TURNING SPACES INTO PLACES

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MUNICIPAL SPATIAL PLANNING SUPPORT PROGRAME

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PREFACE

This publication is produced by the Municipal Spatial Planning Support Programme (MuSPP) implemented by UN-Habitat in Kosovo and financed by the Swedish Development Cooperation. Its intention is to increase awareness of Mayors, urban planners, developers, and all those concerned with the development of towns and cities, of the quality and importance of public spaces. In particular, the publication seeks to shed some light on the concept of placemaking as a way to enhance the quality of life in Kosovo's towns and cities and to ensure those benefits can be distributed equitably and in a gender-sensitive way.

Recent years have witnessed a rapid growth in Kosovo's towns and cities. Changes in society, the need for greater sustainability and people's increased expectations enhanced the importance of creating new public spaces that meet high standard of design, are sustainable and create opportunities for citizens, men and women, boys and girls, to enjoy social life outside their own households. UN-Habitat's MuSPP has supported its partner municipalities, in different planning issues through a number of documents and guidelines which provide rules and recommend how to improve planning practices. One of such documents, guidelines for placemaking, was drafted in 2008. These guidelines served as a basis for the development of the capital investment projects, that were implemented in MuSPP municipalities.

"Turning Spaces into Places" seeks to outline some of the underlying design characteristics of good places. It should be noted that the concepts expressed in this paper are considered to be international in nature with some examples from Kosovo cities. As such, the examples quoted in this publications are intended to stimulate discussion, raise awareness amongst decision makers about placemaking and serve as an inspiration on how this can be achieved.

The publication has three main parts followed by conclusions. The first chapter is a brief introduction to placemaking and provides explanation of the concept and the way how it can impact people's lives. The second chapter outlines some design principles and techniques by which placememaking can be achieved and the third chapter presents Capital Investment Projects implemented in partner municipalities in the second phase of the MuSPP.

We hope that it will foster a culture of placemaking in Kosovo and ensure these qualities are given due consideration in the design process. The publication intends to assist Kosovo's professionals to consider the implications of their actions on the quality of the spaces they create and the liveability of the cities in which they work. This reflects the belief that real change requires genuine partnership and is central to our goal of "Making better cities together". A defining characteristic of the approach to placemaking suggested in these guidelines is that its principal goal is to serve the wider community that will experience it, and not just those who have commissioned it.

Krystyna Galezia
Chief Technical Advisor
UN-Habitat Kosovo Programme

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A BRIEF INTRODUCTION
TO PLACEMAKING

1. TURNING SPACES INTO PLACES

"Placemaking" is the term that refers to the design process by which we can enrich people's surroundings and make them enjoy `places' to be in rather than just `spaces' to pass through.

There are many definitions for the term "placemaking", which are used by different associations, councils or professional organizations. The above mentioned definition is the one used in this publication. Below there are two more examples which describe placemaking as follows:

'Placemaking' is both an overarching idea and a hands-on tool for improving a neighbourhood, city or region. It has the potential to be one of the most transformative ideas of this century." -Metropolitan Planning Council of Chicago.

'Placemaking' is the way in which all human beings transform the places they find themselves into the places where they live." - Schneekloth and Shibley (1997), Placemaking: The Art and Practice of Building Communities

Public urban spaces in Kosovo are typically uncared for, unloved, unvalued and unused or underused, typically seen only as places to move through and valued only as an informal car park or somewhere to dump rubbish. A space becomes a place when it has significance to the people that experience it, and when it extends beyond these basic uses.

A space will allow people to do no more than just the essential things that are its minimum functional
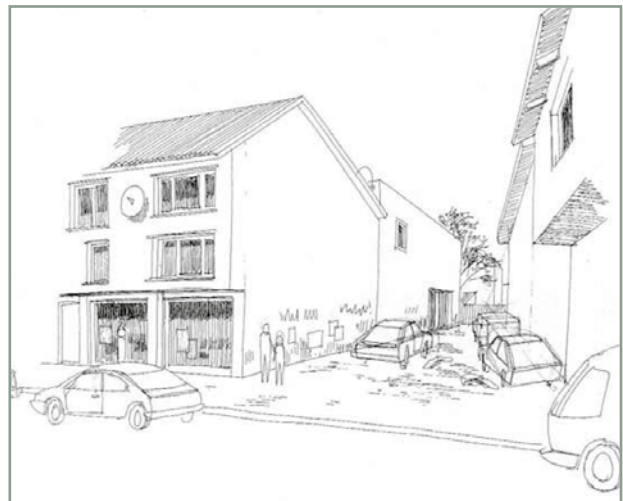
An example of the type of space that can be found in many cities in Kosovo that is unsafe, unattractive and offers little to its surroundings, used only for informal parking.

requirements, such as allowing people to move through it to get to work, to shops or to school. A space exists only as a means to an end.

However, a place can meet those basic functional requirements and additionally offer other qualities and opportunities, that contribute more to the quality of life of the people who experience it, by allowing people to choose a range of optional interactions that are relevant to their personal needs and values. Such qualities may include opportunities to get to the relevant employment services and educational facilities, enjoy social exchange, experience art and culture in many forms, experience emotions, watch people go by, relax, experience nature, be inspired, play and learn, unencumbered by fear of accident or attack or inconvenience.

Put another way, a "Place" provides people with opportunities to interact with each other and with their shared surroundings to meet various needs. This in turn allows those people to forge social bonds that help them develop a sense of connection with other members of their community and with their surroundings.

Placemaking relates to how places work and the way they make the people feel. It seeks to ensure that we design new buildings and spaces or redesign existing spaces so that they become safe, comfortable and interesting. By turning 'spaces' into 'places' in Kosovo's towns and cities we can take a step towards providing the inhabitants, men and women, the disabled and the fit, the young and the elderly, with access to interesting, equitable and attractive settings to meet various needs and facilitate more interaction in the urban life.

1.1 Spaces for placemaking

Public spaces are more than squares and parks. Public spaces, as defined here, can be any space open to public use. Public use extends to more than just those spaces anyone has the right to occupy (streets, squares) and includes those spaces we can use part of the time and under conditions (semi-public spaces such as shopping centres and enclosed markets) and spaces that one can only visually access (semi-private spaces such as courtyards and front gardens).

Placemaking is also linked to the relationship between public space and the adjoining private space, seeking to ensure that the surrounding private spaces e.g.: the houses, shops, offices, walls etc., that define the boundary between public and private contribute to the amenity of both. For this reason this publication on placemaking includes guidelines for the surrounding development as well as for the spaces themselves to ensure that conflicts are avoided and that buildings and spaces can benefit from their relationship to one another.

Streets and pavements in general are to be considered as primary public spaces, despite usually being dominated by one user (usually cars). Other public spaces in Kosovo include the underutilized apartment blocks and the areas between these block crofts, abandoned parks and play areas and crossroads with too much tarmac and very little greenery. Public markets, waterfronts, cemeteries, river banks and to certain extent forests can also be considered as public

The same area as a place, illustrating how it might be made into an attractive, inviting area that accommodates many social and recreational uses and contributes more to its surroundings.

spaces. Public space can exist between buildings, adjacent to, or within buildings. In fact any area open to the public for all or part of the day may be considered for placemaking, including also hospitals, schools, campuses, governmental buildings, shopping centres and transport interchanges.

1.2 The characteristics of a "good" place

A "good" place will be designed to fit well into its surroundings, it will respond to the areas landscape, using topography to create character in the space and reveal views of features such as landmarks or distant hills where possible. It will be accessible by everyone in the community. It will be well connected to its surrounding street network by routes that feel safe and are direct and easy to understand.

A "good" place is not only about physical characteristics but it also exists in the hearts of the people who live in the city. It will become the repository of memories and attachments and be a place to proudly take visitors, because it represents the inhabitants' highest ideals and civic values. In its form, typically, it will be an active, vital place that people will feel drawn to for a number of reasons, some to sit in quiet contemplation, some to explore and learn, some to catch up with friends, many to enjoy watching other people. Some will come to experience the magic of nature, some to get exercise, others to shop, to work or just pass through on their way somewhere else. Many people will enjoy a

semi-private   semi-public   public space   private space
spaces   space
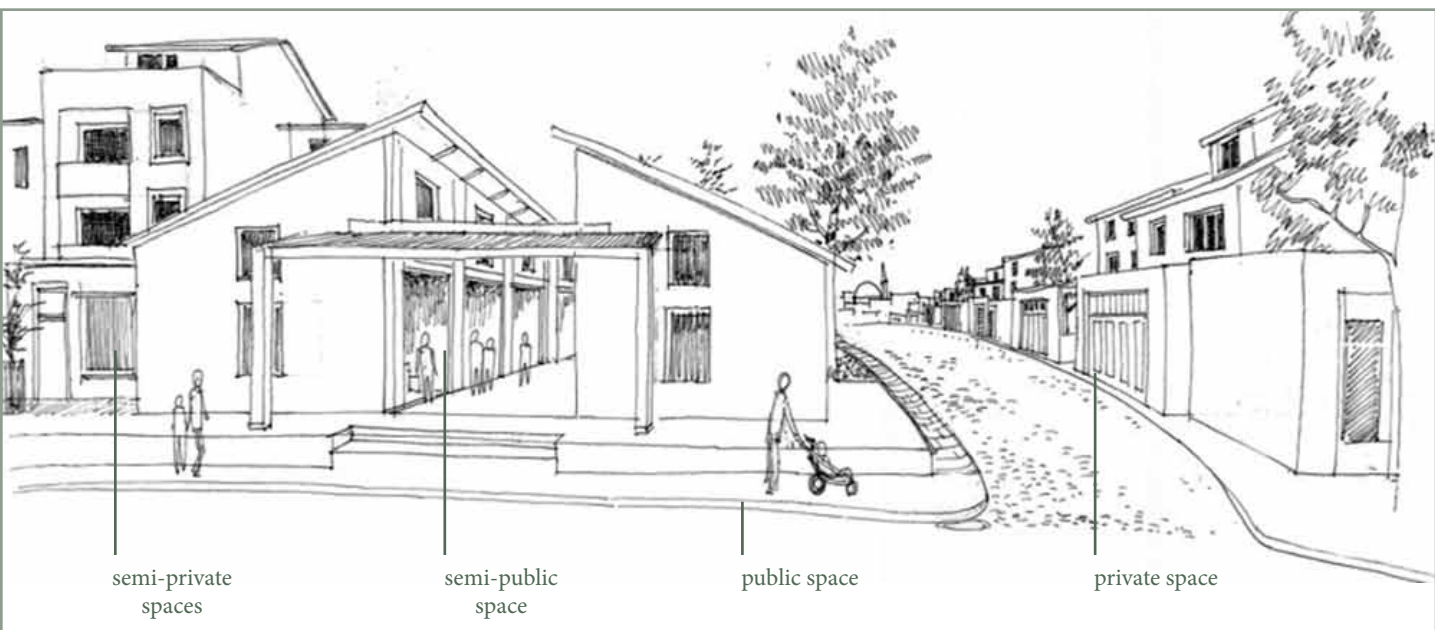
number of these qualities. It will offer places to enjoy the sun on a cold day and find shade on a hot day. It will comprise built and natural components. The opportunities it offers will be easy to understand but the more it is studied, the more opportunities will be discovered in it. It will be distinctive.

2. THE CHALLENGES OF PLACEMAKING

Ensuring that public spaces will embody the qualities described above requires that they are designed in a way that considers the people that will use them. It includes the qualities of the space, the community's values and the technical issues raised. Each of these factors must be given due consideration to arrive at a set of interventions that will have the desired effect. This section seeks to provide some insights into appreciating some of the key challenges that the placemaker needs to be aware of when intervening in urban environments. It stresses the importance of a design process that allows all these challenges to be met. Understanding these issues and getting the process right are essential prerequisites to getting the product right, which is the subject of the guidelines in chapter 2 of this publication.

2.1 Equity

The qualities and opportunities created by urban interventions will change people's relationship with their surroundings. Given that different people have different needs and priorities, the intervention may or may not help them and indeed may be detrimental to the quality of life for some of the people affected by it. An example of this would be if a wide road was

built through a neighbourhood. The wide road may facilitate people to move their cars quickly through the neighbourhood, at least for a while, but the people who live alongside the road may be subject to more noise, pollution and danger and may find themselves cut off from their surroundings by the barrier of the road. For this reason the design of urban spaces will affect who benefits and those who don't. A commitment to social justice suggests that it should be a priority of placemaking to think about and ensure as many people as possible benefit and as few people as possible are disadvantaged. Some examples when people are disadvantaged by their surroundings are:

• Women are often disadvantaged by built environments because women typically have a different perception of personal safety than men. They would be less willing to go to many places that men would go, thus are less able to enjoy the opportunities that are available in their town or city, particularly at night. Women typically have less access to a car and so have diminished personal freedom in environments that promote car dependency, such as emerging low density suburbs. Women are more often caring for other and so are further subject to many of the disadvantages suffered by the young, old and disabled (see below).

• Children are often disadvantaged in car dependent environments for the same reasons as women. Consequently they are dependent on being driven around, and in countries where this trend has been allowed to continue, such as the UK, US and Australia, this has typically led to diminished

opportunities to play or independently form social bonds.

- Likewise older people and the disabled typically have reduced ability to drive and are often disadvantaged by a movement system that is based on driving. Disabled people are further disadvantaged if the environment is not designed and maintained to consider their needs, for example a place only accessible by steps cannot be enjoyed by a person in a wheelchair, while sudden drops or cracks in the pavement present a trip hazard for the elderly or visually impaired.

- Economic disadvantage can also be compounded by physical design, the market often dictating that the more attractive areas will attract a premium that will tend to price out less well off people. In many western societies this means that poorer people end up living in less attractive areas with fewer opportunities to meet their needs, to enjoy surroundings that support their wellbeing or access opportunities to challenge themselves and develop their social, recreational, and educational or employment skills and interests.

Placemaking requires checking emerging concepts to ensure that people are not disadvantaged, and if an element of disadvantage, is unavoidable, making sure that those people are offered compensatory assets that are relevant to their quality of life.

2.2 Complexity

Urban spaces are inherently complex and so, consequently, are the factors that need to be considered in placemaking.

At one level everyone who experiences a space is a placemaker. Every person who lives in or visits a city influences that place by the way they treat it or use it, for example the person who illegally parks or dumps rubbish in a space influences the impact that space will have on other people's quality of life. Most of these actions are done with no or little understanding of the impact they will have on other people's experience of their surroundings. Consequently leadership in placemaking falls on the professional people such as urbanists, developers and architects, who have a specific responsibility for some aspects of the built environment to explicitly mould urban spaces.

It is the core responsibility of the placemaker to consider the function of spaces from a wide range of perspectives, and find creative solutions that reconcile competing goals and meet as many of them as possible. Some examples of the issues that need to be considered and reconciled include:

Making sure people can move through the space in the most appropriate way(s), balancing different modes of transport to ensure that no one mode (for example cars) precludes others (for example walking or cycling), alternatively decide on preferential mode(s).

