



MASTER THESIS

# Returning 'noaberschap' to Goor?

A research on the social impact of the  
community centre 't Doesgoor

By  
**Melanie Odink**

Submitted in partial fulfillment of the requirements for the degree  
of Master of Science, program Public Administration, University of  
Twente

Faculty of Behavioural, Management and Social Sciences (BMS)

## Examination Committee

First supervisor:	Dr. P.J. Klok
Second supervisor:	Prof. dr. S.A.H. Denters
External supervisor:	Anita Koster

June 2019



UNIVERSITY OF TWENTE.

## Abstract

This research concerns the social impact of the community centre 't Doesgoor on its participants, volunteers and the social infrastructure of its community. The community centre organizes a number of weekly activities as well as recurring and incidental activities. The main mission of the Doesgoor is to return 'noaberschap' to their borough in order to enhance the well-being of the residents. Noaberschap is an old Dutch concept and it can be best described as the care of neighbors for each other. The main research question is: *'What is the social impact of the activities of the community centre 't Doesgoor on their participants, volunteers and the social infrastructure of its community?'*. To help answer this question, several sub questions were formulated which pertain to the goals, of both the community centre and the municipality, and whether or not these have been realized. The goals of the municipality were examined because the municipality is vital to the existence of the community centre: as is common with social initiatives they provide a significant portion of the funding for the community centre. The research methods that were used are: observations for orientation, interviews, a document analysis, survey among the participants and the volunteers and a focus group with several participants. An important theory in this research is the theory of 'third places' from Oldenburg & Brisset (1982). This theory states that for people to have a satisfying existence they require a 'third place' in addition to their home- and work places. In this neutral third place everyone is equal and the most important goal there is conversation and social interaction. Another important theory in this research is the theory of change which focuses on 'if...then' reasonings and this is the basis of the goals of the community centre.

The goals of the community centre and the municipality were inventoried and summarized in their own goal tree. The alignment of these goals was examined as well. It showed that the goals of both parties are very similar and they generally align. However despite this goal alignment four areas of tension could be identified. One thing that these areas of tension were found to have in common is that they can all be attributed to the clash of the 'life world' in which the community centre operates and the 'system world' in which the municipality operates. Clashes between these two worlds are not uncommon as they differ significantly. Six goals of the Doesgoor were measured as social impact dimensions via a survey among the participants of the eating activity and the volunteers of the centre. These dimensions are: social interaction, loneliness, self-reliance, neighborhood cohesion, noaberschap and well-being. In addition to this the quality of the community centre as a meeting place was measured as well. Due to the absence of a baseline measurement the experiences of the respondents were measured. In the goal tree the dimension social interaction is the foundation (facilitated by the activities), which leads to the intermediary goals of loneliness, self-reliance, neighborhood cohesion and noaberschap and well-being is the end goal. The dimension of social interaction was the highest scoring dimension for both the participants and the volunteers, which was supported by an interview with the supervisors of the eating activity and the focus group as well. The results of the statistical analysis showed that there is a statistically significant positive correlation between each level of the dimensions with varying degrees of strength in their relationships. The strongest relationships that were found were for the participants between social interaction and loneliness and between social interaction and well-being. However the presence of these correlations does not mean that this is the case for each participant or volunteer as every person is different. Additionally an increased intensity of contact with the community centre does not lead to an increase in experienced improvement on all dimensions. Finally the volunteers scored significantly higher than the participants on the dimensions noaberschap and neighborhood cohesion.

Interviews with relevant parties indicated that the community centre has a positive impact on the social infrastructure of its community in three ways, which are: by having a connecting role in the community between organizations and between residents, by providing a place for citizens to realize their ideas or come to with problems and by being a good cooperating partner.

