spaanse Polder.<sup>1</sup>

#### *Moral/Motivation*

Motivation is an issue that is difficult to measure. Mentioned already is that people are motivated to look for a job, but to what extent is not clear. According to the Stadsmariniers, social benefit can make people unmotivated to look for a paid job, as people can get a similar amount of money by not working as working in Spaanse Polder.<sup>2</sup>

Looking more specifically into Spaanse Polder, it becomes clear that the reputation of the area is also influencing people's motivation to work there. The area has a reputation of being dangerous and crime ridden.<sup>3</sup> This could deter people from wanting to work there. To overcome this, the Stadsmariniers have intentionally stopped promoting their success of enforcement on crime, and rather started to promote the entrepreneurship of the area to better the reputation. This will probably take a while before improvements in the reputation become visible.

**The reputation of Spaanse Polder hasn't deterred investment as entrepreneurs see opportunity and mitigate the stigma of the area. A Documentary aired on TV 2017 "Sinterklaas avond", which depicted the area as poor and criminal. However the next day there were many inquiries to invest in the area. It served to get people aware and people prepared to invest within the area. So the bad reputation isn't a deterrent to investment, as many businesses are very internalised; their thinking is individual and they don't think of the wider picture or their surroundings. This individualist approach for entrepreneurs and businesses makes the park anonymous, creating a larger distance to the rest of the city.**

**- Interview Stadsmariniers**

1 Interview Stadsmariniers

2 Interview Stadsmariniers

3 Interview Wijkgestuurd Werken

### 4.1.3 Initiatives in Spaanse Polder

In Spaanse Polder, since the area is industrial and not residential, there are no initiatives that are community based. Private companies located in the area have some initiatives of their own, and the Stadsmariniers are trying to make a connection by inviting and supporting entrepreneurs.

#### *Individual companies*

Some of the larger companies have their own social programs to reach out to job seekers and people with a distance to the job market. There is a lot of work opportunity in the Spaanse Polder, but the demand for work and the skills of the employees are not matching. Companies are looking at alternative ways to hire to overcome this difference. Some examples: Versteegh has their own program in association with the municipality to educate employees, PolyPlastics has their own program with an HBO school and there is even a company that has a program with a prison. However, the downside to all these programs is that the individual programs are not organized altogether, hence they do not collaborate. This leads to an inefficient recruitment system, and makes it difficult for future employees to get familiar with all the different opportunities.

#### *Stadsmariniers*

One of the Starsmariniers' jobs regarding work is inviting (new) entrepreneurs to Spaanse Polder. Starsmariniers do not step foot into the housing area of BoTu, but according to Rien van der Steenoven, one of the Stadsmariniers of Spaanse Polder, this is also not necessary: "Our way of working is reaching out to 400-500 entrepreneurs." According to him, the main problem between job opportunities and possible employees is that there is no proper working interface between both sides. Simply put, there is not a connection between the offer of labour and the demand of labour. "The institutions concerned with people who want to work, do not reach out to the companies."<sup>4</sup>

## 4.2 M4H

### 4.2.1 Physical connection

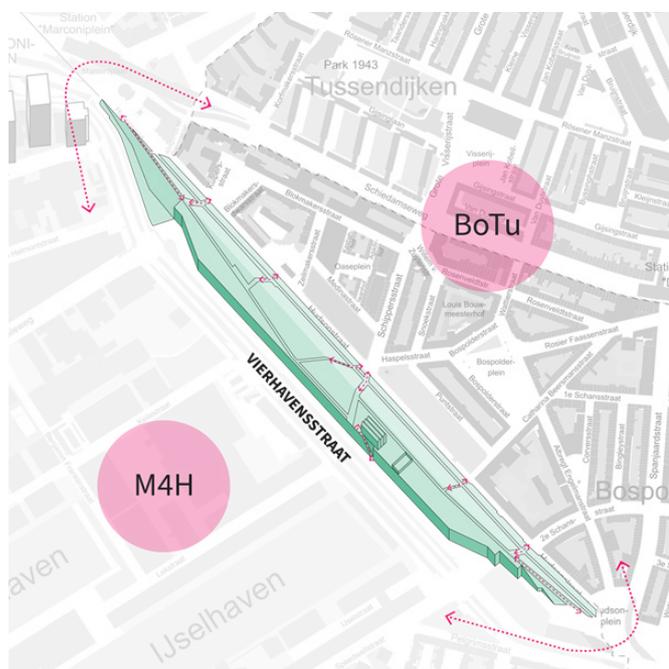
#### *Dakpark*

The clear physical border between BoTu and M4H is the Dakpark. The project took 14 years to realize and was completed in 2013. This 9 meters high shopping strip stretches along the border of BoTu with a 1 km long park on top. On the side of BoTu it forms a green dike. To pass

4 Interview stadsmariniers

it, you need to climb up and go down to access M4H, or you need to go around it. There is no direct tunnel or way to go through the Dakpark. This may hinder some people with mobility issues. But more importantly, the Dakpark is blocking the visibility towards M4H, making this area completely invisible from BoTu while it is actually directly connected to it.

The shops in the Dakpark are facing the Vierhavenstraat and M4H and are therefore also not visible from BoTu. This shopping strip is thus not as inviting to the local residents. Apart from the supermarkets, the type of stores in the Dakpark are also not something that the local resident would need daily (mostly furniture or bedding). The need to go around the Dakpark and visit the shopping strip is thus not there, making the Vierhavenstraat a large border.



4.5 Map of Dakpark between BoTu and M4H



4.6 Shopping strip Dakpark as border

#### Public space in M4H

Another physical border is that beyond the Vierhavenstraat, there is no actual need for most residents of BoTu to enter M4H, due to a lack of facilities in the area. There is almost no destination to go to M4H as a resident of BoTu, except for when you work there. As seen on the map below, there are not many public spaces to go other than the Voedseltuyn, a gym and an art gallery. There are many event spaces located in M4H, but those are opened limited to when there is an event, and limited to a specific group of visitors of the event.

### 4.2.2 Social connection

#### Education level

M4H is considered as part of the new Makers district in Rotterdam, meaning that the district is being developed for innovative creative industries. The level of education required for employment in the new industries is considered to be higher than what used to be standard in M4H. As mentioned in Chapter 1, the educational level of people in BoTu is quite low; many residents are practically schooled or do not have a qualification at all. This could hinder many residents of BoTu to work in M4H. At the same time, the new companies offer a wider range of job opportunities than is assumed, as described in the second chapter: practically schooled employees are very valued, and also the new functions as shops, supermarkets etc. offer many opportunities. The border can therefore be found more in the lack of information about the employment opportunities.

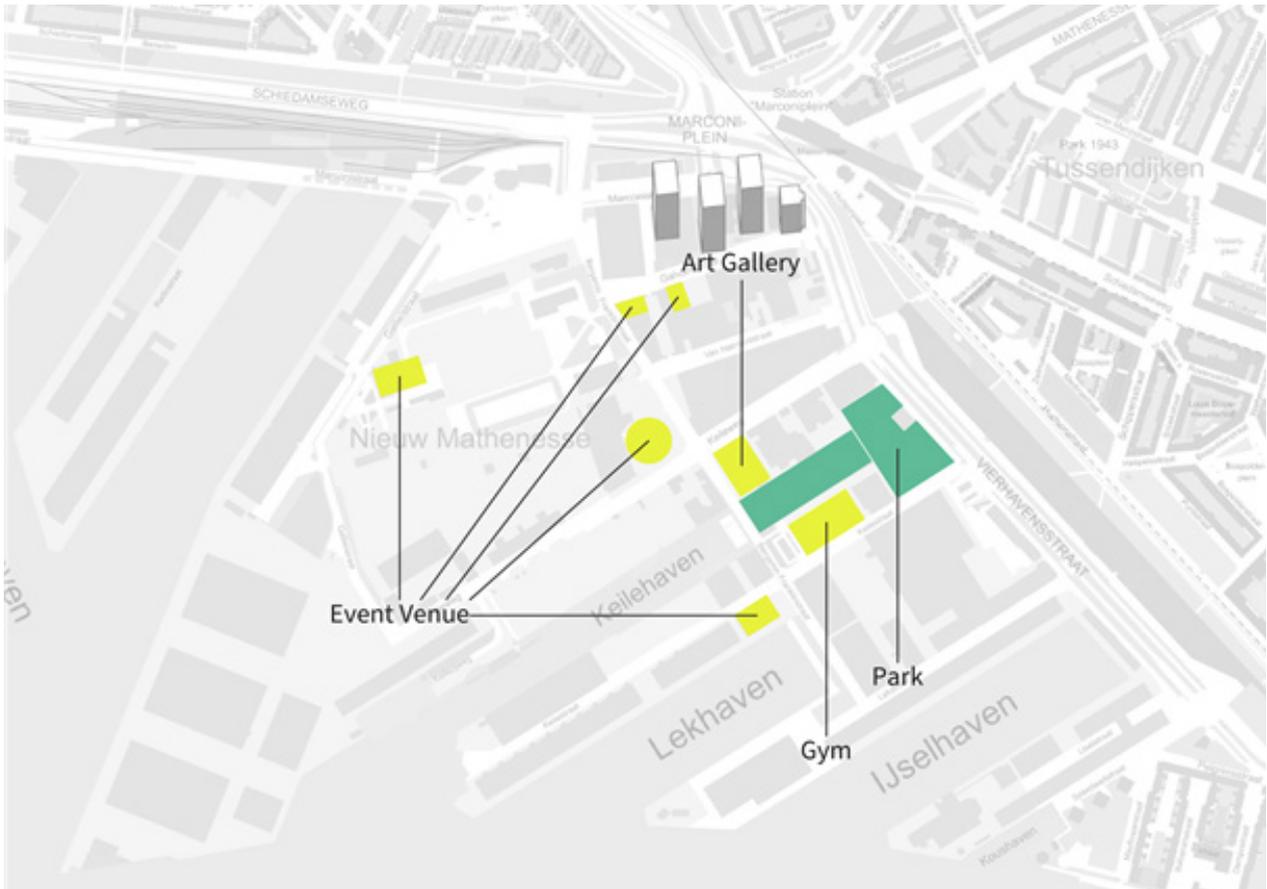
What is also very important to keep in mind, is the change in residents in BoTu. The area is getting more gentrified, changing the level and type of work residents are looking for as well. There is an increasing amount of young professionals and students in BoTu that are qualified or can be qualified for the creative industries in M4H. This means that although at this moment the education level can be seen as a social border, in the future this could be seen as a connection between BoTu and M4H.