Ensuring that businesses can thrive by providing/allowing access for staff, deliveries and customers and that the context of the business does not cause conflict with adjoining uses.

Considering if people will feel comfortable and safe enough to meet, socialize, and when relevant play and/or experience nature.

Considering the impact of climate, wind and drainage to ensure that the site can be naturally ventilated, utilize rainwater sustainably, minimize the risk of flooding, either on the site or downstream and avoid wind tunnel effects.

In practice, the implications of achieving any of the qualities described above may cause other qualities to be more difficult to achieve. To this end, it is important that place makers look at their plans from many perspectives: as a physical composition of buildings and spaces; as a social composition that will facilitate people to use and experience it in particular ways; and as an ecological system, supporting or not supporting a variety of life activities. The way a building physically works is usually well understood, but the way it fits into its surroundings, the feelings it evokes in the people who experience it, the ways it gets used and its impacts on the area's ecology and social context are often less well understood. Place makers should aim to understand these issues and give them due consideration.

Given that placemaking is a social process and is defined by the way it makes people feel and what they value, two further essential components of placemaking that add to its complexity are:

Understanding the social landscape. Perceptions of "good" places vary with age, gender, cultural background, socio-economic class and ethnicity amongst other variables. Traditional historical

building forms, people's aspirations and what they are familiar with will influence people's emotional responses to their surroundings. UN-Habitat is committed to inclusive placemaking to ensure that these values are adequately and respectfully integrated into the design process and that people feel the design fits well with their hopes and aspirations.

Creating a culture of placemaking in the wider community. This is necessary to ensure that the investment in effort and time needed to create good places is supported by the wider community, and that the spaces created are highly valued. This in turn requires the collaboration of politicians, media and other opinion makers who can help form public opinion and influence community priorities.

2.3 Unlocking all the available resources

Placemaking should never be considered in isolation from other socially useful objectives. Careful consideration should always be given to finding synergies with other plans (e.g. sanitation, engineering) to minimize costs. This often involves commiting time to inquire with local and national government departments to see what they have planned for the area in question.

Another important resource is utilising community assets as these often represent a significant force of commitment with insight and effort that can be harnessed to participate in the design, construction and maintenance of the interventions. These resources can be utilized through existing community groups, community environmental development agencies etc.

Other assets can be utilized by discussing with local businesses about how they might sponsor interventions in return for discrete advertising or by recognition in plaques or by naming rights. It is important though to make sure these do not become dominant of the intervention.

These resources can often be harnessed by opening up channels of communication with the community and other stakeholders through the process described overleaf.

2.4 Getting the process right

There is no one recipe for placemaking, however, experience from Europe and elsewhere suggests that applying the following principles may achieve the goals described above. Given that urban areas are inherently complex and have both physical (i.e. built form) and social dimensions (i.e.how people act and feel about their surroundings) requires getting the process right, so that the social dimension can be adequately considered and getting the product right requires that the qualities created within the spaces are relevant and helpful to the people who will experience them.

A placemaking process typically involves the following stages:

1. Understanding the challenge so the problem can be identified and focused on. This requires understanding the site and its role in the functioning of the wider urban fabric as a physical and social construct, identifying how people use it at present and the requirements of the site for the future. This is usually expressed through a site analysis and an explicit and graphic exploration of the issues that influence the design.

Understanding the challenge usually also requires understanding trends in society and projecting it into the future. What issues will become more important with the passing of time? Of course this can never be known with certainty but trying to reconcile objectives, such as an emerging wish for greater mobility with the growing imperative for greater sustainability, is best served by considering these issues at the design stage. It is always constructive to learn from other interventions of a similar type or in the similar subject area and explore why they succeeded or why they failed.

A further part of understanding the challenge is considering the plans and objectives of other stakeholders such as national and local government agencies.

Consequently time and effort needs to be given to integrating inputs from a number of agencies/organizations and trying to find synergies with their plans.

This will facilitate placemaking interventions as they emerge to be coordinated with other important objectives such as improving sanitation and other infrastructure. This can significantly reduce costs and help ensure that the greatest benefits can be achieved with minimal efforts.

2. Creating and testing a vision so a design direction can be set for all stakeholders to agree on and share in its development and implementation. This requires establishing a shared design agenda with the stakeholders and creating a vision that explicitly addresses the communities' and other stakeholders' concerns and fulfills the requirements of good planning and design. The vision should explicitly address the issues identified in the previous stage, for amendment and confirmation by the stakeholders and synergies with the plans of other agencies/organisations.

3. Turning the vision into a plan so the agreed direction can be turned into a realistic and achievable set of proposals. This requires understanding the built form implications of the vision and reconciling them within a coordinated set of proposals. This is usually expressed through a set of proposals that explicitly identify the interventions and how they address the issues and site appraisal of the first stage.

4. Making it happen so the documented plan can be translated into actions on the ground. This requires making everyone's responsibility clear and ensuring the resources in terms of time, costs and commitment are in place, usually expressed in an implementation section. It will identify not just what has to be done but also why and by which agency or group, so everyone knows their role in the process. This is a very important part of ensuring there are no misunderstandings and that all the actors are galvanized into action at the right time. For most projects this will also require thinking about staging, as it is usually not possible to complete a project in one phase. It is beyond the scope of these guidelines to cover all the issues that will influence staging but some of the key issues are:

Cost: A project will often have to be spread over several years to distribute the cost over several budget periods instead of burdening citizens unfairly all in one year, this can raise issues with the cost of borrowing that may influence the timing of the project.

Disruption: building works often effectively deny an area to public use and are a source of noise and pollution. The timing and location of the stages of a project should seek to minimise these issues and ensure that earlier stages can continue to function

as latter stages are built. This means effective co-ordination of the different inputs and skills.

Creating momentum: when the design process is completed it is important to demonstrate to the participants and the community at large that results can be achieved and that their contribution was worthwhile. An effective way of doing this is to construct a high profile intervention at the start to the certain project, so people can feel their investment of time and energy was worthwhile.

Considering pioneer uses: getting people to come to a new place means providing them with a reason to go there. Care should be taken in staging to provide potential visitors with reasons that justify the effort needed to get to a place, right from the start. Reasons to visit a place could be e.g. of the uses that make it a destination, it may have shops, cafes, cultural activities or events or it provides a shortcut to somewhere else.

5. Protecting its contribution so it can continue to meet the needs of the people as their needs change and as the built elements age and suffer from wear and tear. This usually requires that the project includes ongoing maintenance, feedback and amendment. Once again identifying who does what and when is an important part of effectively managing inputs and co-ordinating resources.

CHAPTER 2:
DESIGN PRINCIPLES &
TECHNIQUES

The following principles and design techniques are typical characteristics of "good" places. They link desired characteristics of built environments with the different interventions that can help achieve them. The principles reflect UN-Habitat objectives of inclusive and sustainable settlements. They are intended to provide a measuring stick against which the ideas that emerge from the process described in the previous section can be assessed. They are tailored to address circumstances that currently exist in Kosovo but look also to the future and seek to address latent or emerging problems and priorities based on experience elsewhere in Europe. They are not listed in terms of priority, although applying the principles nearer the top makes it much easier to fulfil the ones lower down.

Some techniques are found under more than one principle, as the same intervention can and should meet more than one objective.

PRINCIPLE 1: OPTIMISE CONNECTIVITY

Fundamentally, people need to access a place to benefit from it. Good places need to be well stitched into their surroundings if they are to contribute to people's quality of life. This requires not just that it is possible to get to the place being designed, but that it is easy and attractive to get there. The implications of enjoying that space in terms of time, effort or money should be minimised. This requires that places, are as well connected as possible with their surroundings.

A place can contribute the most to its surroundings when it does not require people to go out of their way to experience it. This can be achieved by ensuring that the place is located on the desire line to a destination, or magnet, that will attract people in.

Magnets can be temporary or permanent uses that draw people into a space.

People's mobility requirements and limitations should be considered to ensure that most of the potential users can access the space. For social equity and environmental reasons this means ensuring that walking, cycling and public transport access is an important placemaking objective. Private car mobility must be recognised, but not at the expense of these other modes of transport.

Consideration should also be given to the relationship between uses to ensure uses are distributed in the most strategically valuable way (for example parks should be distributed so they are near – and are well connected to- residential areas rather than to e.g. industrial areas)

TECHNIQUES

1.1 Consider incidentality

Getting people to want to go to a place in the first instance requires giving them a reason to go there. Consideration should be given to ensuring that the space incorporates or adjoins or is on the way to a primary "magnet" activity. The qualities of that place are an 'added bonus' to the principle purpose of visiting a space and so can be enjoyed without opportunity cost. In other words they are incidental to that use. Uses that can help achieve this will vary according to the space and surroundings, but may be commercial such as shops, offices or cafes and/or activities such as play areas or sports grounds.

NOTES

The magnet use should be complementary to the character of the space.

If the magnet is a commercial use, such as shops or offices, the servicing of these buildings such as delivery areas, pipes, air conditioners, satellite dishes etc. must not dominate the space.

Where possible, pedestrian, public transport or cycle access to the magnet should be favoured, and vehicle parking (if essential) should be located or screened so it is relatively discrete and does not dominate.

Magnets can also be temporary uses, such as markets, festivals and community events.

Consideration should be given to the hours of operation of the magnet use. As a rule, spaces activated by offices will be activated during office hours but may be a bit quiet outside those hours. Shops and bars will extend the use of the adjoining space and residential areas beyond that. However, each of these uses will have their own considerations and care needs to be taken to get the balance right.

1.2 Relate the design of the open space to external access points

The underlying objective of this technique is to make it as straight forward as possible for people to get to the space. Consequently consideration should be given to ensure that the space 'connects' with its surroundings where pedestrian flows exist or may exist in the future, so people can access the space from its surroundings in a convenient and obvious manner.

NOTES

Care should be taken to design the pedestrian paths and roads together to ensure that crossings and intersections do not interrupt key desire lines.

The more pedestrians occupy or move through a place the greater the opportunities are to activate it. Whilst there are limits to this rule of thumb and a place can become too busy, this remains a useful rule of thumb. A space with only one access point will have people occupying it as a destination. A space with two or more access points, particularly opposite one another, will benefit from people going to the space as a destination, and as a means of travelling between two destinations. More people occupying a space gives the activities in that space more chances to succeed and provide more opportunities for interaction.
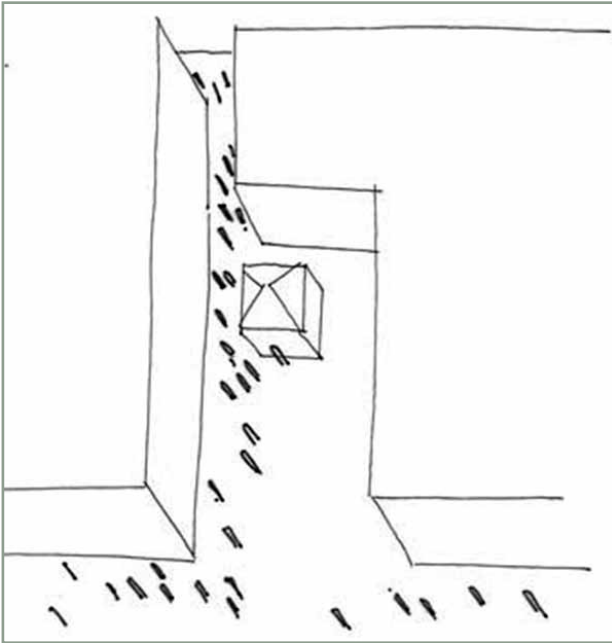
Ideally a place should not be a dead end if it is to benefit passersby as well as those people who have made it their destination.

Changes in materials and landscape character can reinforce the impression for the visitors that they are entering an area with a different destination.

1.3 Enhance legibility

A key consideration in enabling people to access a space is ensuring they know about it and can find it easily. Therefore defining the place, the provision of landmarks, adequate and visible signage and inviting thresholds are important components of psychologically integrating a space with its surroundings.

NOTES

A key consideration to enabling people to 'read' a space is to ensure its edges are well defined. The point where a visitor enters a space is the threshold. The threshold plays an important role in forming perceptions and creating definition. Thresholds should be distinguished from their surroundings and articulate the importance of the place their height, mass, design, landscape or distinctive form.

Signage should be designed to contribute to the surrounding streetscape rather than be imposed upon it. It should be designed as a coordinated composition, considering not just the words, but also materials, colour, form and lighting.

The use of landmarks can be an effective way of enabling people to find a place but not every place can or should have a landmark, it would create a very crowded skyline! As a rule the more significant a space is the more significant the landmark should be. Ideally the "magnet" use described earlier should be visible from outside the area and in particular from the directions that most visitors will arrive.