## Samenvatting

Dit onderzoek betreft de sociale impact van de wijkvoorziening 't Doesgoor op hun deelnemers, vrijwilliger and de sociale infrastructuur van hun gemeenschap. De wijkvoorziening organiseert verschillende wekelijkse activiteiten en ook terugkerende en incidentele activiteiten. De missie van het Doesgoor is om noaberschap terug te brengen naar de wijk zodat het welzijn van de bewoners wordt vergroot. Noaberschap is een oud Nederlands concept and het kan het beste worden beschreven als de zorg van burens voor elkaar. De hoofdvraag van dit onderzoek is: *'Wat is de sociale impact van de activiteiten van de wijkvoorziening 't Doesgoor op hun deelnemers, vrijwilligers en de sociale infrastructuur van de gemeenschap'?* Om deze vraag te beantwoorden zijn enkele deelvragen opgesteld aangaande de doelen van de wijkvoorziening en gemeente en of deze doelen zijn behaald. De doelen van de gemeente zijn onderzocht omdat de gemeente van groot belang is voor het voortbestaan van de wijkvoorziening: zoals gebruikelijk bij dit soort initiatieven zijn zij een belangrijke financier van de wijkvoorziening. De onderzoeksmethoden die zijn gebruikt zijn: observaties ter oriëntatie, een document analyse, een enquête voor de deelnemers en de vrijwilligers, interviews en een focus groep met verschillende deelnemers. Een belangrijke theorie in dit onderzoek is de theorie van 'derde plekken' van Oldenburg & Brisset (1982). Deze stelt dat mensen een 'derde plek' nodig hebben om een bevredigend bestaan te hebben naast hun thuis – en werk plekken. In deze neutrale derde plek is iedereen gelijk en het belangrijkste doel hier is gesprekken voeren en sociale interactie. Een andere belangrijke theorie is de 'theory of change' die focust op 'als...dan' redeneringen en dit is de basis van de doelen van de wijkvoorziening.

De doelen van de wijkvoorziening en de gemeente zijn geïnventariseerd en samengevat in hun eigen doelenboom. De overeenkomsten tussen deze doelen is ook onderzocht. Dit toonde aan dat de doelen van beide partijen nagenoeg met elkaar overeenkomen. Ondanks deze overeenkomsten zijn vier spanningsvelden geïdentificeerd. Deze spanningsvelden hadden allen één ding met elkaar gemeen, namelijk dat ze kunnen worden toegeschreven aan de botsing tussen de 'leefwereld' waarin de wijkvoorziening opereert en de 'systeemwereld' waarin de gemeente opereert. Botsingen tussen deze wereld zijn niet ongebruikelijk aangezien ze aanzienlijk van elkaar verschillen. Zes doelen van het Doesgoor zijn gemeten als sociale impact dimensies via een enquête onder de deelnemers van de eetactiviteit en de vrijwilligers van de wijkvoorziening. Deze dimensies zijn: sociale interactie, eenzaamheid, zelfredzaamheid, buurtcohesie, noaberschap en welzijn. Ook is de kwaliteit van de wijkvoorziening als een ontmoetingsplaats gemeten. Door de afwezigheid van een nulmeting zijn de ervaringen van de respondenten gemeten. In de doelenboom is de dimensie sociale interactie de basis, die leidt tot de tussendoelen eenzaamheid, zelfredzaamheid, buurtcohesie en noaberschap en welzijn is het einddoel. De dimensie van sociale interactie is de hoogst scorende dimensie voor zowel de deelnemers als de vrijwilligers. Dit is ook onderbouwd door het interview met de begeleiders van de eet activiteit en de focus groep. De resultaten van de statistische analyse toonden aan dat er een statistisch significante positieve correlatie is tussen elk level van deze doelen met een verschillende mate van sterkte in hun relaties. De sterkste relaties die zijn gevonden zijn bij de deelnemers tussen sociale interactie en eenzaamheid en sociale interactie en welzijn. Echter de aanwezigheid van deze correlaties betekent niet dat dit het geval is voor elke deelnemer of vrijwilliger. Verder geven de resultaten aan dat een toenemende mate van contact met de wijkvoorziening niet gelijk staat aan toenemende effecten voor elke dimensie. Verder scoren de vrijwilligers significant hoger dan de participanten op de dimensies noaberschap en buurtcohesie.