### 4.2.3 Initiatives in M4H

There are many creative companies in M4H. Local initiatives regarding labour are scarce, what also has to do with the fact that up until now the area is not residential. Some companies in M4H offer social programs to connect to the residents in BoTu, but mostly they focus on a wider context.

#### Groencollect B.V.

One of the initiatives is Groencollect, a company that picks up and re-uses waste. They have programs for the integration of people with a distance to the labour market. Regarding the requirements for this integration program, Philip Troost, one of the founders of Groencollect, states: "There are no requirements, but



4.7 Public spaces in M4H

we are looking for people that have an intrinsic desire to change or work. We've seen disappointing results from projects set up by the municipality which forces people to work."<sup>5</sup> It seems that the only thing that is really required is motivation. As for the permanency of the job, although they offer permanent jobs, the company encourages personal growth of employees, and prefers employees to move to another companies within 1 year. GroenCollect finds his employees from Bospolder and Tussendijken, but also from a larger radius of more than 5 km since it is difficult to find suitable employees in the neighbourhood. The future changes of M4H could be problematic for GroenCollect, as it will reduce the chances for the company to grow further in this area.

### 4.3 Initiatives in BoTu

There are more than 40 private initiatives in the neighbourhood of BoTu. In addition to these private initiatives, there are government and municipality programs. Although not all are related to labour in BoTu, many organizations and programs support the

employment of local residents.

#### *Delfshaven Coöperatie*

This foundation was started in 2015 to connect the residents of Delfshaven and organizations who shares interest in the development of the area. Delfshaven Coöperatie is currently starting programs called West Practice and Open Badge. These two programs are related to labor in the area. West Practice (W&I) is a network of (neighbourhood) initiatives, apprenticeships and companies that try to bring people step by step from neighbourhood to work through a number of learning tracks. According to Delfshaven Coöperatie, "the match between demand (from companies that are currently struggling with staff shortages) and supply (from people who often still do overcome personal barriers) is often not made."<sup>6</sup> West Practice is a network between different neighbourhood figures to bridge this gap between demand and supply of jobs.

Open badge is a program that provides digital mini certificates that can be achieved by achieving skills or knowledge. The person who has obtained the open badge can save it in a digital backpack. Target group for these

5 Interview GroenCollect

6 Interview Delfshaven Coöperatie

programs are people in the Bospolder-Tussendijken district who are unemployed. People on social assistance benefits or WAJONG benefits, but also, for example, older people who want to work and thus still fully participate in society or people with a mild intellectual disability. Target companies that can participate in the programs are companies in the immediate vicinity, M4H and Spaanse Polder. This program is especially useful to express the skills that many of the residents in BoTu have, as discussed in the first chapter, but that are not made visible. The badges will give them more confidence in their own abilities.<sup>7</sup>

#### *Women's Community Centre/ wmo rader*

This initiative's aim is to create space for women to keep them busy by volunteer activities such as cleaning, giving some purpose to their daily lives. There are many 'hidden women' in BoTu. These women do not have a high level of education, have never been employed and stayed home as housewives taking care of their children, and don't speak Dutch. However, after their children are grown up, they are willing to work. These women often come to the center looking for a job, but the center only provides volunteer work. Although the initiative helps these women with their job application, their language and education level often does not fit the criteria for employment.

**" [...] The main obstacle is the list of requirements on most applications, like work experience, language etc. Most jobs require HBO, even for very easy and simple jobs such as helping the elderly. This makes it quite impossible for most people to even apply for a job. Most of them are very motivated to learn something new, especially practical skills, but just don't know where to start. With a training program, you can get the best people."**

.....  
*Employee at WMO Radar*

#### *Work & Income*

The municipality of Rotterdam also provides programs to help with employment. One of the branches is Work & Income (Werk&Inkomen). Unlike other government

offices, Work & Income in BoTu is located right in the centre of the neighbourhood. Also, it does not have formal security, allowing people to visit more casually. Main function of the office is to look into the reasons why people don't work - and try to connect them to initiatives that can help them. According to Heather Smittle of Work & Income, a problem in reintegration of people with jobs is the fact that a lot of people are just on survival mode. Although most generally wants to better themselves, many people have so many problems simultaneously. They are so busy with their daily lives, taking care of the family that they don't even have the time to think about the future or ways to improve their lives. Also, often people are very insecure of themselves. They might not see their own qualities such as organizing events, planning, communication skills, when the qualities are not measurable with a diploma. The language problem also comes with insecurity, meaning that people undermine their Dutch ability. In terms of connecting with job opportunities in Spaanse Polder and M4H, there is a general lack of knowledge in both sides, the employers and the job seekers. The residents are not aware of the programs done by the private companies. M4H seems to the residents to only offer small scale employment for lower educated people. Spaanse Polder seems inaccessible, and has an unattractive image as working place due to safety and the industrial environment, especially for women. For Work&Income, these are difficulties that are hard to overcome. They try to focus on more practical things like bike lessons so that people can access a wider range of opportunities and interview training to create better self confidence.

#### *Jongerenloket*

Another branch of the Rotterdam municipality that supports employment is the Jongerenloket. This is similar to Work & Income but targeted towards people from age 18 to 26. Jongerenloket make sure youngsters get a minimum degree of mbo 2 or get a job. The main office is located in the centre of Rotterdam, and not in the neighbourhood of BoTu. According to J.J. Barry from the Jongerenloket, debt is a big part of the problem for youngsters seeking job. In the cases that Barry has, average debt comes up to ten thousand euros. These debts often start from small debt such as insurance but snowballs into larger debt. Debts could be a problem for employers in some cases, since it is often harder to stay motivated when you are paying off your debt, and the employers are aware of this issue of motivation. Mental health issues such as depression is increasing for youngsters nowadays.

A lot of the youngsters are "known" for a long time: meaning that they have been receiving help throughout their lives. But still they keep falling back. The reason to why may be that the help they received is almost always focused on something specific: language, education, etc. Jongerenloket tries to overcome this and work on

<sup>7</sup> Delfshaven Cooperatie/ Grassroots Business Lab, Open Badges/West Practice, 2019

every aspect at the same time. They also monitor them afterwards, to see if they keep up after they finished a program.

**“... children can sign up for different courses of between 13 and 17 weeks. In those classes they learn something very practical, like repairing bikes or making a chair. But more importantly, we are trying to teach them some vocational skills”**

.....  
*Kamini Enait, Bouwkeet*

#### *Bouwkeet*

The Bouwkeet, the makers' space of Bospolder-Tussendijken, is a valuable initiative for the residents of BoTu. This is a public workplace for everyone from the neighbourhood, but especially aimed at the youth. The goal is to keep children active outside school hours, while teaching them practical skills. The goal is to motivate the children in undertaking something themselves. The skills they learn are divers, and very usefull for the developments going on in for example the Makers District of M4H.

## 4.4 Conclusion

The connection between BoTu and both industrial areas, Spaanse Polder and M4H, is hindered by a physical (infrastructural) barrier. Between BoTu and Spaanse Polder it's a highway and railway that runs above, and for BoTu and M4H it's the 9 meters high Dakpark. Both of these acts as a clear border between the areas, making it hard to connect them. For Spaanse Polder, the distance and inadequate transportation is also a border. For M4H, other than the obvious barrier of Dakpark, that mainly limits the visibility between both areas, the area is quite reachable. The problem is more that there is currently not enough reason for the residents of BoTu to visit the area, making the area isolated from BoTu.

Interesting enough, and in contradiction to what we expected, is that distance is not a border for people to overcome. We see that people with all ways of transportation (car, public transport, walking) have quite a large radius they travel, meaning that the problem is more the feeling of unsafety and discomfort to travel into the industrial areas than it is a matter of physical distance.

The social barriers or connections between BoTu and the two industrial areas are somewhat different because of the nature of the industries in the two areas. Spaanse Polder has many opportunities that do not require specific qualifications, making language the most essential skill and for many residents of BoTu a border to work in the area. Also, the reputation of the area is a burden: the area is often connected to crime and unsafety, making it unattractive for people to work there. This idea of unsafety enlarges the mental distance to the area and discourages people to travel by bike, especially for woman and at night.