1.4 Consider perceived distance

This technique relates to enhancing the ease of pedestrian movement to and through a space and takes the likelihood of visiting it. This influences the subconscious balance sheet with which people make decisions about how they use a place. For pedestrians, whether a place feels prohibitively far away, is a function of the distance and the quality of the journey. A journey travelled over a monotonous, unattractive route will be perceived as longer than an equivalent distance travelled over a varied, attractive and interesting route. Therefore, consideration should be given to ensuring the journey to the place being designed is as interesting, comfortable and safe as possible. These issues are dealt with in more detail in other techniques.
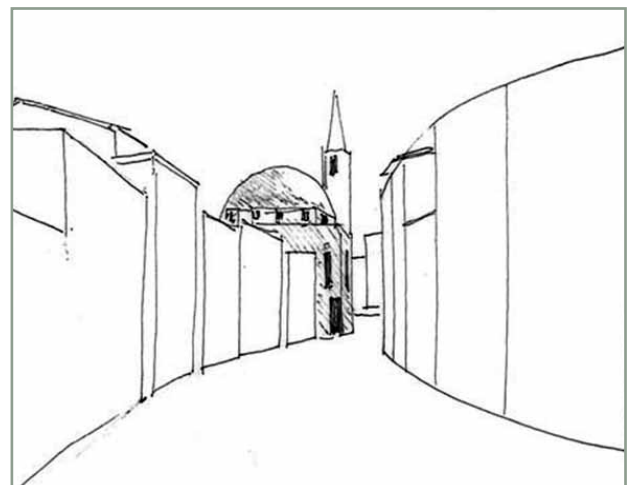
An effective way of enhancing legibility is to ensure spaces can be oriented to reveal views of existing landmarks.
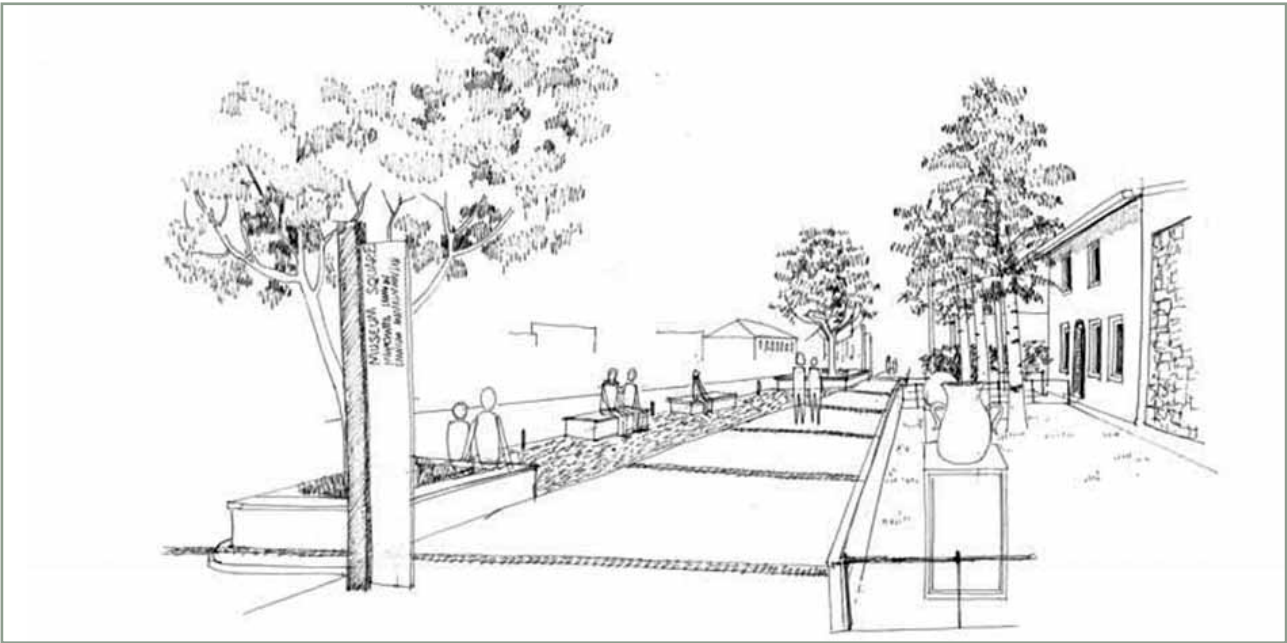
Pause places are compositions of seats, landscape interventions and other streetscape elements such as public art features and possibly tables. They will provide attractive and useable minor landmarks in the streetscape and invite people to stop for a moment and enjoy their surroundings.

NOTES

Journeys can be broken by providing frequent "Pause Places" along key pedestrian routes to add interest and offer opportunities to rest and 'watch the world go by' (approximately every 500m along key pedestrian movement corridors). "Pause Places" can be provided by compositions of seats, public art and landscaping. They need not emphasise their seating function but should enable people to sit down if they so wish, individually or in small groups.

Consider opportunities to frame views into and out of the space.

Activate the approaches to the space where possible. Activities would include shops, cafes, places to sit and watch the world go by, and areas to play games.

Consider variations in the experience of getting to a place so the passerby can enjoy a range of interesting experiences on their journey.

Consider the role of lighting to emphasise strategic routes by virtue of the design of the light standards or the characteristics of the light. This can be achieved by using distinctive lighting such as up lighting of trees, down lighting or using reflected lights on walls.

1.5 Utilise landmark elements

The profile of a space and its place in the community's "mental map" (the psychological understanding of their surroundings, what it offers and the routes available through it) can be improved by providing an iconic element that offers a strong visual image. This can help to differentiate the space from its surroundings and contribute to its distinctive identity.

NOTES

Terminate views into the space with a feature that is distinctive and attractive in form, height, materials or associated landscaping.

Not every space can or should have a major landmark - the purpose of a landmark is to distinguish special places. Consequently minor, more day to day places (for example most roads) only need a minor landmark, such as signage or a pause place as described above.

By virtue of their high profile, landmarks may be seen as expressing the values of the community that installed them. Care should be taken when designing these landmarks to ensure that they are not discriminatory or insensitive.

Associating a magnet use with a landmark element can reinforce the significance and appeal of the use and the wider space.

1.6 Provide interaction between the space and its surroundings

The presence of other people in a space goes a long way to making that space interesting and attractive. Consideration should be given to ensuring the edges between the space and its surroundings are occupied by uses that benefit from the space and contribute to it.

Even if they don't contribute much activity to the space, ensuring that adjoining buildings face onto the space will greatly assist in integrating the space with its surroundings and providing passive surveillance.

NOTES

The space should be activated by orientating shops, cafes, verandas, pergolas, seats and sometimes screens and stages towards the space.

For residential development, front doors and habitable room windows should, wherever possible, be orientated towards the space. On the southern side of the space, consideration should be given to installing balconies to reinforce a sense that development is oriented to the space.

For commercial uses, display windows and doors should be orientated towards the space.

A diversity of uses adjoining this space helps to activate it.

Care should be taken to ensure service areas are not merely moved from the edge of the space to another public place but are as far as possible located within the site or screened from adjacent streets and/or spaces.

Commercial uses will not always be possible or even appropriate where the objective is to create a quiet contemplative space where there are low pedestrian flows.

Upper storey windows and balconies and active ground floor uses ensure a space will feel overlooked

PRINCIPLE 2: MAXIMISE SAFETY

This principle is founded upon the belief that if a place is to be enjoyed, its potential users need to feel they are not exposing themselves to risk of accident or attack. This relates both to avoiding circumstances that are intrinsically dangerous and those which create a perception of danger.

TECHNIQUES

2.1 Provide surveillance from surroundings

A sense of being overlooked can be an effective deterrent to a thief or attacker.
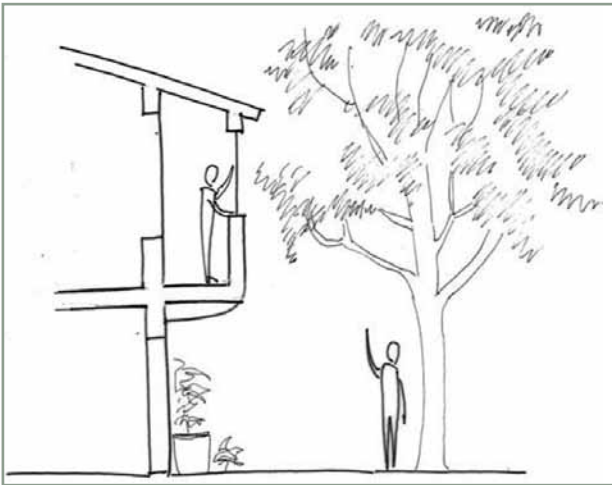
Changes of level are an effective way of ensuring privacy whilst still allowing surveillance to occur

NOTES

This can be achieved by providing active uses which overlook the space.

Front doors and habitable room windows should, where possible, be orientated towards the space. On the southern side of the space, consideration should be given to installing balconies. This will allow people to enjoy outdoor space and incidentally contribute to the surveillance of the space they adjoin.

Care needs to be taken to ensuring that surveillance can be achieved whilst protecting the privacy of adjoining properties.

Particular consideration should be given to utilizing unused spaces (such as the undercroft of an apartment block). They may otherwise be read as potentially dangerous spaces by facilitating activities such as games (basketball, football), providing meeting rooms, shops or workshops. This will help activate these edges and increase the chances of surveillance.

Closed circuit television (CCTV) should only be considered to complement natural surveillance and not to replace it.

2.2 Provide adequate lighting

Providing lighting that allows the user of the space to know what is ahead makes it much more attractive to occupy and pass through a space at night.

It should not be assumed that it is desirable that everywhere should be lit, as this can lead to a false sense of security. A space that is well lit is not necessarily safe unless that lighting allows other people to see what is going on.

Careful consideration should be given to the selection or design of light poles to ensure they contribute to the quality and character of the streetscape and are not an imposition upon it.

NOTES

Lighting should be adequate to allow users to clearly see obstructions or dangers and reveal either the way out of a space or a nearby activity.

Light colours and reflective surfaces should be used to ensure shadowy places, such as undercroft carparks, are as evenly illuminated as possible.

Lighting should ensure the user can see not just the route ahead, but also reveal what is on either side of the path.

Changes in materials and thresholds to a street can ensure that drivers do not see the street as being just for the car.

2.3 Minimise conflicts between uses

Many of the uses that go on in a space have the potential to cause accidents (sport, games, etc) and roads that surround or pass through a space are often sites of collisions.

Care should be taken to minimise any potential conflicts between uses sharing a space.

NOTES

Separate sensitive uses from potentially dangerous ones, for example by creating a buffer between a children's play area and a road.

Minimise the impact of vehicles moving through a space by installing traffic calming measures such as road narrowing, speed humps, changes in surfaces and direction.

Vehicle speed and a perceived "ownership" of the road by drivers is a significant contribution to risk on roads. Where possible the detailed design of the road should discourage the perception of the road being vehicle only space. Care should be taken to avoid ambiguity as accidents often occur where drivers and pedestrians both feel a sense that the space is theirs and so do not take care.

The boundaries of spaces for games should be defined to ensure a shared sense of where games should occur.

Exposure to small risks and adventures is an important part of growing up. Care should be taken to ensure that children can learn to weigh up risks rather than trying to create 100% safe environments.

2.4 Avoid entrapment places

Ensuring a place is safe and is perceived as safe requires that there are no hidden spaces where an attacker might wait or from where the user of the space might be surprised.

NOTES

Minimise areas adjacent to pedestrian paths that are not visible from the path.

Avoid installing shrubs and streetscape features that are greater than one meter in height unless they are visually permeable.

Install clean stemmed trees (e.g. with trunks that do not branch until they are above 2m in height) unless screening is required.

Adequate lighting and clean stemmed trees provide a safe night time environment.

Clean stemmed trees up to 1.8m can ensure that there is a strong contribution by the landscape to the public realm whilst minimising entrapment places.

PRINCIPLE 3: FACILITATE ROBUSTNESS

This principle reflects the belief that if a place is to offer choice and be relevant to a wide range of needs, it should be designed to be easy to use in a number of ways, and accommodate a range of activities at different times without conflict.

TECHNIQUES

3.1 Define the edges of a space

Creating a sense that a space offers additional opportunities to that of its surroundings, requires articulating a sense that the user has entered a different and distinctive area. This can be achieved with buildings, landscape features such as pergolas, planters, trees, changes of materials or changes of level.

NOTES

Care should be taken to ensure that a careful balance is achieved between defining a space and creating a space that can easily be appropriated by individuals or groups within the community (refer principle 5).

3.2 Design multi-purpose features

Elements within a space should be designed so they can have more than one use.

Examples of features that can be used for more than one purpose include planting beds that double up

as seats, areas of grass that can be used as temporary storm water detention basins, areas for ball games or for sitting and relaxing, and public art that can double up as play equipment.

NOTES

Consideration should be given to ensure that construction standards envisage the wide range of potential uses of the area.

Examples of features that serve dual purposes

Sustainable drainage systems – such as this example from Perth, Australia – can help to define a space, add interest and make more sustainable use of water.

Range of uses on this street include sitting, walking, shopping, socialising, relaxing and places to live and work.

Whereas this space is used predominantly for moving and storing cars.

3.3 Provide a range of choices

Optimising the contribution a space can make to the people who experience it depends on the range of qualities it offers. As a rule of thumb, the space should be designed to incorporate a wide variety of spaces that offer different characteristics without compromising other objectives.

NOTES

The capacity of the site should be considered when establishing the range of uses that go on within it, in order to avoid "cramming" the site with more uses than is appropriate.

When grouping uses to occur in different parts of the site, uses with common characteristics should be grouped together. Quiet uses, such as contemplative spaces and opportunities to experience nature should be grouped together, as should more interactive uses, such as places like promenade and cafes.

3.4 Provide features that edge the space rather than dominate it

Consideration should be given to locating areas for different uses, or groups of uses where they do not dominate the space or preclude other uses.without compromising other objectives.

NOTES

It is appropriate that some monumental and civic spaces should be single use spaces dominated by a single feature, however spaces like this should be considered as well as other spaces with a diverse character or diverse uses in a city, rather than instead of.

A fountain in the middle of a small park may preclude that park being used for games, whereas if it was located at the edge of the park, the rest of the park could be used for games or small market shows.

PRINCIPLE 4: MAXIMISE COMFORT

This principal reflects the belief that if a place is to be enjoyed by users, it needs to respond to their physiological needs and feel free from discomfort.

TECHNIQUES

4.1 Mitigate physical and emotional discomfort associated with winter and summer climatic extremes.

Severe climatic extremes make it difficult to make use of public space year round.

However a number of measures can help lengthen the useable season for open spaces and ensure they contribute more to the users emotional health. The

goal of placemaking is not to create year-round summer conditions but instead to create conditions that do not deter people from using public spaces. Although good solar access is essential in winter, it is less desirable at the height of summer. Making a space useable all year round requires balancing these two extremes.

NOTES

Utilise and maintain bright "warm" colours for surrounding buildings. These can have an important and beneficial effect on how the space is perceived, particularly in winter.

Avoid or mitigate wind tunnel effect between buildings by installation oaf "wind break" open canopy trees that do not suffer from wind burn.

Consider drainage to ensure there is no standing water within the space apart from in designated wetlands or water bodies as this may be subject to freezing and thawing, increasing the risk of slipping.

Consider surface material to minimise slippage. Steps and gradients should as a rule have a coarser texture.

Create accessible warm pockets adjacent to buildings that are undercover, face south and have good solar access. These warm pockets should incorporate seats, tables and other street furniture.

Ensure spaces contain an element of canopy vegetation to ensure that trees and/or greenery are always visible and seasonal change is apparent.

Flatter slopes are easier to avoid slipping and sliding on in winter, however steep slopes can be used as a children's sleigh run.

Ensure good solar access, allowing the sun to penetrate as much of the space as possible to ensure the space is useable (see below).

Use seasonal lighting to brighten up a space. Choose early flowering plants to provide an effective way of heralding spring.