Interviews met relevante partijen duiden erop dat de wijkvoorziening een positieve impact op de sociale infrastructuur van de gemeenschap heeft op drie manieren, namelijk: door een verbindende rol in de gemeenschap te hebben tussen organisaties en bewoners onderling, door een plaats te bieden voor burger om hun ideeën te realiseren of naartoe te komen met problemen en door een goede samenwerkingspartner te zijn.

## Preface

Before you lies my research into the social impact of the community centre 't Doesgoor in Goor, the Netherlands. This research was conducted as one of the requirements for the degree of Master of Science for the program Public Administration at the University of Twente.

This research would not have been possible without a number of people that I would like to thank. Firstly I want to thank the community centre 't Doesgoor, and in particular Anita Koster, for the opportunity to conduct this research at the centre and for their help and support during the course of this research. Thank you to the participants and the volunteers of the centre for their time and cooperation. Thank you as well to the municipality Hof van Twente, the principal of the Albatros and the principal of the Waardenborch for their availability and time for an interview.

Furthermore I want to thank my supervisors Pieter-Jan Klok and Bas Denters for their valuable guidance, feedback and insights and for always being available for any questions.

Finally I want to thank my friends and family for their support during the making of this work.

Thank you for reading and enjoy!

Melanie Odink  
Enschede, June 2019



## Table of contents

Chapter	Page
<b>1. Introduction</b>	<b>1</b>
1.1 Community centre 't Doesgoor	1
1.2 Necessity of a community centre	2
1.3 Municipality Hof van Twente	3
1.4 Scientific and social relevance	3
1.5 Thesis outline	4
<b>2. Research questions</b>	<b>5</b>
<b>3. Theoretical framework</b>	<b>6</b>
3.1 Conceptualization of the three layers	7
3.2 Conceptualization of social impact	7
3.3 The community centre in general	8
3.4 The third place	10
3.5 Effects of volunteer work	12
3.6 Theory of change	12
3.7 Conceptualization of the social impact dimensions and meeting place	13
3.8 Expected outcomes	16
<b>4. Methodology sub questions I, II and III</b>	<b>17</b>
4.1 Research design and methods	17
4.2 Observations for orientation purposes	17
4.3 Document analysis	18
4.4 Interviews	18
4.5 Hypotheses	19
<b>5. The activities of the community centre 't Doesgoor</b>	<b>20</b>
5.1 Weekly activities at the community centre	20
5.2 Additional recurring activities	22
5.3 Future projects	23
5.4 Connection to the theoretical framework	23
<b>6. Goals of the community centre and the municipality and how they are achieved</b>	<b>24</b>
6.1 Goals of the community centre 't Doesgoor	24
6.2 How the goals of the centre are to be achieved	25
6.3 Goal tree of the community centre	26
6.4 Hypotheses	29
6.5 Goals for the municipality Hof van Twente	32
6.6 How the goals of the municipality are to be achieved	36
6.7 Goal tree of the municipality	36
<b>7. Alignment of the perspectives of the community centre and the municipality</b>	<b>37</b>
7.1 Goal alignment between the community centre and the municipality	37
7.2 Areas of tension	38
7.3 Common thread throughout the areas of tension	42
7.4 Conclusion	43

<b>8. Methodology for sub question IV</b>	<b>44</b>
8.1 Research strategy, design and methods	44
8.2 Survey	45
8.3 Interviews	49
8.4 Focus group	49
8.5 Potential limitations	50
<b>9. The extent of the goal realization</b>	<b>51</b>
9.1 Participants	51
9.1.1 Background information survey	51
9.1.2 Answering the research question	54
9.1.3 Observations for orientation purposes	60
9.1.4 Interview supervisors and the focus group	60
9.2 Volunteers	65
9.2.1 Background information survey	65
9.2.2 Answering the research question	67
9.2.3 Conclusion	74
9.3 Social infrastructure	74
9.3.1 Connecting role in the community	75
9.3.2 Provides a place for citizens to realize their ideas or come to with problems	77
9.3.3 Good cooperating partner	78
9.3.4 Conclusion	79
<b>10. Conclusion and discussion</b>	<b>80</b>
10.1 Conclusion	80
10.2 Discussion	82
10.2.1 Limitations of the research	85
10.2.2 Recommendations for further research	85
<b>List of references</b>	<b>87</b>
<b>Appendices</b>	<b>91</b>
Appendix A Document 'Van pilotproject naar een sociaal duurzame wijkvoorziening'	92
Appendix B List of partners of the Doesgoor	110
Appendix C Goal trees Doesgoor and municipality matched	111
Appendix D Survey participants	113
Appendix E Survey volunteers	117
Appendix F Survey Sociaal Werk Nederland	122
Appendix G Distribution of the social impact dimensions	123
Appendix H Correlation tables social impact dimensions participants and volunteers	126