On the other hand, M4H being a Makers District, many industries in the area require higher education and specific qualifications, with just a small number of industries that are specifically focussed on hiring unqualified people. This does not mean that the new companies do not offer opportunities for the residents of BoTu: especially practically skilled people are highly valued. In this, there seems to be lack of information and knowledge from both the employer and the potential employees in BoTu. For the residents of BoTu, lack of knowledge about what the area actually has to offer due to the limited network of the residents and the lack of connection between the areas. And for the employers, there seems to be a lack of knowledge about how the local neighbourhood and the company can both benefits.

From interviewing various initiatives and companies that deal with employment in BoTu, Spaanse Polder and M4H, a problem shared by many professionals is the need for a better interface connecting employers and job seekers. In Bospolder and Tussendijken, there are many small grassroot initiatives that can help the local residents with employment, but with a system that connects various initiatives, it can become more efficient and effective. By initiatives sharing information with one another, there won't be an overlap of certain services, and people can be referred to the correct initiative that will help them the most. Spaanse Polder is also lacking in this interface, as individual companies are doing their own program to hire people without cooperation with each other. If there was an interface that the companies and its initiatives can connect with wider initiatives inside of BoTu, it could lessen the social distance to job market that the people of BoTu have.

Another problem seems to be a general lack of information and awareness regarding jobs in Spaanse Polder and M4H. There needs to be more exposure and information regarding jobs that does not require higher level of education. This goes for both the job seekers/ supporting initiatives and the employers. There are many companies and entrepreneurs in Spaanse Polder that are looking for employees and jobs are not scarce. Also Groencollect in M4H mentioned a lack of job seekers from BoTu. This could mean that there is little awareness or information of these industries.

# 5 CONCLUSIONS

**From the answers to the different sub-questions first conclusions are drawn, which need to be combined to make a complete image of the work opportunities that the different areas offer to the residents of BoTu, how these connect to the abilities of the residents in BoTu and the limitations in this. This is necessary to conclude what the role of local initiatives is in the connection between opportunities and residents, being the answer to our main research question.**

## 5.1 Conclusions subtopics

### **Residents of Botu**

The residents of BoTu are very diverse, with different cultural backgrounds and levels of income. It is a family neighbourhood, with many children going to school inside the area. Many of the residents of BoTu are very motivated to work, voluntarily or paid, especially the older residents. Their main issues are language, a lack of diplomas and a general vulnerability, leaving little time to better their lives as they are on “survival mode”. Cultural differences seem to be an obstacle in this, as they are often not used to ask for help or for example ask their (grown-up) children to help pay the rent as long as they live at home. They rather ask help inside their community than from a professional. Coming close to these people is therefore very difficult for people that are outside their community, often leading to a stacking of the problem (f.e. with debts) until it is too late. Especially people that live by themselves are difficult to reach, creating even more backlog than the families.

Also the insecurities as a result of this vulnerability and lack of language skills/diplomas is a problem. People are not enough aware of their own abilities, which limits them in their job search.

Younger people seem to have a different attitude. Most of them have always lived in the Netherlands, making language and a basic school diploma less of a problem. But they seem less motivated and more focussed on making quick money, to be part of their group. They never had a good example at home, leading to mental problems and large debts, making criminality an easy way to earn money. They are strongly influenced by their

home situation and friends, making it hard for schools and other organisations to change their attitude and motivate them to work.

### **Job opportunities**

As expected, the area of BoTu is limited in its offer for labour. The Schiedamseweg and some other parts have good opportunities for entrepreneurs who want to open small shops or offices, and there are many schools and health facilities that require people with a higher level of education. But only a small amount of the residents will be able to work inside their own neighbourhood. From the research it became clear that the job opportunities close by BoTu are certainly not the problem - there are plenty employers looking for the right people to hire, especially in Spaanse Polder. With the future plans, these opportunities will only grow as the only requirement for many of the jobs in Spaanse Polder is a certain level of Dutch (or English), and, maybe even more important, the right motivation and dedication. People often do not feel connected or responsible enough to show the right behaviour, making it hard for employees to trust employees and hire people with a troubled background. It actually seems easy for people to move on from job to job without too much effort, making them not attached and making crime attractive. Creating more responsibility, ownership or commitment would change this situation, what different companies are trying with specific training programs.

### **Borders and connections**

Both of the areas are close to BoTu; from the action radius research we can conclude that they are both

within reach for every type of transportation. Important to keep in mind is that the areas of Spaanse Polder and M4H are very different, making the (possible) connection with BoTu also different. Spaanse Polder is an area of high level industry, making it not easy accessible due to transportation options and a feeling of unsafety. Many jobs start at night, when there is no public transport anymore and the area is deserted. Especially women seem to have a problem with this, what creates a distance to the job opportunities. In terms of skills, there aren't many borders in Spaanse Polder. With the right motivation, there is a job available for everyone as most of the companies offer special training programs to get people ready for the job. The only obstacle is a basic level of Dutch.

For M4H the situation is different. Although this area is directly connected to BoTu, it is not visible, making it less attractive for people to go there. Also a lack of public spaces leads to few reasons to go into the area, meaning that people won't see the opportunities that the area has to offer to them.

The requirements to work in M4H are often higher than in Spaanse Polder, partly due to the type of work, but also because companies try to keep crime away with setting a higher standard and therefore asking for more effort from the potential employees. It also seems that in this area there is more focus on disabilities and problems people have, easily saying that someone is unable to work and overlooking their talents. There aren't many programs to help people reintegrate. While with the right program and help, there is a lot possible for people to be part of the working society. This ofcourse requires effort from the side of the employer. If the employres would have a clearer overview of the talent that there is in the neighbourhood, it might be easier to overcome this.

## **5.2 Answer to main question**

There are many local initiatives in BoTu in practice. At the same time we see that many residents are motivated to find a job, and many companies are looking for employees. This mismatch is at the moment not solved by those initiatives.

It seems that most of the initiatives are working on the side of the residents. They help people prepare for interviews, with language and diplomas, learning new skills etc. but they lack the true knowledge of the available opportunities. Even at Wijkgestuurd Werken, a part of the municipality Work&Income program, they did not know that there are many companies in Spaanse Polder seeking employees and offering special programs to train people for those jobs. The initiatives are inside BoTu, close to the residents and their community, but they do not reach out enough to companies, what leads to missed opportunities. The same goes for schools and

companies. There are initiatives helping with gaining a diploma and ones that help with looking for a job, but not many overarching ones, making it hard for the schools to prepare their students properly.

Most of the organisations that are there, have a focus on solving problems. The initiatives mainly focus on a single problem: debts, unemployment, language. It seems hard for people to understand where to go with what problem. The Jongerenloket is combining all these different organisations with one central person responsible, keeping track of the progress and for a longer period of time. What is difficult for them, is that they are outside the neighbourhood. They can not work on prevention of problems, only when it is already to late youngsters are send to them.

The initiatives that create opportunities are mostly from the companies themselves, like all the different programs in Spaanse Polder. These initiatives create a connecting between the residents and the job by offering learning programs. The fact that those are all inside the industrial area makes it really hard to reach out to the residents in BoTu, as residents will not just go into Spaanse Polder looking for a program like that so they simply do not see their opportunities.

We can conclude that there are many different initiatives active in BoTu to help people get a job faster. But due to the lack of a strong interface between the different areas and the focus on the residents only instead of the companies, the initiatives do not really connect the residents to the whole range of opportunities in Spaanse Polder and M4H.

## **5.3 Recommendations**

The field work and desk research brought us to an answer of the main question. This was mainly an exploratory research, describing the situation in the different areas, of the residents and of the existing opportunities, meaning that the final answer is not a solution to the found problems. Nevertheless there are a number of points that we have encountered in several conversations that are worth taking into account as recommendations for the future of BoTu, M4H and Spaanse Polder, especially taking the planned developments into account.

### **Public amenities in M4H**

The strict border between residential area and industry could be softened by creating more public spaces in M4H, for example for leisure or sports. With the future plans of M4H, it is especially interesting to see what public amenities are both interesting for the future residents of M4H as well as for the residents of BoTu, making those groups merge as well and creating an overarching social network. The public places give the residents of BoTu a reason to enter the area, at the same time showing them

the opportunities.

### **Transportation to Spaanse Polder**

Although it might be mostly a problem of mind-set, the transportation between the areas could be greatly improved, especially for workers that have night shifts in Spaanse Polder. This is still relevant when the planned reorganisation of Spaanse Polder has happened, as it is mostly about entering the area instead of the large distance. Shared shuttle busses for Bospolder and Tussendijken towards Spaanse Polder would create easier access from BoTu during the day and night, making it more attractive to work there.

### **Show the opportunities in BoTu itself**

What became very clear, is that being close to the community is the best way to reach the residents of Botu. Initiatives like the Bouwkeet work very well in stimulating people just by showing opportunities. This could be working for job training programs or small industries as well. Taking them out of Spaanse Polder and M4H and giving them a visible place inside the residential neighbourhood might encourage people to take up something new, just like the Bouwkeet does with the children. These places could be makerspaces, places for jobtraining for a specific company etc. Close to the community and in sight. In this way, BoTu becomes less a residential area depending on the developments in M4H and Spaanse Polder.

### **Connection with companies**

It is important that the local initiatives start reaching out more to companies in the industrial areas, preferably by setting up an interface where neighbourhood initiatives, schools and companies work together and communicate the necessary skills for the future.

### **Create ownership**

The residents who had their own business seemed very motivated to work. Creating more opportunities for ownership would give people more responsibility and therefore motivation. Especially in the development of M4H this is interesting. It is important that M4H has the right offer. Entrepreneurs from BoTu mainly need cheap business premises. A workshop for a carpenter, a furniture maker, etc. should be considered here. New developments in M4H are a threat to this. This can lead to too high prices, making it no longer realistic for residents from BoTu to settle here. It is therefore important not only to look at the short term, but also in the long term. The continuity of the offer is decisive in the possibility for people to own something themselves.