Install deciduous trees that provide shade in summer and let the sun through in winter

Provide awnings that shade high summer sun and let low winter sun in underneath. Allow people to move around the edge of a space protected from rain, wind and snow.
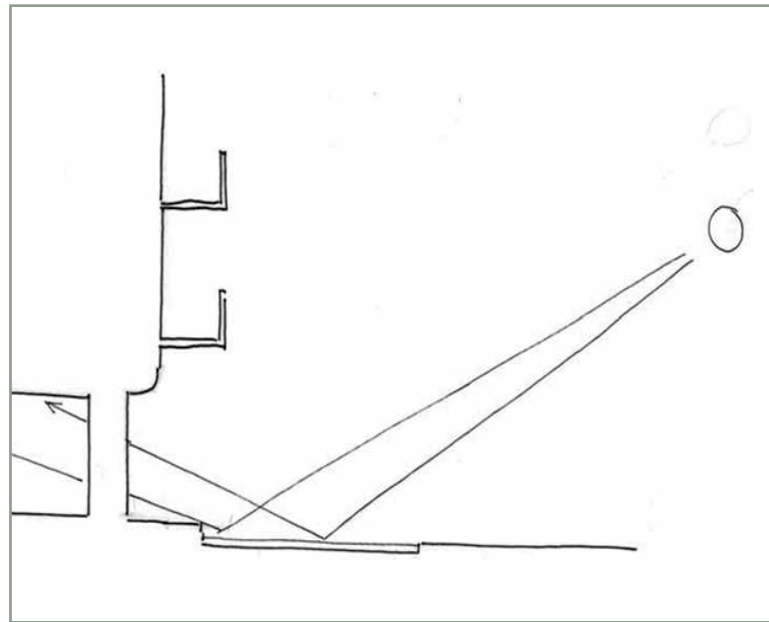
Reflection pools can be an effective way of "bouncing" light into dark corners.

4.2 Screen noise and pollution

Sensitive uses such as housing may need screening from an adjoining space, particularly at the ground floor. The design of the screen should be considered not only for its functional ability to protect from intrusion by sound or by visibility but also to enhance the visual amenity of users on either side.

NOTES

Where walls provide the screen they should provide texture and be capable of having plants grown on them.

Where vegetation is required to provide a screen (e.g. to maintain privacy), the vegetation should be selected to be visually impermeable at eye level but open above that. However careful consideration need be given to ensure that spaces are designed to balance surveillance and privacy, typically by ensuring above ground uses offer good surveillance of the open space if the ground floor uses are screened.

Careful consideration should be given to the shadows cast by walls to ensure they don't overshadow adjoining gardens or create frost traps, particularly in winter.

Vegetation on its own is a poor screen against sound.

Where vegetation is used to provide a screen, consideration should be given to using canopy and understory planting to maintain privacy and enhance visual amenity.

4.3 Provide relevant street furniture

Maximising the contribution a space can make to the people who occupy it requires that it can support a range of activities. Spaces should at least meet basic needs and maintain a good level of amenity.

NOTES

Provide opportunities for people to sit down other than just on chairs or seats.

Features such as steps or planter beds can provide informal seating opportunities if carefully designed.

Provide litter bins and chairs and tables wherever people are likely to stop.

Provide shelters, maps and signage as appropriate.

Compositions of seats, public art and landscape at key intersections can provide "pause places" that can help break up a journey and make longer distances far more walkable, enjoyable and comfortable for many people.

4.4 Consider public rest rooms

In well used public spaces, particularly where food or drink is served, consideration should be given to providing rest rooms accessible to the public.

NOTES

Facilities should include Male and Female restrooms in a highly visible, well lit location.

Good maintenance, frequent cleaning and supply of consumables are absolutely essential.

PRINCIPLE 5: SAFEGUARD AGAINST APPROPRIATION

This principal reflects the belief that one of the principal roles of placemaking is to ensure that one particular use does not come to dominate the space to the exclusion of all other uses. Appropriation can be deliberate (where some users set out to intimidate others so they will leave that space) and accidental (for example where a road is used by a large number of cars that make the footpaths unwelcoming).

TECHNIQUES

5.1 Think of the space as including the surrounding roads

Spaces that are defined by buildings or other vertical edges rather than their surrounding roads typically have a much stronger sense of definition and distinctive character.

Consequently placemaking is best achieved where the space can be designed to be perceived to incorporate the roads that pass through them in such a way that the drivers feel aware they are passing through a static space rather than a linear road.
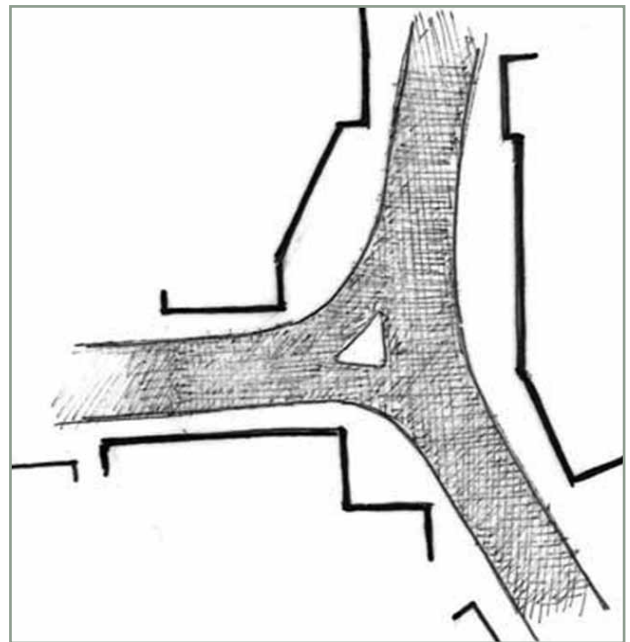
Drivers passing through this space will predominantly be aware of the linear road rather than any sense of being in a distinctive place.
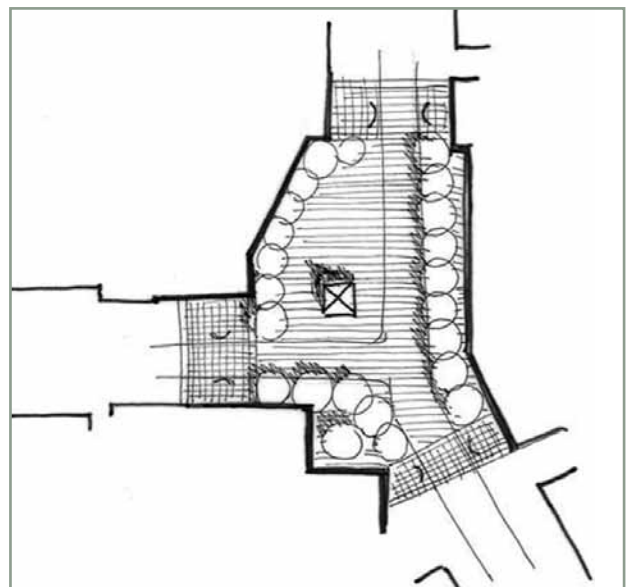
Drivers passing through this space will be aware of passing through a distinctive place.

NOTES

This can be achieved by the use of a distinctive landscape treatment, change of carriageway width or alignment, surface treatment and signage.

5.2 Provide vehicle barriers

Spaces that are used primarily as informal car parks are not able to be used for other purposes. The vehicles also damage the surface of the spaces. Limiting vehicle access whilst optimising pedestrian access is essential to enable spaces to meet other potential needs.

NOTES

Bollards or other features less than two metres apart should be installed to restrict vehicle access.

Barriers which block cars can also double up as seats, planters or other streetscape element.

Whereas this space is used predominantly for moving and storing cars.

5.3 Minimise perceptions of roads as "car only" zones in quiet residential areas

Many roads are dominated by cars and promote the perception in drivers and pedestrians alike that vehicles have priority. This minimises the road function as social spaces, within which people can play, socialise or relax. In smaller, less heavily

travelled streets (typically with less than 100 vehicles per hour) creative design can change the emphasis towards pedestrians, and ensure that cars move at a speed which is safe and that drivers behave with an appreciation that the road is shared.

NOTES

Minimising changes in levels between footpath area and road area, demarking boundary between pedestrian only and shared area with vehicle barriers as described above will minimise the perceptions of car only zones.

The linear character of a road can be broken up by frequent changes in direction, areas of different surfacing and variations in width.

Install landscape features such as planting beds and canopy landscaping.

Install signs at entry to calm speed to demarcate them as shared spaces.

These techniques may not be appropriate for busier streets.

Landscaping, signage and surface treatments minimise the perception of this being a car only space although cars can still be accommodated but on equal terms with other uses.

Throughout Europe, 'Play and Stay' streets are a common way of ensuring that streets can be used for a wide range of purposes other than moving vehicles by ensuring the space is designed so vehicle movement is slow enough to minimise intrusion and risk.

5.4 Demarcate public, semi-public and semi-private space

There is often a physical tension between surrounding development and open space, with the owners and occupiers of the development inclined to "take over" parts of the public space, compromising its ability to serve the wider community.

NOTES

Consideration should be given to changes in surface material or landscaped areas to demarcate semi-private areas.

Semi-public space.

Semi-private space.

5.5 Demarcate thresholds, not gateways

The ability of a space to articulate to people it is a special place and invite people to use it, will depend to a large extent on people knowing they have arrived. To this end the point where visitors enter the space should articulate that the area is public but still special, different and not exclusive.

NOTES

Consideration should be given to ensure the space is well defined and the space should have commonly understood edges so people understand, consciously or unconsciously that they are in a defined place, with its own character.

Demarcate thresholds through distinctive, attributes like landscape, surfaces, public art, signage and or buildings.

Care should be taken to frame views where possible to landmarks either within the space or outside of it.

Distinctive threshold treatments signify that the visitor is entering a special place.

PRINCIPLE 6: PROVIDE OPPORTUNITIES FOR PEOPLE TO EXPRESS THEMSELVES

This principle reflects the belief that the people who will use a place have a right to have their values considered. They represent one of the most important sources of emotional and physical energy that can be harnessed to create meaningful, high quality places.

TECHNIQUES

6.1 Participatory design

Getting people involved in the design process is one of the most effective ways to develop a sense of ownership within that community. This will help in several ways:

- people develop a pride in their surroundings;
- they become empowered to help in creating and managing other spaces;
- they are more likely to keep a watchful eye on the spaces they helped create; and,
- they are more likely to volunteer their time in its upkeep.

NOTES

In essence participatory design seeks to ensure that the communities participate in setting the design agenda, have sign-off on that agenda, are provided with an insight into other people's priorities and requirements and are given the opportunity to provide ideas on an equal footing with other stakeholders.

In many places there is no identifiable community. Even where there is a nearby resident community there is often no tradition of community engagement, and great care is required to encourage people to participate in the design process.

6.2 Provide Interaction space

Providing people with opportunities to be seen and see other people is an important objective of turning a space into a place.

NOTES

Cafes, seating areas, tables, performance spaces for buskers, stages for theatrical performances and play areas all provide opportunities to interact.

Needs vary from person to person and a person's needs will change depending on the time of day, for example if they feel like socialising or not. Consequently a variety of qualities may be required to meet people's social needs.

People naturally congregate at well known and busy places and these often make the best places for cafes, seats and other activities associated with people watching.

Performance spaces should typically be located where they will not be intrusive to surrounding uses and are protected from the noise and intrusion of surrounding roads and uses.

6.3 Activity space

Demonstrating fitness, skills and athletic prowess is an effective way for people to use a space to express themselves.

NOTES

Apart from formal play grounds, a range of informal uses can occur within a space.

Sun lit areas of lawn can be used for tai chi and informal games of soccer. Blank walls can be used for basketball (with a hoop), sand pits can be used for bocce, creation of sand sculptures or play.

People naturally congregate at well known and busy places and these often make the best places for "showing off" activities associated with people watching.

The creation of interaction spaces can be a function of management as well as design, as illustrated in this example of a temporarily closed street in the UK.

Spaces that provide an opportunity for people watching make vibrant places.

Example of spaces being used for secondary activities.

Children express themselves and invest emotional capital in their surroundings through the production of a mural (Department of Environment, Transport and the Regions, UK, 2004)

6.4 Provide opportunities for personalisation

Public spaces are affected by the people that use them. Allowing people to make their mark on the space can be an effective way of adding character, promoting and enhancing the culture of a place and can divert energies that may otherwise be expressed through vandalism and graffiti.

NOTES

Commissioned murals can cover blank walls and help in reducing graffiti, particularly if the potential graffiti artists are engaged in the creation of the mural.

Provide opportunities for buskers and other street arts in outdoor art exhibitions.

Care should be taken to ensure that artwork is not discriminatory and offensive to different sections of the community.

A landmark may draw aspiring artists to record their interpretations of it in a range of mediums.

Planting can provide an effective way to personalise the interface between the public and private realm, such as this example from France.

PRINCIPLE 7: MAXIMISE ENJOYMENT

This principle reflects the belief that one of the main roles of placemaking is to allow people to enjoy occupying a space, giving them a reason to linger and increasing the number and quality of social interactions that go on within that space.

TECHNIQUES

7.1 Facilitate cafés/restaurants

Providing refreshments in an open space can contribute hugely to its appeal, providing people with a reason to make a space a destination, to linger and fulfil basic physiological needs.

NOTES

Cafes typically need considerable passing trade, therefore they should be located adjacent to the busiest footpaths.

Ideally they should be located to the north of the principal pedestrian flows so they are south facing, enabling customers to benefit from solar access and 'watch the world go by'.

Cafes can turn a space into a destination in itself.

There is a strong relationship between pedestrian flows and café viability.

7.2 Incorporate opportunities to experience nature, seasonal change

Interacting with nature provides one of the most fundamental ways of supporting an individuals' well-being and grounding them in their place.

NOTES

Select plants that attract birds and insects, usually this means using indigenous plants.

Select trees and understorey plants based on their conspicuous and colourful flowers or blossom and/or dramatic colour change in autumn.

The change in colour and form that the seasons bring can add a great deal to a place.

7.3 Provide performance opportunities

(Refer principle 6, Opportunities for expression)

7.4 Maximise range of social opportunities

Consideration should be given to ensuring that the visitor to a space can enjoy a range of experiences so he or she is more likely to find something that relates to his/her needs at that time and, if appropriate, the needs of the people they are with (children, friends, etc).

NOTES

Important social uses often include eating, drinking, socialising, relaxing, playing (child's play and sport), promenading, teaching/learning (for example art or yoga), public meetings, busking/street art, art exhibitions.

7.5 Install Public art

Appropriately designed public art can 'move the soul' of the observer, express the highest ideals of the community it came from, amuse and educate people. However, it can also offend, upset, become a focus for vandalism or dissent.

NOTES

Relate any public art feature to its location so it expresses something of the location or the history of the place.

Ensure the art feature is worthy of its location. If it occupies a central location or terminates a key vista, it should be designed to acknowledge its high profile by distinctiveness in terms of size, materials, design.

Provide opportunity for buskers and other street arts by ensuring that areas of high pedestrian flows are wide enough to allow people to stop and enjoy the performance or art work without blocking the way.

Provide opportunities for outdoor art exhibitions.

Consider existing buildings and structures as a canvas for art. If building maintenance is served by painting a building, consideration should be given to using a colour which complements that of its surroundings, adding character and interest to an area. This is a technique used to great effect in Tirana, Albania. Also consider commissioning murals to cover blank walls.

Consider using natural energies such as the shadows cast by the sun or the movement created by wind as a complementary element in activating public art. This is considered in more detail in section 9.