## List of tables

Table	Title	Page
1	Definitions of social impact and related terms	7
2	Characteristics of the bottom-up approach	9
3	Characteristics of the top-down approach	9
4	Cronbach's alpha per variable for the participant survey	48
5	Cronbach's alpha per variable for the volunteer survey	49
6	Number and percentage of participants per social impact dimension that has a score of at least a 4	54
7	Correlation between time spent a week at the Doesgoor and the experienced improvements in the social impact dimensions for the participants	57
8	Correlation between when first participated in an activity and the experienced improvements in the dimensions for the participants	57
9	Rankings Mann-Whitney U number of activities per week and the experienced improvements in the social impact dimensions for the participants	58
10	Results Mann-Whitney U number of activities per week and the experienced improvements in the social impact dimensions for the participants	58
11	Correlation between the experienced improvements in the social interaction and the experienced improvements in the other social impact dimensions for the participants	59
12	Correlation between the experienced improvements in the intermediary goals and the experienced improvements in the end goal (well-being) for the participants	59
13	Number and percentage of volunteers per social impact dimension that has a score of at least a 4	67
14	Correlation between time spent per week at the Doesgoor and the experienced improvements in the social impact dimensions for the volunteers	69
15	Correlation between length of time active at the centre and the experienced improvements in the social impact dimensions for the volunteers	69
16	Rankings Mann-Whitney U of whether or not are/been a participant and the experienced improvements in the social impact dimensions for the volunteers	70
17	Results Mann-Whitney U of whether or not are/been a participant and the experienced improvements in the social impact dimensions for the volunteers	71
18	Correlation between the experienced improvements in social interaction and the experienced improvements in the other social impact dimensions for the volunteers	71
19	Correlation between the experienced improvements in the intermediary goals and the experienced improvements in the end goal (well-being) for the volunteers	72
20	Rankings Mann-Whitney U of participant/volunteer and the experienced improvements in the social impact dimensions	73
21	Results Mann-Whitney U of participant/volunteer and the experienced improvements in the social impact dimensions	73
22	Overview outcomes of the tested hypotheses	74