### **A place for the youth**

Youngsters are greatly influenced by their peers on the street. Create a place where youngsters can hang out together, but can also seek support in an informal way. The Jongerenloket is far away and too formal, making it unattractive to go there. Creating a place where youngsters come together gives insight in how they spend their time and creates an opportunity to gain their trust.



# 6 APPENDIX

**Appendix I. Interviews at BoTu**

**Appendix II. Interview at Spaanse Polder**

**Appendix III. Interview at M4H**

**Appendix IV. Action Radius Interviews**

**Appendix V. Spread of companies Spaanse Polder**

## Appendix I. Interviews at BoTu

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### Women's Community Centre Pier 80

#### Interview with a staff member

Women are very motivated to work and they want to be useful. They start as a volunteer in the centre, but they hope to grow and get a paid job in the centre later on, because they want to provide for themselves. But there are only volunteer works in the centre (20 hours a week). They hold workshops (sewing, language etc.), provide spaces for women to have coffee and tea. It is mostly to keep them busy, giving some purpose to their daily lives.

#### **Difference in Old and Young**

Older people (after childcare, no education, no job experience, no Dutch speaking ability) are motivated to get a job, while younger girls are not motivated (partially educated, speak Dutch). Young girls come in to the centre because there is no space for them at home with other siblings, small housing space. That is a problem for children in the area. She is telling: "Once there was a boy playing soccer outside, but with a lot of noise. As it was late at night, I asked him why he couldn't go home, and read a book or do his homework. He answered that at home there was too much noise, as he had to share his room with four other kids." So some of the girls who want to get out of the house come to the centre. Girls are just like the boys: they just want to hang around, not interested in participating in activities or anything. They are very hard to handle. She thinks it is easy for young people to find jobs. Opportunity for boys and girls are now quite equal, especially in finding jobs. Perhaps it's easier for girls to find a job in the neighbourhood as a cashier at a supermarket or retail. Many girls that come in usually work part time. Younger people can commute easily, while older people do not feel confident commuting outside of the area. For them there aren't a lot of possibilities.

#### **Hidden Woman**

"Hidden women" are the women that are not participating in public life. They cannot be in the same community centre as men, let alone do jobs in public. Most of them had very bad experiences in the country they are from. In the women's centre they are trying to make them feel confident again.

#### **Job Application and Obstacles**

The volunteers in the centre have to apply for paid jobs while they work there. The centre helps them with the applications. The main obstacle is the list of requirements

on most applications, like work experience, language etc. Most jobs require HBO, even for very easy and simple jobs such as helping the elderly etc. this makes it quite impossible for most people to even apply for a job. It would be so much better if they would have an unpaid training programme for around 3 months, and then after they can decide if the person is good enough for the job.. Most of them are very motivated to learn something new, especially practical skills, but just don't know where to start. With a training program, you can get the best people. As an example, we organized a 3 months catering workshop. They were learning Dutch in a practical way, no writing or reading but enough for a job. This gave them enough handles to work in a catering company later on. For the non educated people without language skills it is very hard. Those are mostly older people. Only easy care or cleaning jobs are available for them. However, many older women are physically incapable of doing those works.

## Appendix

### Bouwkeet Makerspace

#### Interview with Kamini

The Bouwkeet provides different courses for vocational skills like woodworking, metal working, working with computers etc. with a main focus on children between 10 and 15 years. They want it to be a special place for the neighborhood, so they only accept people living there.

The location makes it very accessible as it is located at the Schiedamseweg and a lot of neighbours pass by daily, so their location is very important to them. Sometimes they have requests from people outside BoTu or from other schools, but unfortunately, they have to reject them. They do so because it is a neighbourhood facility strictly. They do not use flyers or any other ways of advertisement: what works best is proud children going home with a new chair or bike, and neighbours get interested in where they made it.

They work a lot with school programmes, which make use of the Bouwkeet as a part of their crafts program. Children walk with their class to the Bouwkeet. Then it is really busy with all the children running around. But it is a good way for the children to get to know the Bouwkeet, and to see all the possibilities. They are mostly very enthusiastic and motivated to learn something new.

Besides this, children can sign up for different courses of between 13 and 17 weeks. They pick a specific subject like wood, metal etc. In those classes they learn something very practical, like repairing bikes or making a chair.

But more importantly we are trying to teach them some vocational skills. Everything is free in the Bouwkeet, it is a non-profit organisation. But that doesn't mean that we don't expect anything back: when kids sign up for classes here we make very clear that they are expected to be here every week. In that way, they learn to take responsibility and to have discipline.

The supervisors are all volunteers. The best would be if the children who are attending the courses now would feel responsible for passing on their experience when they are older and come here to work as a volunteer. But the program started only 3 years ago, so until now they are attracting new volunteers.

They just started a new program where they try to track the improvements of children attending the courses, to see if they actually learned new (soft) skills, and to be able to improve the program as well. The idea is to do this for 5 years, so that they can actually see what happens

after they leave school as well.

As an adult you can walk in as well, for example if you have a broken chair and you don't want to throw it away. Then the volunteers are here to help you with machines etc. But that is not what they focus on, they only want to focus on children.

## Appendix

### Delfshaven Corporatie

#### Interview with Robbert de Vrieze

He thinks that there is a mismatch between company and the people. Characteristic of BoTu is the stacking of multi socio-economic backgrounds, due to the diversity in housing. BoTu consists of many people with multiple disadvantages (health, mental, education, language, poverty etc. ), and the municipality tackles one at a time and sometimes that is not the optimal way.

##### **W&I (West Practice)**

A network of (neighborhood) initiatives, apprenticeships and companies that try to bring people step by step from neighborhood to work through a number of learning tracks. With a focus on activating the local people and community, to create a larger network with an impact on the bigger scale. Partly due to this network and ideas, W&I is now active in a Bospolder and Tussendijken project with a neighborhood-oriented working pilot.

It started 3 years ago and it's challenging because the local government does not operate in this way: lots of rules and regulations that make initiatives difficult.

Example projects are:

- Milieucoach Zelfregiehuis
- Wijkenergie werkt
- Building the Hudsons, renovating the Gijsingsflats. Trying to incorporate local people in these building projects.
- Energy transition projects, energy corporations. (OBS Dakpark, Implementing solar panels on the building. The plan is to use the stored energy for fueling a neighborhood bus that connects to Spaanse Polder.)

##### **Open badges**

Delfshaven Corporatie is trying to implement a system called Open badges. Open badges are digital mini-certificates that can be achieved by achieving something. This involves acquiring knowledge and skills that are achieved in practice. They are designed and managed by an issuing organization. The person who has obtained the open badge can save it in a digital backpack. Open Badges have been developed by the MacArthur Foundation and the Mozilla Foundation for no commercial purpose. It is an open source platform. For people in need of basic skills rather than skills that could be acquired in Open Badge, they can acquire through volunteering at different places, because it's often a multiple steps for people. Most starts from volunteering.

##### **Grassroots Initiatives**

Small grassroots initiatives can connect with people easier than large organizations. Also, it can adapt to changes in the neighborhood better. The goal is to start on the smallest scale, bottom-up. By testing initiatives on the small scale, we can see the responses. Also it works quicker on the small scale. So, if changes occur, we can change the program easily and use them. If you work on a larger scale, projects will take a few years to start so it will be hard to implement changes.

Also, if you start with small local initiatives, the cash flows directly to them, so to the people in the neighbourhood.

Therefore, the initiatives strengthen easier, and the network is easier to build: everyone knows someone that works with a local initiative, or at the school etc.

Although the initiatives in BoTu are not organized in top-down fashion, practice like W&I will help the communication between the initiatives.

By using existing communities we can easily reach people. Like schools, or communities from church, the woman community etc. These existing circles of trust are a place to start. Important is to travel to these communities, instead of inviting them. Even when you use a public place like a library, there are still too many borders. We believe that schools are working very well, as there are different groups coming together already.

By connecting the small initiatives we try to create a bigger impact. If each small initiative can help 10 people, collectively it can help a large amount of people. So by creating an umbrella network with all small initiatives in it, it is easier to make an impact.

##### **M4H and Work Opportunities**

There are companies that people in BoTu with low educational background can work in M4H

Groencollect: Organic waste company that needs people with basic skills. Erasmus centre for entrepreneurship (marconitower) supporting new initiatives as well.

Also, BoTu is starting to be gentrified, and people with higher socio-economic level is coming in, so the creative companies are of interest for them. Through some events, M4H and neighborhood can be connected. People in M4H are realizing the need and the problems of BoTu. We need to organize physical meetings between both worlds, on the border of the areas to get people out of BoTu and towards M4H.

### **Safety zone rather than Comfort zone**

BoTu is well connected to the center of Rotterdam, but still retains the feeling of closed off neighborhood or village. Many people seem to not go out of their comfort zone. However, it is rather necessity than comfort for many. Little misstep such as debt can end up snowballing into huge issue. People need a trusting network, hence staying inside of a small community. There's a lack in the safety network from the government, without space for mistakes. Their own neighbourhood network does provide this safety net they can trust. But this can easily turn into a criminal one as well.

Also, the government quite easily puts a stamp on people, saying that they won't be able to work and thus not helping them reintegrate in society. While actually these people are able to achieve a lot, small steps at the time.