Care should be taken to ensure artwork is not discriminatory or offensive to different sections of the community.

Where possible, design art features that can be interacted with. Consideration should be given to designing shelters, seats, play equipment or tree guards not just as practical features but also as sculptural components.

Public art can have a solemn, civic character or be light hearted.

Public art can entertain.

Public art can amuse.

PRINCIPLE 8: REINFORCING THE AREAS GENUS LOCI (SENSE OF PLACE)

This principle reflects the belief that everywhere should have its own unique identity, with each place reflecting its location, in Europe, in Kosovo and in a particular town with its own heritage, landscape and climate.

TECHNIQUES

8.1 3D story telling

Nearly every space has a history. It will have a former or current use, it will have been the setting for events that are either large and historic or small and of human interest.

Turning that space into a place requires recognition of those stories and expressing them through installations that are not just words but artistic compositions that reflect or evoke the story.

NOTES

Care should be taken to ensure the history being represented is accurate.

Such installations provide an opportunity for reconciliation and recognising divergent views of history, where the community is divided.

Example of 3D story telling feature from Australia that expresses the areas waterside location and proud heritage.

8.2 Emphasise heritage components of the site

Consideration should be given to retaining heritage components and expressing their significance to the users of the space. Heritage components can be buildings, monuments, other structures, trees or other landscape features.

NOTES

Heritage features can be emphasised by a number of means including their retention, protection and repair or by installing buildings or landscape features that frame the heritage component.

The character of this space benefits greatly from its relationship to adjacent heritage buildings.

8.3 Taking cues from the local context

Each area will have its own characteristic architectural and landscape palette. Careful consideration should be given to draw from that palette to ensure the space reflects its location wherever possible. Use of indigenous plants and building materials and compositions will help create a character for the space that strongly expresses the distinctiveness of the region and should be used unless there is a good reason not to do so.

PRINCIPLE 9: MAKE USE OF NATURAL ENERGIES

This principle reflects the belief that the natural energies that interact with a site such as rain, hydrology, wind and sun provide both a resource that can be used to add interest and vitality to a site, and a potential problem that needs to be overcome. Appropriate design can minimise the problems and ensure these energies can be harvested to sustainably support the amenity of the place.

TECHNIQUES

9.1 Rain and drainage

Supporting a high quality of landscaping whilst minimising the demand for water requires the careful use of rainfall and drainage. There are a number of design techniques that can ensure the rain can be used to enhance the visual appeal of the space, make it more comfortable to occupy and can support the areas biological health.

These include:

- Rain gardens and natural irrigation. Rain gardens are landscaped receiving areas for drainage through which rain filters replenish the water table and/ or the drainage system. This natural irrigation ensures on site infiltration to irrigate vegetation within the site. These are ways of supporting a high standard of landscape with minimal mechanical irrigation. Rain gardens and natural irrigation move the maintenance implications back to the source of the problem. Although this may require greater resources for maintenance within the rain garden or natural irrigation system, it reduces them down stream in the receiving water bodies.

- Detention basins and swales. Development almost invariably increases the amount of impermeable surface on the land developed. This increases the speed with which stormwater leaves the site, increasing the risk of damaging floods and the amount of pollutants carried in the water. Detention basins and swales slow down and treat stormwater to ensure that when it moves off site it does so at rates and volumes that minimise damage and more closely reflect pre-developed form. These should be located along drainage lines that run through the site.

- Consideration should be given to careful design of landform and selection of materials and vegetation that maximise the basins landscape potential.

- Reflection pools. Permanent or ephemeral bodies of water provide opportunities to bounce light, adding interest and character to a space.

- Fountains, riffles, water walls. The presence of moving water, either permanently or just after rainfall creates the opportunity to ensure that the landscape is not just seen but can be heard as well. This also greatly contributes to visual interest and the character of a space. Moving water is a very effective way of cooling down a place in summer.

Examples of sustainable drainage systems that can make more efficient use of the available water and enhance the attractiveness of the area.

Proposal for existing irrigation channel that seeks to add riffles and river washed rocks in the channel to add movement and sound to the qualities offered by the channel to its surroundings and frame it with appropriate riparian vegetation.

9.2 Light and shade

Sunlight in winter and shade in summer will contribute greatly to the useability of a space. In addition to the points raised above about comfort and enjoyment, using light can add to the appeal of a place.

- Shade structures. Appropriately designed shade structures can cast patterns on the ground that change over the day and add significantly to the areas character.

- Vegetation. Light passing through trees can provide a wonderful dappled light underneath them that adds significantly to the experience of the place.

9.3 Wind

Wind can be damaging but it is also necessary to ventilate a place and stop temperatures stratifying within enclosed spaces. Techniques for mitigating these extremes and using wind to add to the spaces character include:

- Wind breaks. Tall buildings can create turbulence and a wind tunnel effect between them. One of the most effective techniques for mitigating this is the installation of windbreak planting.

- Care should be taken when selecting plants that they can withstand the stronger winds created by wind tunnel effects.

- Banners, flags and chimes. These provide an effective way of adding movement, colour and sound to a space.

Careful use of dappled shade and reflection can add a lot to the quality of a place.

Movement caused by wind, sound and light are used to great effect in this art installation in New Zealand.

PRINCIPLE 10: PROVIDE FOR SUSTAINABLE MAINTENANCE

This principle reflects the belief that places will naturally age and are subject to wear and tear. It further reflects the belief that these places should be designed so they can be easily maintained within the resources available to that community.

TECHNIQUES

10.1 Simplicity

Consideration should be given to ensuring interventions can be self maintaining or require only

limited maintenance. Where possible mechanical components should be avoided, for example drainage and water features should utilise gravity rather than pumping.

10.2 Use locally sourced materials

Indigenous plants are, by definition, the best adapted to local conditions and should be used, unless there is a good reason not to do so. Likewise, local stone is, as a rule, most cost effective to transport and should be used unless its cost and characteristics make it unsuitable.

10.3 "Less is more", wherever possible

Careful consideration should be given to tailoring interventions to the expressed and agreed design agenda, rather than falling into the temptation of designing for the sake of designing and expressing the designers ambitions.

10.4 Consider downstream implications

Merely moving a problem downstream is not sustainable maintenance. Where possible care should be taken to ensuring a problem is treated at source, rather than downstream. In particular this means that storm water management traps as much pollutants and rubbish on site rather than letting it go downstream and that peak flows of stormwater are diminished by stormwater basins (see above) or other water sensitive urban design measures.

10.5 Use opportunities to skill up local communities

Participating in the planning and design process is an effective way of teaching people how public space is created. After the space has been designed the organisational and design skills that have been transferred to the community can consequently be used by that community to participate in the maintenance and evolution of that space as it ages and their needs change.

10.6 Use sweat equity

Knowledge and labour are investments that people can make into their surroundings and should be used as a way of sustainably maintaining the place.

10.7 Consider staging

Careful consideration needs to be given to the order in which different interventions are implemented. Undertaken correctly if the first stage is seen as creating momentum and achieving some important objectives then it can help to unlock other resources that can play an important part in implementing and maintaining a project. Some key factors that may enable the placemaker to unlock these resources when deciding the staging of interventions are:

- "Wow" value, the intervention that is the most photogenic will often help change people's perceptions of an area and create a sense of positive momentum that will help unlock private investment and get publicity for a development.

- Public awareness, there is often a sense in the community about what issues are relatively more important than others. Considering this when ordering interventions can help create the sense within the community that the intervention is responding to their concerns.

- Balance cost incurring elements (eg parks, public art, streetscape works) and capital accumulating elements (development for sale or rent) within each stage so at each stage the community sees what its getting and the benefits do not just flow to private developers. Consideration should also be given to negotiating with the developer to ensure they provide and participate in managing the publicly useful elements.

NOTES

Creation and maintenance of murals, maintenance of gardens and landscape, collecting local knowledge, disseminating information about the design process, organisation of events are all investments made by people in their place.

Corporate sponsorship can be an effective way for companies to demonstrate that they are good corporate citizens. Care however should be taken to ensure that advertising does not overwhelm the public asset the corporation is sponsoring.

Where there is no tradition of community engagement, great care is required to encourage people to participate and invest.

CHAPTER 3:
PLACEMAKING AND REVIVING PUBLIC SPACES IN KOSOVO
MUSPP APPROACH

As mentioned several times in this document "Placemaking" refers to the process of the design by which we can equip people to get more from their surroundings and enjoy 'places' to be in rather than just 'spaces' to pass through.

Public urban spaces in Kosovo are typically uncared for, unloved, unappreciated and unused or underused. They are typically seen only as places to move through and valued only as an informal car park or somewhere to dump rubbish. A space becomes a place when it has significance and quality that extends beyond it basic uses. The low quality of public spaces has been noted over these years, and improvement of public spaces was addresses through Capital Investment Projects (CIP).

A number of CIPS have been implemented during implementation of the Municipal Spatial Planning Support Programme (MuSPP). The idea was to provide financial incentive for municipalities to develop capital investment projects identified in development plans. One of the aims was to strengthen municipal commitment to implementing projects which correspond with identified priorities and reduce incidence of ad hoc investments. Capital Investment Projects reflected planning proposals and included design, tendering, execution of work and monitoring. These projects contributed to capacity building and integration of works across sectors in the municipalities. In designing the CIPs, MuSPP staff followed the "Placemaking" principles to maximize the aesthetic and functional qualities of public spaces. The projects have been implemented through a co-funding arrangement between the municipalities and MuSPP/UN-Habitat. The focuses of the projects have mainly been on the improvement of public spaces, safe school accesses, school yards and mitigation of flood risks. Public participation and capacity building were important elements in the CIPs. Another aim has been to get the direct involvement of users and build their sense of ownership as well as the sense of responsibility for the management of these facilities. The planning and implementation process was characterized by enhanced participation and transparency. The main responsibility for the development and implementation of the projects rested with the municipalities, but with contribution and support from the MuSPP staff.

List of the CIP's finalised and co-funded by MuSPP and partner Municipalities.

1. Junik - Upgrading of sport field and school yard in secondary school "Kuvendi i Junikut"

2. Ferizaj/Uroševac - Flood reduction and improvement of "Nerodime" Riverbank

3. Prizren - Revitalization of "Farkatareve" road

4. Mitrovica - Improvement of access to "Meto Bajraktari"school

5. Mitrovica - "Lushta" river green corridor

6. Pejë/Peć - Reconstruction of "Skenderbeu" square

7. Hani i Elezit/Elez Han - Reconstruction of the city center

Preparation of all Capital Investment Projects under MuSPP followed some common principles

and procedures. They related to the process of CIP identification, transparency of selection and quality of design. These aspects are presented below.

PROJECT OBJECTIVES

In general, the project objectives were clearly set and followed. The projects resulted from the planning process, addressed priorities and contributed to the sustainable municipal development. Their purpose was to create better environment and improved quality of life for residents. The projects were intended to reduce impacts of flooding, reduce risks of traffic accidents, improve safety of pedestrians, and make public space more attractive and accessible. Consideration was given to different needs of men and women, boys and girls, as well as to people with disabilities.

The projects have promoted inclusiveness in the planning and decision-making processes. Knowledge transfer and capacity building have been key elements in all projects. A key aspect has also been to promote good governance practices through learning by-doing.

PROJECT ORGANISATION

Project Steering Groups and Technical Working Groups were established in the initial stage of the projects, with a view to participate in their identification, design and implementation.

These groups had a wide representation from different sectors in the municipal organisation. Participation of representatives of the different sectors differed however over time. The level of participation in Technical Working Groups was very much related to the work load and sometimes limited human resources in the municipalities. The set up of Project Steering Groups and Technical Working Groups created a good platform for necessary cooperation and integration of different sectors into the CIPs.

METHODOLOGY

Inclusiveness, transparency and public participation was ensured during the entire process especially during identification of issues to be addresses, selection of areas for improvement and drafting of concept design. The projects have used a range of participatory planning techniques, innovative and cost-effective design standards, and project management techniques. The procurement and implementation

of the works were carried out according to standard procedures. The main responsibility for the development and implementation of the projects rested with the municipalities. MuSPP staff played only a supporting role.

The working methodology of "on the job assistance" provided opportunities for better utilization of resources and contribution to the capacity building of individuals and partner institutions.

The process for planning and implementing Capital Investment Projects (CIP) included the following main steps:

1. Identification of potential projects

2. Selection of project to be implemented

3. Design and drafting of project documents

4. Preparation of tender documents

5. Tender

6. Execution and Supervision of works

Similar to planning projects, the implementation of the all capital investment projects took much longer than initially anticipated. One of the key reasons could be that the original time table was too ambitious and did not take into account adverse conditions and risks. The time aspect was also been underestimated by contractors. The execution of works during the winter period was halted due to harsh weather conditions while unresolved property matters and complexity of the works have also contributed to considerable delays.

CO-FUNDING

The principle of co-funding was applied to all capital projects. Through Agreements of Cooperation, partner municipalities and MuSPP agreed to equally participate in the costs of implementation of projects.

IDENTIFICATION

Project identification has been done in many different ways through area audits, idea workshops, review of priorities and addressed certain key topics e.g. mobility, road safety, upgrading of public spaces, etc. The identification of activities derived also from drafting of development plans and from Disaster Risk Assessment Management (DRAM) projects. Inclusiveness, transparency and public participation were ensured during the identification stage,

which took between 4 to 10 weeks. There were no discrepancies between planned and actual time used for this stage.

SELECTION

The project selection process was conducted in a participatory and transparent manner and included workshops and public consultations. The municipalities had the main responsibility for managing the selection process. In some cases project proposals were also presented to the Evaluation Panel which was an advisory body composed of representatives of the Association of Kosovo Municipalities (AKM), the donor - the Swedish Development Cooperation, the Ministry of Environment and Spatial Planning, (MESP) and MuSPP. Presented projects had to meet defined criteria for the development of CIPs and complied with the objectives of MuSPP. The time used for the selection process varied from project to project and took between 5 to 16 weeks.

DESIGN

The design work has either been done in-house by municipal staff with assistance from MuSPP staff or through an outsourced arrangement. In the case of outsourcing, MuSPP staff assisted the municipal staff with quality control of the work. In some cases the design work was done by MuSPP with the assistance from municipal staff. The design and other relevant information about the projects were presented to stakeholders in public meetings and workshops. The time used for design varied from 9 to 20 weeks. The differences in time used for the design work were mainly related to the size and complexity of the projects.

TENDER DOCUMENTS

Based on drawings and other specifications, tender documents including the Bill of Quantities (BoQ) were prepared by municipal staff. In some cases MuSPP assisted the municipal staff in the preparation of tender documents. The time used for preparing tender documents varied from 3 to 24 weeks. The differences in time used for the design work were also mainly related to the size and complexity of the projects.