### **Initiatives in the South and the West of Rotterdam**

There are differences to the approach of initiatives in the south and the west. In the south, there are more top-down initiatives, maybe due to the fact that the area is monocultural. In the west, with the diversity in the area currently and also historically with the urban planning of the area intending for different socio-economic groups to gather (Architect de Jong, divided the streets in A, B and C streets for different socio-economic groups who would all meet at the supermarket. It is planned to be diverse socio-economically in each street.), there are more bottom up initiatives.

## Appendix

### Work and Income

#### Interview with BoTu District-driven Working Coordinator, Heather Smittle

Main job is to look into the reasons why people don't work - and try to connect them to initiatives that can help them. What is different about our work is that we are actually in the neighbourhood; in their community. That is very different from the government offices. We also do not have security, or people at the doors. Everyone can just walk in.

Main problems we face are that people are ashamed of their problems (debts etc), or that they have trust issues - mostly with the government. 75% of the people who come to us don't have a start qualification. They don't know what job opportunities are available and are very insecure about themselves, about language or other things.

##### **M4H and Work Opportunities**

In M4H, there are mostly startups, creative businesses. Smaller scale of lower educated jobs.

It would be good if employers in M4H would be motivated to take in a person that is on benefits. There are incentives available, but they don't know about it.

Actually, there is a lack of knowledge on both sides: both the employers and the people in the neighbourhood don't know how they can support each other. Would be good to find out what the employers in M4H want. From the neighbourhood side we are trying to be a part of the planned developments. People can help on the building site; at least a few on every project so that every project is connected to BoTu. The same with the energy transition; we try to teach people the skills to be part of this as much as possible.

##### **Spaanse Polder and Work Opportunities**

Working in Spaanse Polder is not very attractive. For women because it is an industrial area. In general because it is said to be unsafe, especially at night, and in their mindset it is far away. They don't know how to get there. They are afraid of the unknown. While if you show them, if you take them into the area, they are surprised by how easily accessible it is.

Using short internships would be very useful. Without responsibilities, just to show people what their options are, that they can actually do it. Employers should give this opportunity. We could use some companies that are willing to do so.

##### **Survival Mode**

A problem in reintegration people with jobs is the fact that a lot of people are just on survival mode. Although most generally wants to better themselves, many people has so many problems. They are so busy with their daily lives - taking care of the family, etc that they don't even have the time to think about the future or ways to improve their lives. Especially single moms. They generally also have problems with believing in themselves after facing a lot of struggles. They don't see their own qualities when the qualities are not measurable with a diploma or something. They have certain skills like planning, or organizing events. But they do not recognize them as skills. It is easier to see the skills in other people. Also, for 40-50% of the unemployed people language could be a problem. However, many people are insecure of their Dutch ability when their Dutch is not that bad. (For example, a guy visited the office with a friend that can speak Dutch as an interpreter, but in the end, his Dutch was good enough so he did not need any interpreter.)

##### **Bridging the Gap**

We try to bridge all the gaps between people and jobs. We give them all the access they need: we give them bikes for example, and bike lessons if someone needs it. We also try to prepare them for job interviews, very practically: plan your day, go to the location before, try to get information. All things that are natural for us, but not for them. Their coping skills are not as developed, what makes it very hard to prepare. If something goes other than expected, they do not know how to respond, which can change their day completely.

For example, if it is taking a long time to get their child to school a certain morning, they see that as a reason to not show up without informing the employers. This is very hard for employers, they have other standards. So we try to teach them how to put yourself in the employers position: what would you do? We teach them how to communicate: to call when you're sick instead of just staying away, things like that. But employers could also be a bit more flexible and understanding. Now that it is easier. Before, there was a recession and there were not enough jobs, so they could easily find a replacement, so it was one shot out. This was not very stimulating, as people are scared to make mistakes. Now it is better, there are a lot of work opportunities so employers have to

be a bit more flexible.

**Mismatch**

There is a mismatch between the program by the companies and the residents of BoTu. The residents are not aware of the programs done by the companies. There needs to be a better connection between employees and employers.

It starts with one more people being employed. Just one person being employed is important, and it can influence the people that surround them.

## Appendix

### Jongerenloket

#### Interview with Jongerenconsulent, Jai'rus Barry

The job of Jongerenloket is to make sure youngsters get a minimum degree of mbo 2 or get a job. There are three different groups of youngsters that Jongerenloket deals with. Youngsters still in the age where education is obligated, and still motivated to finish this. Youngsters that either already a start qualification, or not motivated to finish school. The group that first needs special care, before starting programs on education or work. This group consists of ex-detainees, refugees, or people with handicaps (mentally, socially or physically)

In BoTu especially, there are a lot of youngsters with mental or cognitive problems. They are behind already because of their family situations (debts, language, education levels). This really influences the children.

#### **Debt**

A lot of youngsters there have high debts. Average to about ten thousand euros. Mostly starting with a small debt, but increases fast: incasso bureau, deurwaarder, etc etc. Before they realize they increased their debt from 300 Euros to thousands. Starts very often with health insurance: when they turn 18, they have to pay themselves. Not used to it. Also phone bills, or small loans from the bank.

The municipality is also a cause of their debts. With the municipality taxes when they live by themselves. Or social welfare fines: when they receive the payments, but we find out that they have a job and an income.

And also, schools can be a reason for debt. When youngsters start a lot of different schools, but their lives are not stable enough to finish them. Then they have to pay tuition fees, but don't get a diploma. Especially the one-year mbo schools. Those are very expensive, and very hard to manage when you don't have your life together.

For employers debts are difficult to work with. When employees have debts, the debt collector will take their payments. Meaning that their lives are not getting better by working. So it is hard to stay motivated, and employers know this.

So it is often a combination of different problems. Mental issues like depression and anxieties is something we see a lot. They can lead to debts as well, but also to addictions (blowen).

#### **Housing**

Housing can be a big problem. When youngsters turn 21, they are not children anymore in the system. Meaning that, if they still live at home, the money their parents received is now splitted: the youngsters receive their own part, the parents receive less. For a lot of parents this is hard to understand and work with. (Many misunderstandings by the parents. For instance, Mom with 2 children, one is 16 and one is 20. The mom receives 1000 euros of welfare. When one of the children turns 21, the mom now gets 700, but the son also gets 700. So, as a family unit, they get more than they used to (1000 → 1400). However, many parents misunderstood that they will get less money when the child becomes 21, so the parent kicked out their children. ) They will not ask their children to pay rent or pay for food, but they don't receive enough to pay for the whole family anymore. So in many cases the parents tell their children to move out. Then they will seek shelter, as they cannot afford their own place or they don't know how to do this.

#### **Layered Problems**

Debt, housing and mental health all influence each other, main focus is to work on a strong base: make sure they have a place to live, have no debts, work on the mental problems. Then from there on we help them to connect to someone to start school or work. Those are the recruiters. They look for jobs and connections with the clients.

A lot of the youngsters are "known" for a long time: meaning that they have been receiving help throughout their lives. But still they keep falling back. The reason to why may be that the help they received is almost always focused on something specific: language, education, etc. At Jongerenloket we try to overcome this and to work on everything at the same time. We also monitor them afterwards, to see if they keep up after they finished a program.

#### **Job Applications**

Interviewing for jobs is obligated. We are not on the job side, but we ask them to show us their applications, for example 5 times per week. When they are not motivated, there are a lot of different programs to help. To help them with additional skills, language etc when they are not sure enough. Also very important are the programs on structure. A lot of the youngsters never really learned how to have a structure in their life. They kept dropping out

of schools, so they did not learn to get up in the morning, have a normal day at school or work, go to the gym or something, etc. This is also something they did not learn from their parents, as a lot of them are at home as well. So what we see as normal life, is something they are not used to. Those programs are very expensive, so they have to stick to them, we really try to make that clear. If not, sanctions will follow. The sanctions are focused on money: taking away someone's money is always effective. But this only works when their basic needs are in order. If they live a better life because of your help, they know that you can also take it away. They don't want to go back to how it was before when they have lived a better life.

### **Crime**

Crime is very normalised, especially in BoTu where it is present in the neighbourhood itself. They grow up with it. They see their neighbour making very easy money, or people on the street. When they are older, they become very materialistic. (Buying 800 euros shoes rather than paying the essentials) Youngsters don't have a steady base, situations they can trust. The only thing they can trust are the streets: their friends or the group they belong to. This is a steady factor in their lives; every time they needed something their friends were there. The sense of belonging is therefore very big. To be a part of this, they want to keep up in terms of clothing etc. But they often don't have the money for this. So they look for other ways to make money. And they are so used to losing everything or failing, that they are not afraid. They don't really care anymore about doing something wrong.

## Appendix

### Women's Community Centre Pier 80

#### Interview with volunteer

She works in this centre as a volunteer for 20 hours a week, a few days per week. She works as a host: cleaning, making coffee, preparing the rooms and she really likes her job. She helps with various activities. For her, the work is very valuable as she could not get another job. The job opportunities that would be available for her, without education and any experience, are mostly in cleaning or care, but are physically very hard so not very suitable for her as she is already old.

She never worked before, as she was taking care of the household and her 4 children. Then after her children grew up, she became mentally ill because she had nothing to do and had no purpose in her day. It drove her crazy. That's why she came to the women's community centre.

Working in different parts of the city wouldn't be possible for her. That would be too hard. Young people can move around easily, but she is too old for that.

### Polski (Polish Supermarket)

#### Interview with a cashier girl

She moved from Poland with her family 8 years ago. She learned Dutch in school for 8 years. In those years she really made an effort to practice as much as possible by spending time with people from different nationalities instead of the Polish community. In school and her previous job that was easy, now she is working in a Polish store where she is supposed to speak Polish with the customers. She thinks that it is harder for her than speaking Dutch.

She lives very close to her work, just at the end of the street. She specifically looked for a job this close by, as going to her work by car or public transportation would be too expensive for her. She is not earning a lot of money in the supermarket, and she lives on her own, so she needs all the money for her apartment and general expenses.

She went to two different schools, but never managed to finish and get a diploma because of illness. In school she did a hospitality course which she liked very much. But due to her sickness she missed a lot and therefore they couldn't give her a diploma. Then she didn't want to try again, as she wanted to live on her own and was in debt so she needed to look for a job to start earning money. After school she started working at the restaurant of Blijdorp. But she found it very difficult. It was hard work and only in the breaks she could relax. Sometimes it was very busy and then it was too much for her. So she quit and looked for an easier job. That is how she started working at the supermarket: here she can sit and only every now and then a customer comes is. She works here for two months now. Most of her clients are Polish and live in the neighbourhood. Sometimes also from further away, but that is mostly because those are friends or acquaintances and they come to visit her in the store.

Finding a job was easy for her, and for her friends as well. But it is necessary to speak Dutch, especially if you don't have a diploma. Otherwise it can be very hard. Her mother doesn't speak Dutch, but a little bit English. So she could get a job in the factory cutting tomatoes, because there they explain things in English mostly. Her brother does speak Dutch and he works in a company with computers, where he is looking for new people and hiring them. Her sister is still in school.

## TELECOM ARENA

### Interview with a Moroccan owner

After moving to the Netherlands 5 years ago from Morocco, he opened his shop in Rotterdam. Having his own place gives him the opportunity to work when he is able: because of some physical difficulties, it is not possible for him to work long hours. He cannot stand for more than ten minutes, but in his own store this is not a problem as he can sit down a lot. Other jobs would have been very difficult for this reason.

To be able to have his own shop he had to learn Dutch. He taught himself without going to school. That is going quite well. He would like to learn some English as well, but that is very hard as he is still learning Dutch. In the store he is always working alone, he has no employees. His business is going well, but sometimes it is very difficult. His clients come from all over the country, some even from Utrecht. Because he is also repairing phones and computers, people are coming to his store. He lives at Delfshaven with his family, very closeby. This was very important for him, as he likes to be home fast. For example, at 6 he closes the shop for dinner. Then he goes home to have dinner with his family, and afterwards he returns to the store. He doesn't want to lose too much time travelling back and forth. After dinner the shop is open until 10. Also for his children this is important. Sometimes they come by the store after school so he can watch them. Now there are able to walk to the shop from their school, so he doesn't need to pick them up.

## New Wokki Chinese Takeaway

### Interview with a Chinese owner

7 years in the Netherlands, he started his business 5 years ago. Works in the business with other Chinese people as well. He speaks almost no Dutch, and no English. He opened his restaurant because he likes to cook, was a chef in China as well.

## Turkish Vintage clothing T & T studio

### Interview with the owner

He is not very good at Dutch. He have had this business for 30 years. The business is hard because of the emergence of online shops, but this is generally the same all around the country.

## Appendix II. Interview at Spaanse Polder

### Stadsmarinier Spaanse Polder

#### Interview with Rien van der Steenoven and Wout Gelderloos

Sitting on 44 acres of land, Spaanse Polder is one of the biggest dry industry (non-oil and non-nuclear) areas of Europe. The area has tolerance to industries with high level of pollution. Although, this does not mean it is harmful to people to work, only not suitable for living. Spaanse Polder is located as close to the city as possible for its high pollution level, making it convenient place for both the people in the surrounding neighborhood and the companies to work or hire employees. Currently, 8000 people are working in Spaanse Polder.

Stadsmariniers in Spaanse Polder deals with safety problems in the area through different ways, a lot of times through economics, such as working as a real estate broker or inviting entrepreneurs. In a residential area, social cohesion is important for public safety, but since Spaanse Polder is an industrial area, societal cohesion can be replaced with better economics. It is very important that Stadsmarinier is located within the neighborhood and is able to get in touch with the neighborhood hands on. Spaanse Polder has had a criminality problem such as drug being imported through deckled of bananas, or small garages used for un-legitimate business using stolen parts. The surrounding neighborhood including BoTu being socially deprived with low income, low education and language level, lack of support and single families can be a recipe for unsafety. The criminality problem was heightened in the 90's when small automotive business from residential area were replaced to Spaanse Polder. The 'good' industries moved to a new area (Bedrijventerrein Rotterdam Noord-West) leaving the smaller industry in the old area of Spaanse Polder creating neglected buildings, leading to aforementioned problem with the garages. Stadsmariniers believe that "If we can change the physical context and infrastructure, we can change safety". This means that improving the physical infrastructure and improving economics

#### Work Opportunities

There are high demands for labour. According to recent labour enquiries research, entrepreneurs need men and women to work in the company. Target workers are people with practical or technical education. Some in programming for business control and management. The workers at least need to have safety certificate or hygiene certificate for the food industry. The company

will help people get these certificates however you need to be able to read Dutch or English to pass. There are demand for works in varieties of fields, in groceries, technical, mechanical work, technical work, construction companies, custom industries, production, coffee production, spices and sauces, bread, windows for freezers, plastics,

#### Obstacle 1: Language

Language is more important than skills. Skills can be taught at the company. You need to be able to speak and read Dutch in order to work in the factories. Need to be able to read packing orders etc.

#### Obstacle 2: The proper interface to connect job seekers and the company

Potential in labour, identified no proper working interface between labour and demand labour. Flow between formal institutions. The offer of labour and the demand of labour does not have a great connection. "Our way of working is reaching out' 400-500 entrepreneurs." "The institutions concerned with people who want to work, don't reach out to the companies". There is no societal control because everybody is working for themselves. There is no plan for how to work from the offer of labour to the demand. There are a few social companies which give jobs to a lot of people. Each company has their own social programs to reach out to job seekers. Spices and Sauces with their own program for labour with municipality, PolyPlastics have their OWN program with the HBO and one company has program with the prison. As you can see, companies are looking at alternative ways to hire, taking risks however these individual programs are not organized altogether.

#### Obstacle 3: Inadequate transportation/ distance

For workers, there are numbers of physical problems, such as public transport being very bad. Bus-line only runs every half hour. It is also very unattractive to go by bike, and dangerous. (Automobile area. A lot of trucks that make it dangerous. Especially for a company that operates at night, such as groceries, transportation for workers are very problematic. Some companies only work at night. 1815 is last bus. In this case, the workers have to get here by car, but most people in problem group don't have a car. How to motivate people to work at night is a big problem. For companies, distance from the city could

be a problem. Although it is close to the city, in a case of Greyston Bakery (American company), the company said the area was too far from city and inaccessible.

#### **Obstacle 4: Moral/ Motivation**

Very simple things such as coming in on time, put energy into work, not stealing from the company can be a problem for people from a deprived neighbourhood. Mental state of mind could be a problem. For example, there was a person that was supported by a program and got a job, but due to his mental condition and motivation problem, he could not continue to work. Social benefit system might also not motivate people to make step from social benefit to paid job. Social benefits may allow them to be misused and be used as a way to top up legal and illegal other streams of labour. The volunteer work for people on benefit is often times cleaning street. "It is easier to stay on the couch if everything taken care of"

Young people in a deprived area are prone to associating themselves with criminal activities. The longer you have to stay at home for young people the bigger the distance in employment. Risk of getting caught is low, and the consequences are very mild. If you get caught you just need to do social work. Consequences of getting caught is unbalanced for young.

#### **Obstacle 5: Interface**

If you stay in that zone, there is often no drive to join proper workforce. There needs to be programs to bring people to legitimate work forces. There needs better system of how to network and connect.

#### **Future Development**

There is a plan for new and relocation of industries. Many new buildings are coming, and the faster that you can realise new building, the faster people getting to work. Also, the process of building new industrial building can provide short term employment. Also, there is a plan to get high employment companies closer to the residential area where there are high density of workers. Moving auto-mobile garage taking larger space with low number of workers further away from the residential area. A lot of new houses in M4H, so companies are relocating to Spaanse Polder, industrial zone.

There is also housing plan being developed, since the

government plans to build 70,000 housings by 2024 in the Netherlands. The policy makers plan to build housing in Spaanse Polder. This means the bigger companies need to move out of the area to make it a livable condition. However, there are no plans for relocation of these companies. City planners can be quite short sighted "Companies are not going to invest in this policy" "Not well thought out policy plans will interfere with the growth of labour".

If you want to have more people living in the city, you need an area of high labour, and the policy makers does not understand it.

#### **Entrepreneurs**

There is not controlled plan of companies, since all the entrepreneurs focused on their own business. Everybody is working for themselves. There is no plan for how to work from the offer of labour to the demand. Although this area is inviting entrepreneurs, It is not an area of people looking for luck. Being self-employed, you need to have persistence, organisation, skilled, realistic.

#### **Reputation of Spaanse Polder/ Safety**

Area is popular for companies, but unpopular for people's perception. People might be less inclined to want to work in Spaanse Polder. The bad reputation of the area does not seem to deter new companies to come in or invest. The documentary on TV 2017 "Sinterklaas avond", depicted the area as poor and criminal, however the next day there were many inquiries to invest in the area. It served as a medium to get people aware and people prepared to invest in area. In addition to that, nearly all the crime in area doesn't affect the neighbourhood around or the people around it. Cocaine export doesn't influence immediate building. Public perception that the area is crime ridden and dangerous is misaligned.