TENDER

The tenders for the physical works were carried out by partner municipalities in line with existing governmental rules and guidelines. In general 3 to 7 bids were received for different projects. The evaluation of submitted tender documents was done by the municipalities. The municipalities conducted the selection of contractor and prepared all contract documents. In the majority of the cases, the lowest bid was selected, in line with the requirements of the Procurement Law.

The selection of the lowest bidder was of general concern as it often had serious implications for the quality of works and their duration.

The tender process was carried out over a period of 6 to 9 weeks.

EXECUTION AND SUPERVISION OF WORKS

The projects were implemented by the selected contractors with supervision by the municipalities. The role of the MuSPP staff during the implementation was to support the municipality in the supervision of the implementation works. Teams for monitoring and supervising the works were set up by the partner municipalities. The performance and quality of works were checked through regular site visits. A general concern among MuSPP staff was that supporting the municipality staff in the supervision of the works was a difficult task. The cause to this concern is mainly poor performance by both the contractors and the municipal supervisors. The workload situation for the supervising engineer and engagement in other tasks hampered the supervision of works and required additional engagement of MuSPP staff in these tasks. Discrepancies in the Bill of Quantity and drawings had also caused problems for the proper supervisory work.

MONITORING AND EVALUATION

With the completion of all projects, MuSPP teams conducted citizens' satisfaction surveys to find out to what extent the capital projects contributed to the improvement of living environment and to collect opinions of citizens about the possible aspects that should be taken into consideration in the future. While in all cases citizens expressed their appreciation for the nature of projects, in some cases stronger emphasis on the quality of work and material was indicated. This again points to the aspect of the lowest price which does not guarantee quality and planned time-line.
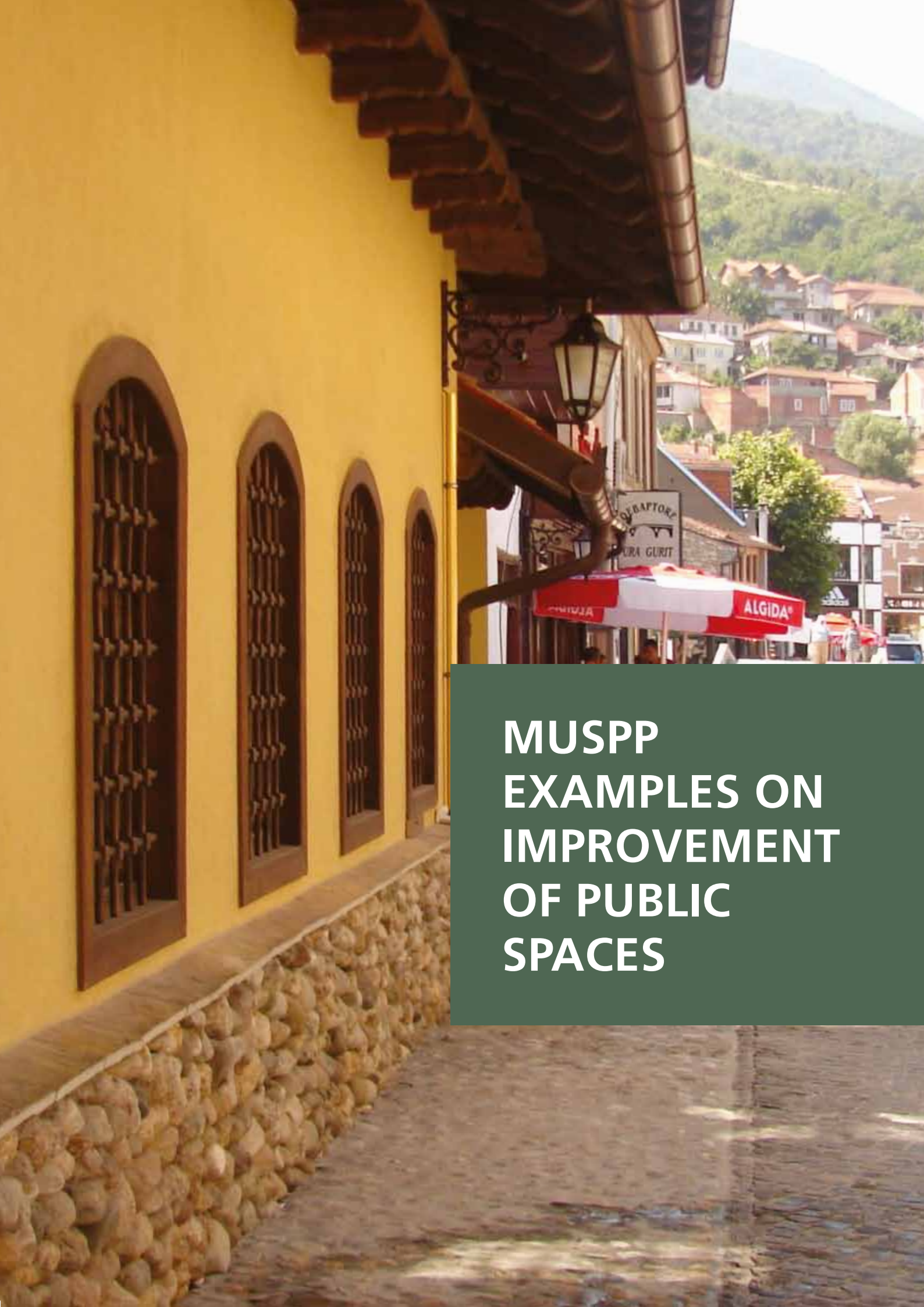
MUSPP EXAMPLES ON IMPROVEMENT OF PUBLIC SPACES

JUNIK - UPGRADING OF SPORT FIELD AND SCHOOL YARD IN SECONDARY SCHOOL "KUVENDI I JUNIKUT"

PROBLEM STATEMENT AND AIM OF THE PROJECT

During the event marking the World Habitat Day held in Junik in October 2009, pupils of primary and secondary school highlighted the need for building sports and recreational fields. The lack of sports and recreational facilities was also indicated in the profile of Municipal Development Plan (MDP) and its implementation plan gave priority to this issue.

The reason for selecting the project for upgrading the school yard and construction of sports field of secondary school "Kuvendi i Junikut" lies on number of issues indicated in the MDP and WHD'09 such as:

- The lack of sports and recreational facilities in Junik

- No vacant land in the municipal property for public spaces and facilities

- Active youth interested in sports and culture

- The new school building was built on municipal land, but the project did not include organisation and development of the area around the school.

- The project derives from the MDP process

- The school building is close to the centre of the urban zone and easy to access

The implementation objectives referred to the following guiding principles:

Principle 6/ Provide opportunities for people to express themselves

Principle 7/ Maximise enjoyment

- Creating areas for leisure and recreation

- Involving public and youth in the design process

Principle 10/ Provide for sustainable maintenance

- Creating a better waste management and awareness raising on the maintenance of the school yard area and environment in general.

Principle 3/ Facilitate robustness

- Providing better conditions in the outdoor school space for pedestrians, pupils and persons with special needs.

- Raising awareness for the use of non-motorized transport.

PROCESS AND ANALYSES

The CIP process was developed by involving key actors including: pupils, parents, teachers and activists who participated in two workshops.

In the first workshop some idea proposals of the location of the project were prepared through the group work. Strengths, weaknesses, opportunities and threats of the area were identified through SWOT analysis, and the questionnaire was filled up by all participants, which gave an overview of the existing situation regarding the project objectives. In the second workshop, two scenarios with idea proposals were designed based on work and results from the first workshop. The difference between them was that the first scenario was more oriented towards sports including two big sport fields, whilst the second one towards culture with an open cinema and space for leisure.

Suggestions given in the second workshop to combine the 1st and the 2nd scenario resulted in the 3rd and final scenario. It was completed by the municipal staff and supported by UN-Habitat professionals who co-operated through all the phases of the project design and implementation.

FINAL DESIGN AND IMPLEMENTATION

The project has passed through all approval phases, public discussion and final design. It received the approval and co-financing agreement between Municipality of Junik and UN-Habitat/MuSPP was concluded.

The construction of the project was tendered out. The municipality of Junik has managed the process and successfully finalised the project in line with the conditions and standards in force.

ACCOMPLISHMENTS

- Sport, recreational fields and leisure space created for pupils as well as public
- Multi-functional area created to be used for different purposes such as: concerts, theatre performances, sports games, fairs, art exhibition etc.
- Better waste management through placement of garbage bins and resulting in a cleaner environment.

- Storm water and drainage system built-in, which reduced risk of slippery surface during winter time as well as dust pollution and muddiness reduced
- Youth empowered through the participatory selection and development of the project.
- The social life enhanced for different age and social groups.
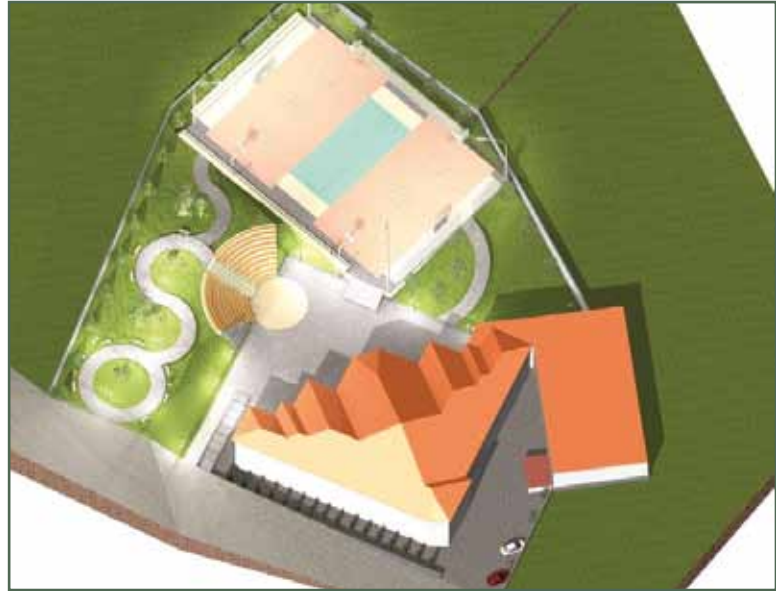
Project site 1: Before

Project site 1: After

FERIZAJ PROJECT ON FLOOD REDUCTION AND IMPROVEMENT OF NERODIME RIVERBANK

PROBLEM STATEMENT AND AIM OF THE PROJECT

Municipality of Ferizaj/Uroševac approved the Urban Development Plan (UDP) in 2009. After its approval, the Municipality together with MuSPP decided to retrofit this document with a disaster risk assessment report. During the process of retrofitting of the UDP, a field survey was conducted and several flood areas were identified. Subsequently, an external consultant was engaged to conduct a hydrological study and advise on the way forward. After the approval of this document, as an additional part to the UDP document, the neighbourhood of "Ura Dudit" was selected as the project site. Then, MuSPP provided technical support to the municipality for re-designing the river bed and surrounding public space.

The purpose of the project was to demonstrate the methodology for the formulation, preparation, design and implementation of the project through participatory approach for flood reduction and improvement of the public spaces, based on the approved planning documents. The project located on the south side of the city's urban area and it was designed through the public consultation process. The community was actively involved in the entire process.

The project was selected based on the priorities of the UDP which included: "Flood reduction", "Protection of rivers", "Improvement of green corridors".

The objective was to live up to the vision of the city (stated in the UDP) and its implementation was based on the principles and techniques of placemaking and some of them are as follows:

"Ferizaj/Uroševac is a place where citizens live in an ecological and safe environment". This was to be done in line with:

Principle 9/ Make use of natural energies

- Reducing flood risks and improving space around the river

Principle 7 / Maximise enjoyment

- Improving the area for pedestrians, bikers, roller-skaters etc. which promotes non-motorised mobility, reduces pollution, and improves the quality of life of the elderly, children and all social groups.

- Making the area for everyone; young, old, women, men, vulnerable groups and contribute to social cohesion

Principle 2 / Maximise safety

- Lighting the dark areas at night for improved safety

Principle 4 / Maximise comfort

- Increasing usage and improving quality of environment by making the area more environmentally friendly while encouraging efficient use of land

Principle 5 / Safeguard against appropriation

- Clarifying property issues in the area and creating public place

Principle 6/ Provide opportunities for people to express themselves

- Involving public during the design process for increased local democracy, awareness and ownership

PROCESS AND ANALYSES

The entire process of the project selection and development was transparent as described above. Hydrological, space, greenery and mobility analyses in the area were conducted prior to the project development. Based on their results scenario A and B were developed. In the mean time a SWOT - analysis exercise was conducted with the community and on January 2010. The final community meeting took place in March 2010 regarding the final design proposal. The developed scenarios were evaluated and discussed with stakeholders such as land owners alongside the river, community representatives etc.

The project provided for cleaning, widening and straightening of the river bead, creation of a flood buffer zone, building retention wall and creating a walk-way along the river.

During the entire process the Director of Urbanism Department and the Chief of Planning Unit and cadastral and property officers, were involved.

FINAL DESIGN AND IMPLEMENTATION

The final design was developed and approved by the Evaluation Panel. As a result of an Agreement of Cooperation between MuSPP and the Municipality of Ferizaj/Uroševac, the project was co-funded by both parties.

The tendering process started in August 2010. Several companies applied and economically favourable bidder was selected for the project implementation. The implementation started in October 2010 and ended by the end of November 2011. The municipality has been in charge of supervisory works, while MuSPP's role was to monitor the implementation process.

Final design drawing
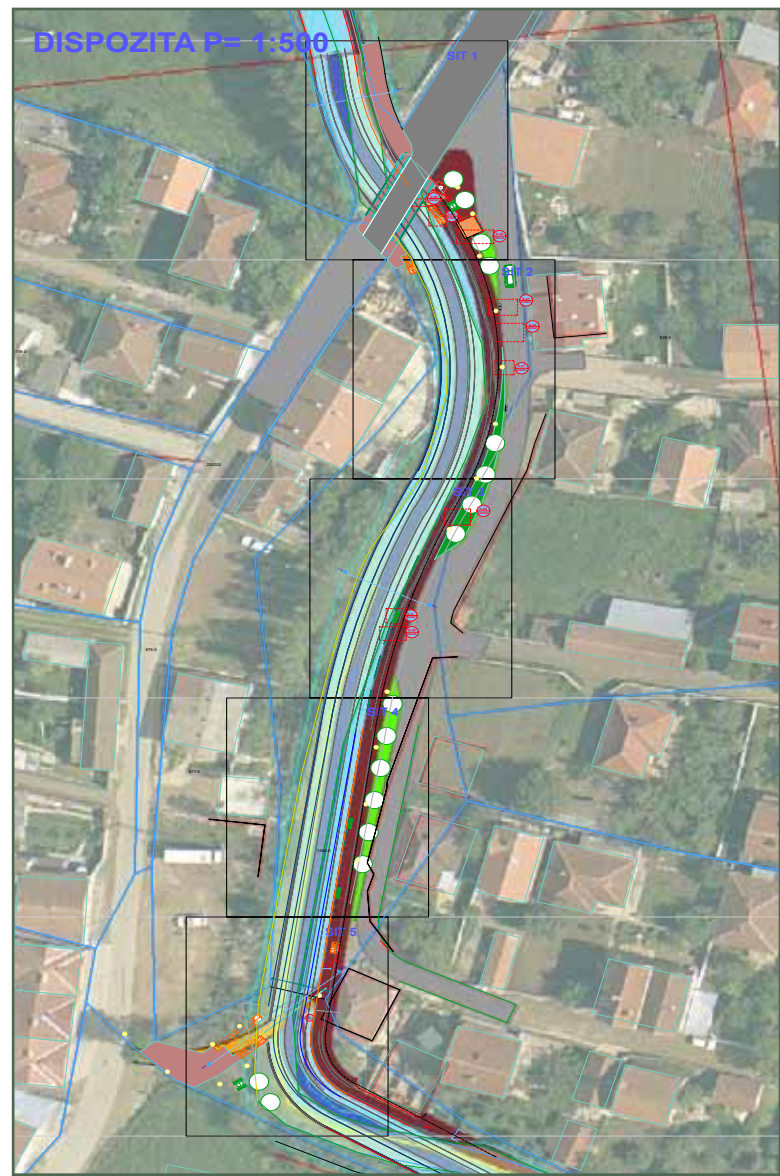
ACCOMPLISHMENTS

- The risk of floods was reduced which had an impact on the condition of properties and external areas of houses

- Public space connection along the river was created for recreational and civic purposes, with appropriate street furniture, lighting and water sensitive paving, accessible to all residents and visitors to use

- Improved environmental quality of the riverbed, riverbank and water quality to promote environmental sustainability not only in the spot improvement area, but also along the river within the entire municipality

- Improved mobility patterns of pedestrians and vehicles in the project area were treated

- Improved access for people with special needs by making easy access for people in wheelchairs, mothers with baby prams, etc. by improving lighting in the area, the perception of safety has been also improved for more vulnerable social groups such as females, children and the elderly

- Involvement of local community throughout the process and their active participation led to the commitment of citizens to manage the area and ensure sustainability of the project results.

Project site 1: Before

Project site 2: Before

Project site 1: After

Project site 2: After

PRIZREN - REVITALIZATION OF "FARKATARËVE" ROAD

PROBLEM STATEMENT AND AIM OF THE PROJECT

The municipality of Prizren approved the Conservation and Development Plan for the Historic Zone of Prizren (CDPHZ) in 2009. MuSPP office in Prizren together with the Municipality have drafted Development Guidelines for the Historic Area zone, and as a result, agreed to identify, design and implement a Capital Investment Project (CIP) within the Historic Zone. After in-depth consultations with citizens through an Area Audit, "Farkatarëve Street" was selected as the project area.

The findings from the area audit reflected many problems such as:

- Inappropriate use of the street and surrounding area by vehicular traffic, despite its proximity to the centre of the Historic Zone. This has a negative impact on it .i.e. unnecessary high volume of traffic along the street which limits free pedestrian movement

- Haphazard/chaotic on-street parking and parking on existing footpaths

- Potholes and cracks in asphalt of the street

- Limited street lighting fails to provide the sense of security

- Lack of appropriate signage for cultural heritage sites

The CIP was intended to address these issues and its implementation objectives related to the following principles of placemaking:

Principle 1/ Optimise connectivity

- Integrating Shadervan Square with the key mobility lines of the Historic Zone

- Highlighting the cultural heritage monuments within the project area

Principle 2 / Maximise safety

- Improving the built environment, streetscape and quality of life via urban design, lighting, mobility arrangement, and some elements of economic development which would keep the area busy throughout the day.

Principle 3 / Facilitate robustness

- Offering a range of choices and creating a convenient environment for development of small businesses

Principle 6/ Provide opportunities for people to express themselves

- Involving all relevant stakeholders in the selection, development and implementation of the project

PROCESS AND ANALYSES

The process of the selection of this project was initiated by UN-Habitat/MuSPP office in Prizren and area audit was seen as the best way to identify the issues which the project should address.

The project design proposal was undertaken in a sequential manner based on the findings from the area audit, compliance of the project with CDPHZ, as well as the innovative heritage management delivered by the technical team established in the municipality. The findings from the area audit were valuable and informed the technical group in developing the project proposal from the project identification up to the design. The technical group identified and developed three options, out of which one was selected for implementation.

FINAL DESIGN AND IMPLEMENTATION

After the selection of the final option, the team was responsible to incorporate all recommendations to design and continue with weekly meetings where technical details were discussed.

Before approaching the tender process, the design was presented to public where UN Habitat/MuSPP team balanced and harmonized all ideas and recommendations in the final design.

The final design included:

- Paving of the selected area with cobblestones similar to those in "Shadervan" Square

- Highlighting of cultural buildings

- Pedestrianisation of the area

- Lighting from cubic stones

- Wide foot path from the Stone Bridge

- Reorganization of the open spaces around the Cultural House and in front of the cinema

- Greenery

Final design drawing

ACCOMPLISHMENTS

- Upgraded streetscape making the area pedestrian only, introduction of street furniture, effective signage and lighting

- Removal of uncontrolled/chaotic parking and clear delineation of permitted parking areas

- Improved traffic and pedestrian flow through calming measures as well as interaction with the main city square "Shadërvan"

- Improved conditions for small businesses/micro-enterprises in the CIP area

- Built relation between professionals and community as a result of active public participation conducted in this project.

Project site 1: Before

Project site 2: Before

Project site 1: After

Project site 2: After

MITROVICA - IMPROVEMENT OF ACCESS TO "METO BAJRAKTARI" SCHOOL

PROBLEM STATEMENT AND AIM OF THE PROJECT

MuSPP capital investment projects in Mitrovica gave particular attention to street space, attempting to preserve and strengthen the positive aspects of the current dynamics of street life through pragmatic supportive infrastructure measures.

The issue of safe and easy walk to the school and access to the schoolyard in particular, was the main problem concerning the 962 pupils of the primary school "Meto Bajraktari". As the most vulnerable users of the district, pupils were continuously exposed to the danger of being victims of traffic accidents and other safety hazards. The main issues to be addressed were identified through a participatory area audit and a workshop with main stakeholder groups including pupils, parents and school management,

HANDIKOS, shopkeepers, municipal officers, police and residents of the neighbourhood. Key problems were related to traffic/mobility safety – both in physical and management aspects. The project's purpose was to reduce traffic accidents and improve safety of pedestrians and cyclists in the project area. As a long term outcome, the learning conditions of the pupils would be improved, the attractiveness of the neighbourhood enhanced and the sustainability of the largely non-motorized transport system of Mitrovica strengthened.

The overall objective of the project was to maintain the modal balance of urban mobility in Mitrovica, through the improvement of physical conditions of cohabitation between non-motorized and motorized traffic, and with other urban functions as an essential component of sustainable urban development.

The implementation objectives of the project related to the following placemaking prnciples and their techniques:

Principle 5/ Safeguard against appropriation

• Raise the surface of the crossroads as they create a plain level comfortable and secure walking space for the pupils, residents and passersby of all conditions and degrees of mobility impairment, including wheelchairs.

Principle 3/Maximise safety

• Improve the second access to the school through improving the physical conditions through the construction of new stars, pavement of the access path and introducing greenery in the surrounding part, for more pleasant environment for pupils and passers by

• Filling in the ditch surrounding the adjacent building, and introducing greenery for safer and attractive environment

• Block the access of vehicles in the school yard with a purpose of releasing the space for pupils in the school garden area as well as reduce the hazardous point in the pavement

Principle 6/ Provide opportunities for people to express themselves

• Involve pupils, parents and school management, and other interest groups HANDIKOS, shopkeepers, municipal officers, police and residents of the neighbourhood to share their views and participate in the design process of the area

PROCESS AND ANALYSES

The project was identified in a process of discussion between MuSPP, the Municipality of Mitrovica and stakeholder consultation starting in autumn 2008, during a two day school mobility workshop.

An extensive preparatory work such as: frequent site visits, analysis of the study based on the stakeholder interviews at the "school district", an assessment of the capacity needs at the municipality and meetings with stakeholders were undertaken. In parallel, the petition delivered by the school community has confirmed the analysis of the situation, backed up by 400+ parents' signatures. The project organized and has undertaken activities through group process techniques to provide the necessary commitment

of key people and resources needed to support the project development and implementation.

The project design work was carried out in a series of participatory workshops and consultations in different project stages and includes a number of innovative elements originating from community suggestions.

FINAL DESIGN AND IMPLEMENTATION

The final idea was elaborated in a series of participatory workshops which took place in the spring of 2009. On the basis of the original ideas produced and the sensitive issues discussed during the participatory process, the working group developed the detailed designs that were finalized during summer 2009, within the planned timeframe.

The project was implemented up to the design project and with required quality of work in the scope of actual standards, though with the considerable delays in execution. The project was completed in November 2010.

Final design drawing
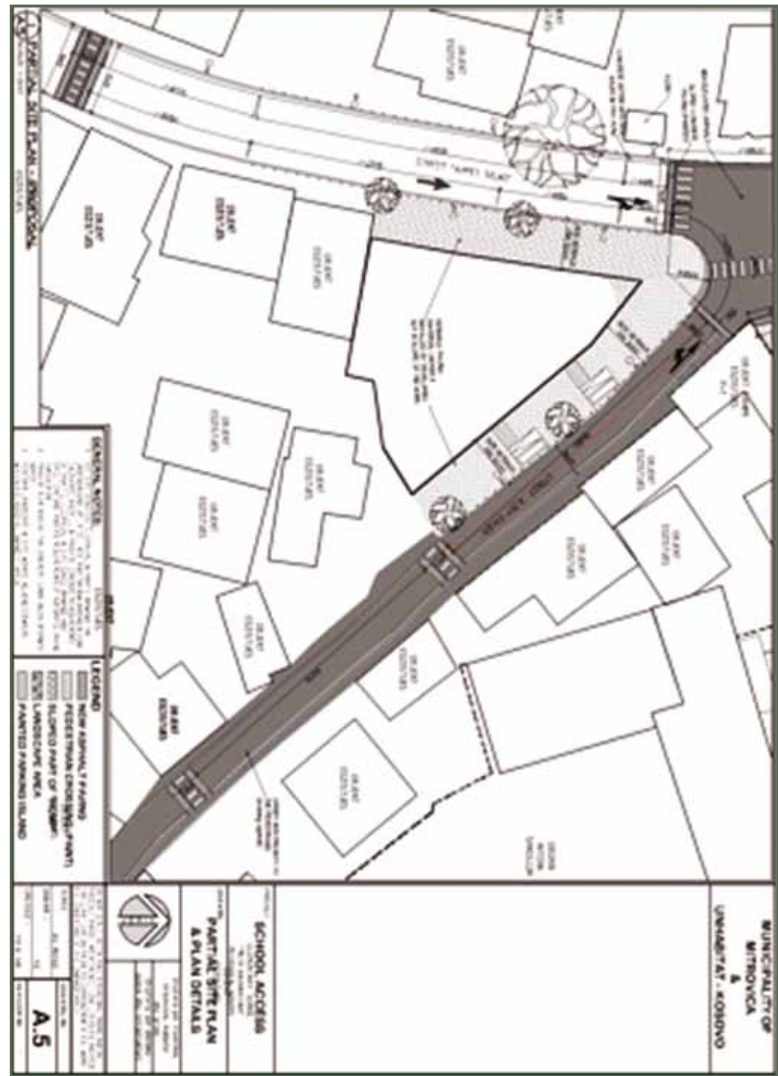
ACCOMPLISHMENTS

- The surface of the crossroads on "Ahmet Selaci" street connecting to the "Meto Bajraktari" primary school access path, was elevated

- Additional traffic calming measures (speed bumps) and improvement of the road surface on three branches approximately 50 m off the crossroads were implemented

- The surface of a second access path from Ahmet Selaci street to the school yard was improved

- The ditch of the immediate adjacent to the access path was filled with earth and new greenery was planted on this spot

- Vehicle access to the school yard was closed

- Bus stop and parking spaces for the "HANDIKOS" premises were created.

Project site 1: After

Project site 2: Before

Project site 1: After

Project site 2: After

MITROVICA - "LUSHTA" RIVER GREEN CORRIDOR

PROBLEM STATEMENT AND AIM OF THE PROJECT

The Municipal and Urban Development Plans (MDP/UDP) of Mitrovica were approved in 2009, and they include the plan to develop "green corridors" along the rivers crossing the city: Iber, Sitnica and Lushta. Areas along rivers represent the main leisure, recreation and meeting spaces in the city. These corridors would have a variety of functions as non-motorized transport paths, leisure facilities, harbours of bio-diversity and regenerators of urban atmosphere. As formulated in the MDP/UDP: "areas around rivers represent the main areas for rest and recreation for the city. Small parks and sports facilities for leisure will be distributed throughout city. Internal network

of roads in the city will be replenished in order to link the disconnected areas of the settlement."

The overall objective of the project was to make a decisive contribution to the creation of the Lushta River Green Corridor by improving the environment and functionality of the Lushta river path and its links to the urban road network.

The aim of the project was to realise this vision for the Lushta River by providing people with the opportunity to move, meet, relax and experience nature.

The implementation objectives of the project are related to the following principles and techniques of placemaking:

Principle 1/ Optimise connectivity

- Creating a coherent link with the city centre for pedestrian/cyclists and quality public space

- Creating barrier-free access for people with special needs

Principle 5/ Safeguard against appropriation

- Improving the balance between pedestrains and traffic flow on the crossroad

Principle 6/ Provide opportunities for people to express themselves

- Creating areas for leisure and recreation, with variety of options e.g. a mini-amphitheater

- Involving public in the design process

- In autumn 2009, the project site was chosen for this Capital Investment Project (CIP).

PROCESS AND ANALYSES

The project was identified in the consultation with the municipality in the course of the implementation of strategies and actions provided in MDP/UDP. The Municipality of Mitrovica and MuSPP agreed that the Green Corridors were an important concept for the structural improvement of the entire city, for its links with the rural environment and for the neighbourhoods that are in direct vicinity of the corridors.

A participatory area audit and design process were developed and conducted through several project activities with municipal and civil society stakeholders. The traffic counting on Teutë / Selaci crossroads, several formal site visits and project workshops were conducted. The area audit workshop held in February 2010 enabled better understanding of the characteristics of the project location. Perceptions of stakeholders related to safety, accessibility and aesthetics were recorded through questionnaires filled by each participant.