## **Appendix III. Interview at M4H**

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### GroenCollect B.V

#### Interview with Philip Troost

##### **Skill Requirement**

There are no requirements, but we are looking for people that have an intrinsic desire to change or work. We've seen disappointing results from projects set up by the municipality which forces people to work.

##### **Contract**

We offer permanent jobs, but we like personal growth of our personnel. We prefer people to flow to another company within 1 year.

##### Hiring from BoTu

Bospolder and Tussendijken are the main employment target, but we see that it is difficult to find enough people from these areas. Therefore, we source from a larger scale (< 5 km).

##### **Future Plan of M4H**

Future development will not benefit the company, because the built environment reduces the chances of our company growing further in this area.

##### **Reaching Out**

For reaching out and recruiting people, we put advertisements in our local network and people there look for good and suitable candidates.

## Appendix IV. Action Radius Interviews

Action Radius Interviews were conducted to understand how big the perceived neighbourhood is for the residents of BoTu by interviewing how far they travel daily, or so to say what their action radius is. We interviewed 15 residents of BoTu about their daily activities (dwelling, work, grocery, leisure, children's school) and their preferred transportation method.



Interview with boarded map and pins

### Questions and Answers

#### General :

#### Do you live in the neighborhood?

1. Yes
2. Yes
3. Yes (Mom with 2 kids. She didn't speak Dutch so the 2 children answered for her)
4. Yes
5. Yes
6. Yes
7. Yes
8. Yes
9. Yes
10. Yes
11. Yes
12. Yes
13. Yes
14. Yes
15. Yes

#### Age

1. 13
2. 65
3. -?
4. Around 30
5. 40-50
6. 29
7. Late 30s?
8. 32

9. 16
10. 28
11. 60
12. Mid 30s
13. 40
14. 67
15. 26

#### Gender

1. Boy
2. Man
3. Female
4. Male
5. Female
6. Man
7. Man
8. Man
9. Female
10. Male
11. Female
12. Female
13. Male
14. Female
15. Male

#### What is your job?

1. -
2. Welder, Pastry chef

## Appendix

3. -
4. Carpentry job
5. -
6. Mail driver
7. No job
8. Insulation company, own the company with his brother
9. Still in school
10. Machine carpenter
11. Unemployed
12. Nurse
13. Consultancy, freelancer
14. Retired
15. Poet

### **Actieradius:**

#### **Where do you live?**

1. Visserijplein
2. Gÿsingsflats?
3. Gÿsingstraat
4. Oud mathenese
5. Spangesekeade
6. Spanjaardstraat
7. Spangen
8. Spangen
9. Watergeus
10. Oaseplein
11. Marconiplein
12. Mathenesserplein
13. Mathenesserplein
14. Aelbrechtskade
15. Taandersstraat

#### **Where do you work/ go to school?**

1. Oostplein, Lyceum Kralingen
2. No job
3. -
4. Different places
5. Rotterdam center
6. Spijkenisse. Before in Spaanse Polder in a bakery
7. -
8. Everywhere in NL?
9. Schiedam
10. Europoort (harbour)
11. -
12. Capelle
13. Everywhere: sometimes homes, sometimes in the city, sometimes abroad
14. -
15. At home, or around the neighbourhood

#### **Where do you go for groceries?**

1. -
2. Dirk/ Jumbo (Schiedamseweg)

3. Dirk (Schiedamseweg)
4. Lidl (Spangen)
5. Landenplein/ Schiedamseweg
6. Jumbo (Schiedamseweg)
7. Lidl (Spangen)
8. Everywhere in the neighborhood
9. Jumbo (Schiedamseweg)
10. Lidl (Mathenesserdijk), sometimes Dirk (Schiedamseweg)
11. Lidl, market
12. Albert Heijn Mathenesserplein, market
13. Albert Heijn Mathenesserplein, Lidl Spangen, market
14. Dirk Schiedamseweg, Albert Heijn Mathenesserplein
15. Dirk or Jumbo (schiedamseweg)

#### **Where do you go for cultural activities? For sports?**

##### **For leisure? For shopping?**

1. -
2. Church in Spaanse Polder
3. -
4. Europoort International Church
5. No other activities
6. Westerdijk for sports
7. Neighborhood, Bospolder, Park 1943
8. City center, sometimes in Den Haag
9. City center
10. Capelle (sports), City center (dinner or things like that)
11. Vegetable garden in the Beverwaard
12. City center or Zuidplein
13. City center. For sports, in the neighbourhood
14. Recreatiecentrum Oostervant
15. Schiemonnd or city center

#### **If you have children, where do they go to school?**

1. -
2. Yes, they live in Groningen
3. Yes, 2 children. Mariaschool
4. Yes, Filandia
5. Yes, Nicolaasschool
6. -
7. Yes, Nicolaasschool
8. -
9. -
10. No
11. Yes, but they are older
12. Tidemanplein
13. -
14. -
15. -

**Does your family/ friends live in the neighborhood?**

1. Schiedam?
2. Heerlen, Groningen
3. Yes, grandma and aunt
4. Yes
5. Schiedam
6. Yes, everyone (Spangen, Mathenesserweg, etc.)
7. Yes
8. Yes
9. Family = Marconiplein / Friends = Mostly Delfshaven
10. Hungary
11. Maassluis and Schiedam
12. Yes
13. -
14. Ridderkerk and Barendrecht
15. No

If not, do you visit them?

1. -
2. Yes
3. -
4. Yes
5. Yes
6. -
7. -
8. -
9. -
10. No
11. Yes
12. Yes
13. -
14. Yes
15. Yes

**Transport:****Do you have a bicycle? Do you have a car?**

1. -
2. Bicycle = Yes Car= No
3. Bicycle = No Car= No
4. Car = Yes
5. Car = Yes
6. Moped
7. No
8. No, no license
9. Bicycle
10. Car
11. No
12. Car
13. Car
14. No
15. Bike

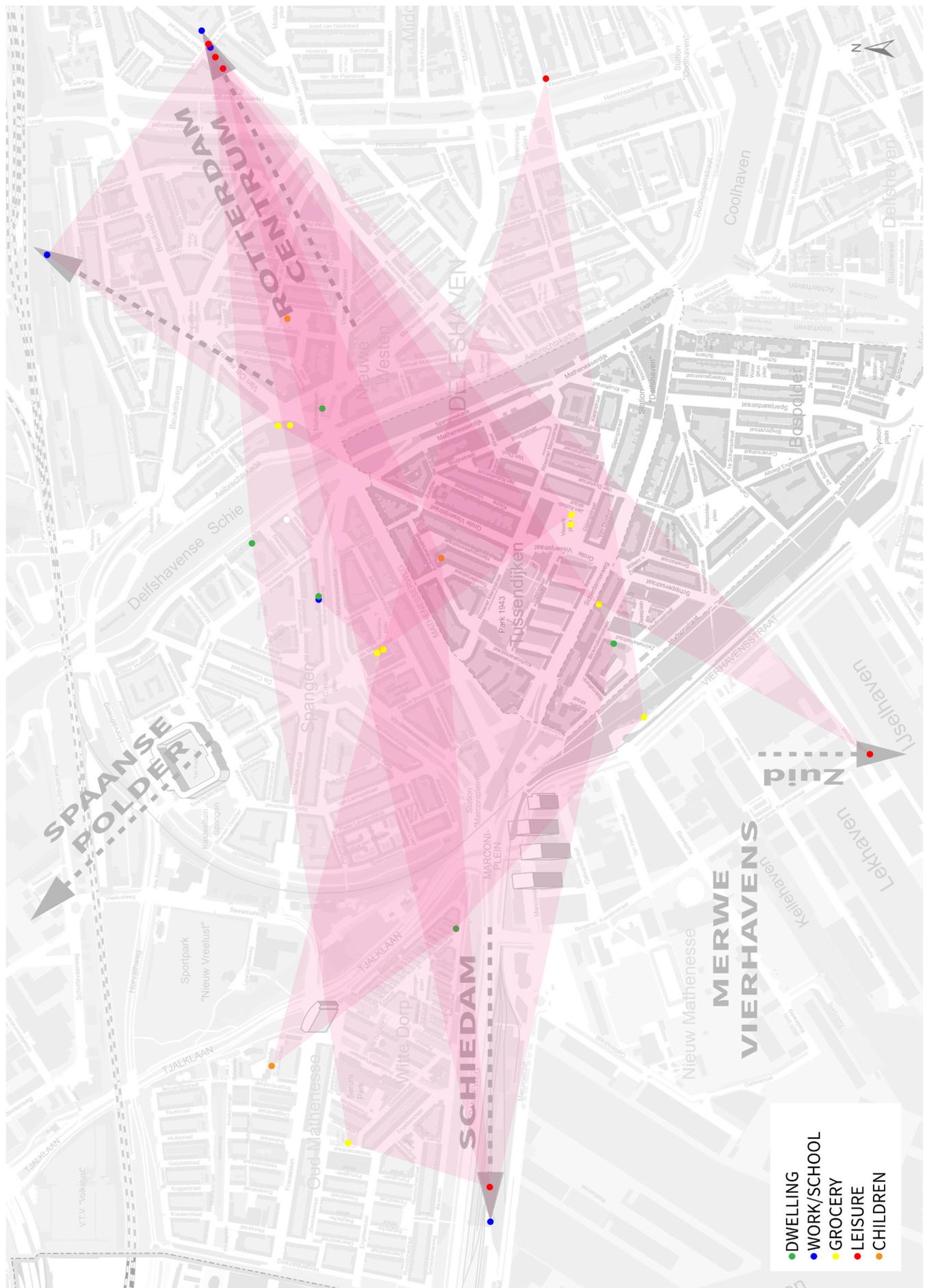
**How do you get to your work/school?  
car/walking/bicycle/public transport**