Data from the questionnaires were processed and accordingly determined a range of interventions which would clearly address the raised issues in accordance with objectives of good planning. Analysis of access and movement, town and streetscape open space was done as well. Based on the results of the area audit and problem analysis, a concept solution of the urban design was prepared. Based on this,

concept scenarios were discussed and evaluated together with stakeholders in the end of April 2010, and agreement on the proposal for further detail elaboration was achieved.

The detailed analysis of the situation and the elaboration of the solutions implemented by this project were an outcome of participatory planning and capacity building process involving municipal and civil society stakeholders. This included civil society organisations of women, elderly and mobility impaired, students of traffic management class of the technical high school of Mitrovica, owners and tenants of real estate and shops in the immediate project area as well as the general public.

FINAL DESIGN AND IMPLEMENTATION

The consultation on the final design with the citizens was organized in July 2010. The elaborated project plan and the key features were reviewed in order to ensure that the values and concerns that have informed the process were well understood and were reflected on the final design. The finalization of the detailed designs was done by municipal staff with active engagement of UN-Habitat/MuSPP team.

After approval by the Evaluation Panel, co-financing agreement for implementation of the project and terms of cost-sharing was signed between the Municipality of Mitrovica and the UN-Habitat in January 2011. The implementation followed and the project was completed in November 2011.

Final design drawing
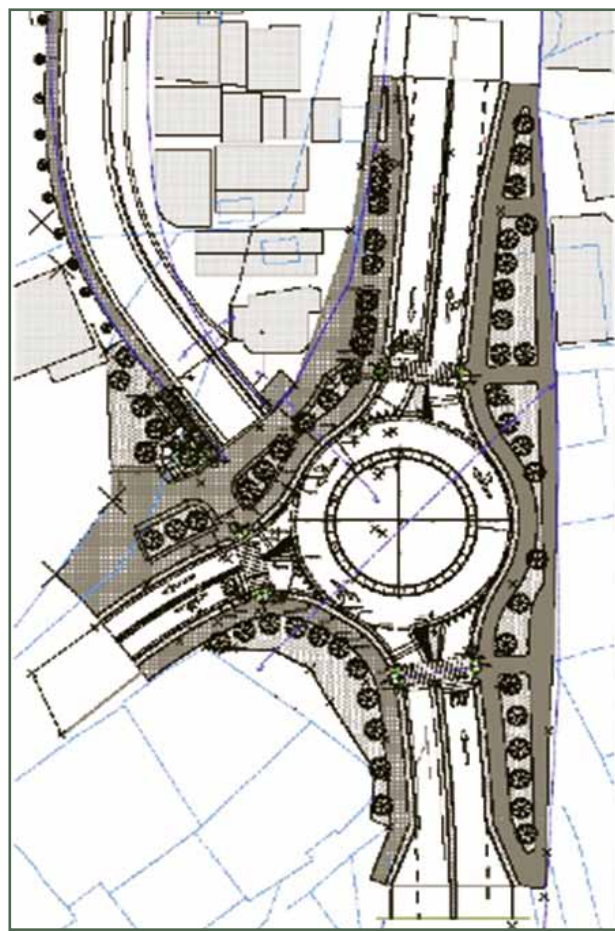
ACCOMPLISHMENTS

- The urban environment of the river Lushta became an attractive public space, providing to the residents and passers-by more diversified public spaces, which allow better mobility and social interaction.

- Protection of landscape and enhancement of quality along the river banks including: paving, views, lighting, greenery, connectivity of street layout, resting places for pedestrians, landscaping, street furniture.

- Continuous path for pedestrians and cyclists was created, and its connection with the city centre and the network of non-motorized itineraries throughout the city has been clearly established.

- The redesigned junction and improved pavements provided for safer and smoother traffic flows for all modes of traffic, including cyclists and pedestrians: reduced conflict points between pedestrians and vehicles, more calm motorized traffic and improved conditions for walking and barrier-free access.

- Sense of ownership was built through extensive participatory process in designing the friendly and accessible environment that would meet the needs of all residents of the city with active participation of the stakeholder groups. It included coordination with CSO representing people with special needs, traffic management class of the technical high school of Mitrovica; owners and tenants of real estate and shops in the immediate project area and the general public were mobilised through a dedicated facebook group.

Project site 1: Before

Project site 2: Before

Project site 1: After

Project site 2: After

PEJË/PEĆ - RECONSTRUCTION OF "SKENDERBEU" SQUARE

PROBLEM STATEMENT AND AIM OF THE PROJECT

After the approval of Urban Development Plan (UDP) of Pejë/Peć in 2007, MuSPP/UN-Habitat together with the municipality formulated a concept for the renewal of public spaces in the city centre. The first area to be re-designed was the main city centre avenue called the "Korzo", where MuSPP assisted the Municipality with technical advice. The project plan had foreseen implementation in two main stages, and the first stage has been completed in 2008. The second stage of the project included the "Skenderbeu Square" and this was the name of the new capital investment project (CIP) to be implemented together with MuSPP. The square reconstruction project design was completed in 2009.

The aim of the CIP was to demonstrate, through the on-the job assistance, a methodology of formulating, preparing, designing and implementing a participatory project for the improvement of a public space.

The project site is located in the city centre of Peja/Pec, on the northern side of the river Lumi i Bardhë. During the process, it became clear that the project was too costly to be financed in one go; therefore the area was divided into two parts.

The objective of the CIP was to reflect the motto of the city (stated in the UDP): 'wherever possible the squares should leave room for children's playgrounds, for instance small basketball courts. Cars should be avoided on the squares. Heavy traffic through the centre shall be diverted.'

The implementation objectives of the project are related to the following principles and techniques of the placemaking:

Principle 7 / Maximise enjoyment

- Making the area for everyone: the young, the elderly, women, men, vulnerable groups, in order to enhance social cohesion
- Increasing usage and improving quality of greenery to make the area more environmentally friendly and land-use efficient
- Giving the area back to the pedestrians, bikers, rollerskaters etc. for improving the air quality and the quality of life

Principle 2 / Maximise safety

- Reducing bushes and unlit areas for enhanced safety

Principle 3/ Facilitate robustness

- Vitalising public spaces, more businesses will open up and boost life in the economy of the area

Principle 6/ Provide opportunities for people to express themselves

- Involving the public during the design process for increased local democracy, awareness and ownership

PROCESS AND ANALYSES

The process of the development of the project was done in participatory and inclusive manner. The consultation process involved different analyses done with stakeholders, public consultation meeting and the scenario assessment with them.

A number of workshops were held with different stakeholders and analysis on traffic, networks, greenery and pedestrian flow were conducted in preparation of the project proposal. After the assessment of the analyses, two main scenarios were developed and taken into account.

Following a SWOT analysis of the area, a final public review meeting was held in March 2010 during which the final design proposal was put forward for discussion with the focus of creating a traffic-free safe and green environment for citizens and friendly for children.

The scenarios were evaluated and discussed with stakeholders including business owners, Banks, Tax Administration, representatives of women organisations, Handikos, Rotary Club etc.

During the whole process, the steering group composed of the Deputy Mayor, Directors of Urbanism and of Public Works, Chief of Urbanism and staff from Urbanism and Public Works Departments played an important role through their direct engagement, advice and recommendations.

FINAL DESIGN AND IMPLEMENTATION

The design of the project was developed based on the results of analyses mentioned above. The technical drawings of the project were done by the municipal staff with the support of MuSPP professionals, and the final design was approved by the Evaluation Panel. As a result of a joint agreement between UN-Habitat/ MuSPP and the Municipality of Pejë/Peć, the project was selected for co-funding by both parties.

This was followed by cooperation agreement between the Municipality of Pejë/Peć and UN-Habitat which specified the terms of cost-sharing.

The implementation started in October 2010 and ended in May 2011. The municipality was in charge of supervising the works, while MuSPP role has been to monitor the implementation of the project.

Final design drawing

ACCOMPLISHMENTS

- Public space was improved with more and better tended greenery and a pleasant environment was created.

- The streets were turned into pedestrian zone which strongly supports soft modes of transport such as walking and cycling. Public transport option was considered in the vicinity of the project area.

- Vehicle restriction policy in city centre has been promoted and limited access was given to the residents by putting up a movable bollards.

- The area is used and accessed by different age groups and provides leisure opportunities such as play area for children, street chess-board, and rest places for youth and elderly.

- New businesses such as coffe shops and restaurants were opened and are operating in the CIP zone.

Project site 1: After

Project site 2: Before

Project site 1: After

Project site 2: After

HANI I ELEZIT/ELEZ HAN - RECONSTRUCTION OF THE CITY CENTER

PROBLEM STATEMENT AND AIM OF THE PROJECT

The municipality of Hani i Elezit/Elez Han drafted MDP and UDP with the support of MuSPP team. During this process, the lack of public places within the urban area was brought up as one of the priorities. As a result of later discussions it was agreed that the CIP should be developed to address this issue. The idea was taken forward and a CIP was developed by the municipality with the support of the MuSPP team. The proposed CIP for improving public spaces in Hani i Elezit/Elez Han relates to the objectives of the UDP formulated as follows: "Creating conditions for social, cultural and sportive activities, opening and regulating pedestrian and cycling pathways, "Improving, creating and protecting of green spaces (biodiversity) and urban landscape."

The aim of the project was to improve the core of the city centre and to create public space by improving the environment, landscape and streetscape, mobility arrangements, street furniture and lighting. It intended also to improve the safety of pedestrian movement.

The implementation objectives of the project relate to the following principles and techniques of "Placemaking Design Guidelines":

Principle 3 / Facilitate robustness

- Providing opportunities for additional café/shops facing improved public spaces, and attracting the transit passengers travelling along the Prishtina-Skopje Highway into the town centre.

Principle 7 / Maximise enjoyment

- Providing opportunities for community gathering and recreation by creating public space into the town centre.

- Improving the visual quality of the town centre through public domain upgrades and street tree planting.

Principle 2 / Maximise safety

- Relocating the parking places to more appropriate location

Principle 1 / Optimise connectivity

- Improving the connections around the town centre (the square) and proposed park

- Improving pedestrian flows to the centre, and the primary and high school

- Building is capacities in the municipality in terms of project development and management.

PROCESS AND ANALYSES

The area for project implementation and the design idea derived from the citizen's participation were identified through workshops organised by MuSPP and the Municipality. The project area is situated in the city centre, next to the main crossroad. The main street intersection is actually the geographic centre of the city. The centre itself is the central point from where small roads, streets and paths lead to a high school, primary school and further settlements in the north, municipal building and cement factory in the south, rail station in the west and Prishtina-Skopje highway further in the east.

To ensure participatory and transparent process of identifying the project purpose, its area and design features, the Municipality of Hani i Elezit/Elez Han with the MuSPP team organized workshops which involved different stakeholders, including citizens, school community, teachers, municipal officers, owners of shops and restaurants. The participants were also informed about the zoning and urban

design requirements which the project had to fulfil. The workshops served as brainstorming sessions, as well as information sharing and capacity building events.

FINAL DESIGN AND IMPLEMENTATION

The municipal and MuSPP team assessed the designs of four groups which were done during the above mentioned workshops, and did the initial urban design and cost estimates. The conclusion was that the area is too big and due to the limited municipal funds, which could be allocated for co-funding of this project, it would be necessary to divide the area in parts in order to implement them on a phase by phase basis.

The project design covered three selected areas. The final design was developed and approved by the Evaluation Panel for implementation through co-funding by the Municipality of Hani i Elezit/Elez Han and UN-Habitat/MuSPP.

This was followed by cooperation agreement between the Municipality of Hani i Elezit/Elez Han and UN-Habitat, which specified the terms of cost-sharing.

Final design drawing

ACCOMPLISHMENTS

- Ecologically sustainable and improved environment for citizens was created. Through introduction of vegetation (grass) and trees into the public space, the town Centre has been turned into a green centre and it is providing green linkages to other functions and areas.

- Through its redesign, the area is now being used for informal and formal gatherings, as a resting /meeting place as well as for passive/active recreational activities.

- Inclusive and participatory approach of developing and implementing the project has ensured a sustainable intervention by serving real needs of local residents and users; but it has also positively impacted capacity building of the municipal staff and civil society.

- The area is now offering more opportunities for existing and new small businesses. The centre, perceived now as a focal point of the City, is triggering attraction to Hani i Elezit/Elez Han and is finally providing economic benefits.

- The area has improved the access for people with special needs by making easy access to wheelchairs, prams and offering places to sit, talk and socialize.

- By improving access and lighting in the area, the perception of safety is also improved for different social groups such as females, children and the elderly.

Project site 1: Before

Project site 2: Before

Project site 1: After

Project site 2: After

CHAPTER 4: CONCLUSION

Given the number of variables within the urban environment and its inherent complexity, it cannot be claimed that the application of these principles and their techniques will guarantee a good design. They will however minimize the chances of formulating a bad design, help to set an agenda for design that will give the people of Kosovo the best possible chance of enjoying surroundings, as individuals and as members of the community.

The questions below are intended to form an agenda for discussion and provide a checklist for all those involved in the decision making process to consider how they should apply placemaking principles. They will guide the placemaker in selecting specific techniques and inform a choice between two competing objectives.

Do you have a good understanding of the site? What are its physical characteristics such as size, slope, building use and condition, landscape type and quality? What plans do other agencies have for the site that you should be aware of? Understanding these plans can help you find synergies with the emerging plan.

Do you understand the expectations, concerns and values of the people who use the site and live in the surrounding area? What mechanisms have you put in place to access the communities input and engage them in the design process? Understanding the issues faced by the people who will have to experience the intervention is a critical part of making sure that the intervention represents an improvement in their quality of life.

How will you establish a design agenda? Arising from this, how will you confirm with stakeholders that they support that agenda and it represents their values, hopes and concerns? Creating a vision that everyone can believe in and see their own contribution is a key component to unlocking the resources of the community and can provide a useful tool that can be used to test the emerging concepts.

How will you involve key stakeholders in developing design solutions? What mechanisms have you put in place to ensure that people with expertise, local insight and political clout can participate in choosing and developing design solutions? These people will be critical in getting a plan implemented.

How will you test the emerging design solution and ensure it responds to the design agenda?

What mechanisms have you put in place to ensure that yourself and other participants can be kept to the design agenda and not allowed to impose their own priorities? This is essential to respect the contribution made by other stakeholders and ensure the plan will actually represent an enhancement to people's quality of life.

How will you make sure that all the stakeholders will be able to recognise the final design and see that their contribution has been considered? This requires the process to be documented, everyone's input incorporated and the design to explain, not just what interventions it seeks to make, but also why and how it will benefit the stakeholders and wider community.

How will you ensure that every task that needs to be undertaken has someone responsible for it, that they know what it is and that there is a commitment from them or their supervisors to fulfil their obligations? This is essential to ensure there are no weak links in the chain and that all the necessary participants know what they have to do and when. The skills needed to do this are not always found in a designer but the designer should seek to ensure that the plan for implementation is drawn up in collaboration between a leader for the project, who understands it, and the designer.

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