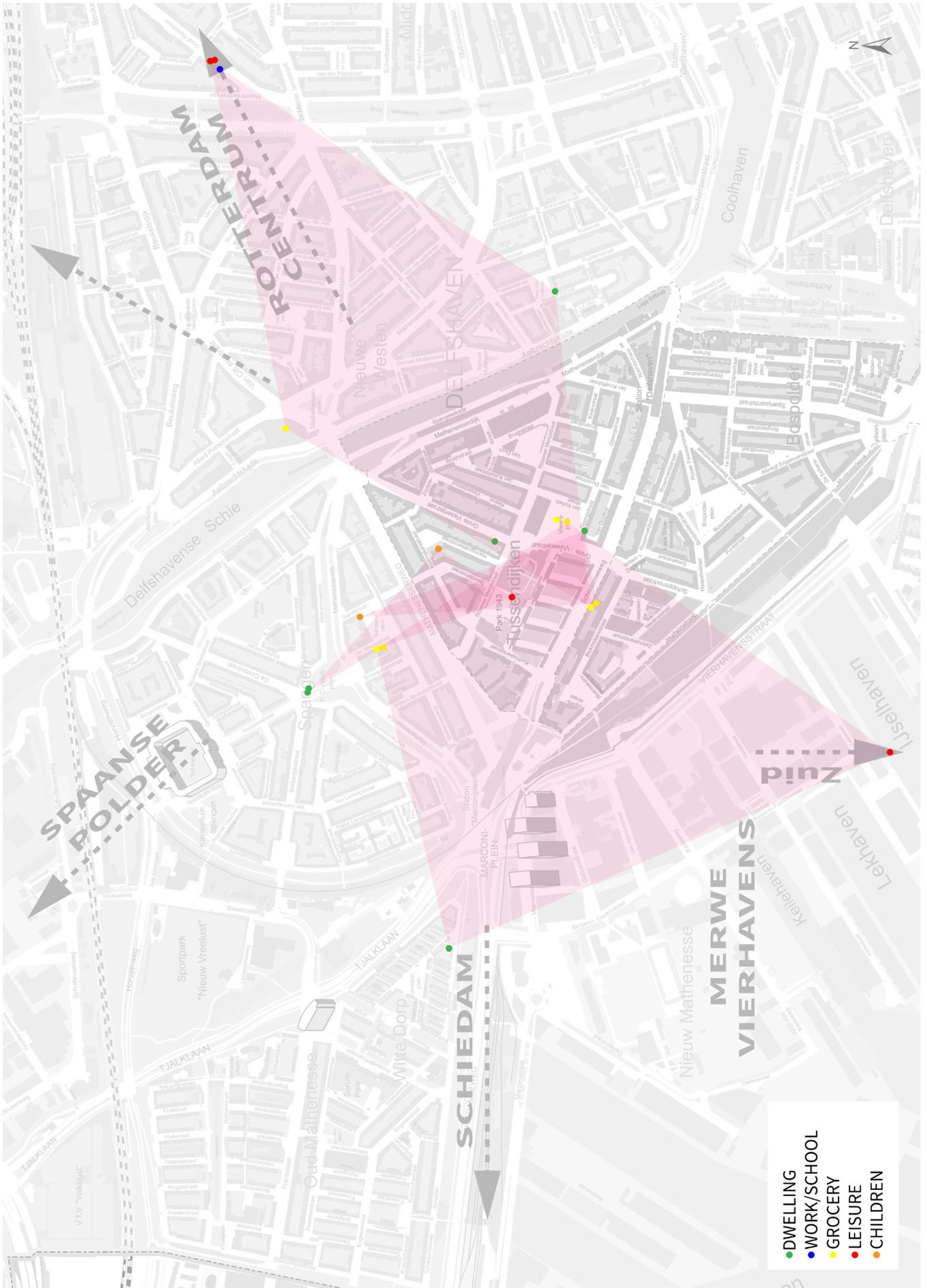
1. Metro
2. Bicycle
3. Walking
4. Car
5. Work = Tram School = Walking
6. Van (own a van) / By bike when working in Spaanse Polder
7. -
8. Ride along with others
9. Public transport
10. Car
11. -
12. Car
13. Depends
14. -
15. Bike

**How do you get to your cultural/sports/ leisure activities? car/walking/bicycle/public transport**

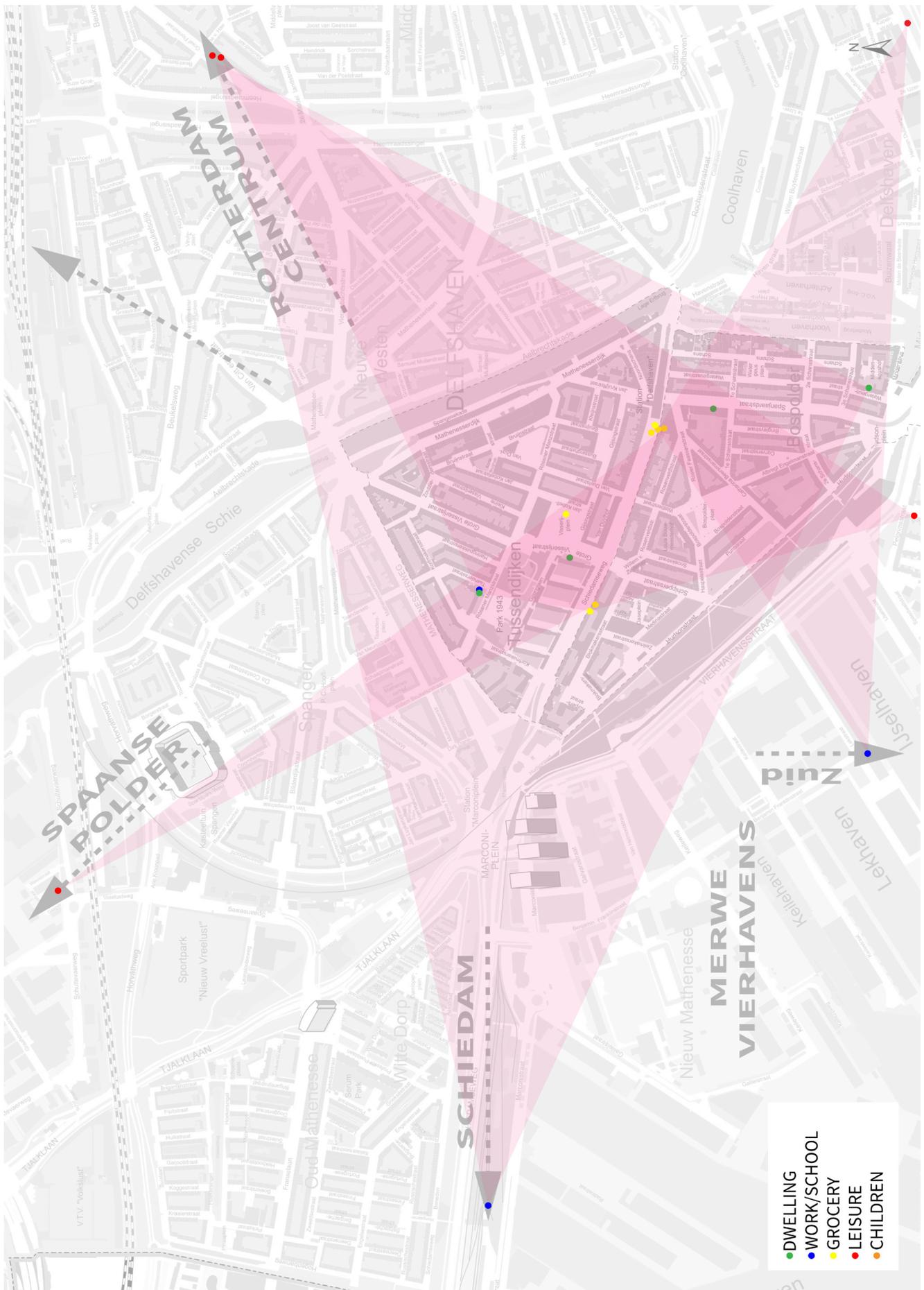
1. -
2. Bicycle, Train
3. Walking
4. Car
5. Family visit = Car
6. Moped
7. Walking, sometimes tram
8. Walking, sometimes metro
9. Bicycle, public transport
10. Car
11. Public transport
12. Walking
13. Walking, bike, tram
14. Walking or tram
15. Bike, public transport

# Appendix





# Appendix







# COLOFON

## **Research**

Bospolder-Tussendijken

An exploration of the opportunities that connect the residents of BoTu to labour in Merwe-Vierhavens and Spaanse Polder.

## **Commissioned by**

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# CONNECT BOTU

## Bospolder-Tussendijken

An exploration of the opportunities that connect the residents of BoTu to labour in Merwe-Vierhavens and Spaanse Polder.

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Carson Drain  
Anne-Sophie Wouters

February 2020