## List of figures

Figure	Title	Page
1	Increase in activities Doesgoor from September 2015 until May 2017	2
2	The impact value chain as developed by Clark et al. (2004)	8
3	The theory of change (De Groot & Mateman, 2014)	13
4	Cartoon theory of change	13
5	Percentage of lonely people sorted by gender, 2012-2015	14
6	Percentage of lonely people sorted by age and gender, 2015	14
7	The participation ladder	25
8	Goal tree community centre 't Doesgoor	28
9	Measured social impact dimensions per level	30
10	The performance fields of the WMO	33
11	Representation of the execution of welfare policy of municipality Hof van Twente	34
12	Goal tree municipality Hof van Twente	36
13	Response of the surveyed volunteers to the question 'Would you be willing to take on more responsibility at the Doesgoor?'	41
14	Research strategy for the participants	44
15	The operationalization of the measured social impact dimensions in the survey	46
16	The operationalization of the quality of the Doesgoor as a meeting place	46
17	Response of the surveyed participants to the question 'Why did you start participating in activities at the Doesgoor?' (multiple response)	52
18	Response of the surveyed participants to the question 'What activities are you participating in now or have you participated in previously?' (multiple response)	53
19	Response of the surveyed participants to the question 'When did you first participate in an activity at the Doesgoor?'	53
20	Response of the surveyed participants to the question 'How would you rate the activities of the Doesgoor that you participate in or have participated in on the basis of conviviality, openness and atmosphere?'	54
21	Response of the surveyed participants to the statement 'Because of my participation in an activity at the Doesgoor I feel less lonely'	55
22	Bar chart of the mean scores and the n per social impact dimension for the participants	56
23	Response of the surveyed participants to the statement 'The Doesgoor is important to me'	63
24	Response of the surveyed volunteers to the question 'Why did you start volunteering at the Doesgoor?' (multiple response)	65
25	Response of the surveyed volunteers to the question 'At which activities are you volunteering now or have you volunteered at previously?' (multiple response)	66
26	Response of the surveyed volunteers to the question 'How would you rate the activities of the Doesgoor that you volunteer or have volunteered for on the basis of conviviality, openness and atmosphere?'	66
27	Response of the surveyed volunteers to the statement 'The Doesgoor is important to me'	67
28	Response of the surveyed volunteers to the statement 'Because of my volunteer work at the Doesgoor I feel less lonely'	68
29	Bar chart of the mean scores per social impact dimension for the volunteers	68
30	Bar chart of the mean score per social impact dimension of participants and volunteers	72

## 1. Introduction

This research has evaluated the social impact of the community centre the Doesgoor, located in the town Goor within the municipality Hof van Twente. The borough in which it is located, De Whee, has 4100 residents and as such it is the largest borough in the Hof van Twente. The centre is a meeting place for the community and it organizes various daily activities for young and old, as well as recurring and incidental activities. The idea of the Doesgoor originated in 2008 at the soccer club SV Hector, which is the residence of the community centre, and was realized in 2015 with funding from the municipality. The goal of the centre is to provide a place for people of different backgrounds and ages in the community to meet and to participate in different activities, such as a walking or eating group or sports activities for children. The Doesgoor would like to be able to show their stakeholders and their potential investors the impact of the centre on their participants, volunteers and their community. This research has attempted to do so for them. The main research question therefore is:

***‘What is the social impact of the activities of the community centre ‘t Doesgoor on their participants, volunteers and the social infrastructure of its community?’***

Several sub questions have been formulated to assist with answering this main research question, these are described and explained in the next chapter.

### **1.1 Community centre ‘t Doesgoor**

As stated the first notion of the community centre ‘t Doesgoor originated in 2008 with the football association SV Hector. The club wanted to improve their reputation and they believed a good way to do this was to accept their social responsibility and give something back to the community. Based on signals from the community they came up with the idea of a community centre. The main mission of the community centre is to return a sense of solidarity (noaberschap) to the community in order to increase the well-being of community members and they believe that the way to achieve this is predominantly through social interaction. The project was launched in March 2014 and first started with a monthly bingo and sports activities for children. On September first 2015 the Doesgoor received funding from the municipality of €70.00 to be received yearly for two years to start a pilot and to see how the project of the centre would develop. According to the grant proposal of the Doesgoor in 2017 (this document is located in appendix A) the pilot was a big success and the centre has grown considerably. One of the conditions for the funding was that there would have to be activities at the centre for at least 35 vulnerable participants at least two days a week and there are now on average around 200 participants and 8 structural activities a week (Wijkvoorziening ‘t Doesgoor, 2017). Daily activities are organized Monday through Thursday, from morning till evening and Friday morning as well. The success of the pilot can be illustrated by the eating activity: the centre started with one small group of two participants in April 2015 and due to popular demand by October 2017 there were four eating groups each with 14 participants, Monday through Thursday. Furthermore there are around 80 volunteers active at the centre, their volunteer work ranging from doing odd jobs, cooking, being on the board, etc.

To give a sense of the considerable growth of the Doesgoor: in 2013 there were 100.000 user hours, this is the total amount of hours that people make use of the location, and in 2016 this number had increased to 200.000 (Wijkvoorziening ‘t Doesgoor, 2017). Figure 1 depicts a chart that shows the increase in activities at the Doesgoor in recent years.

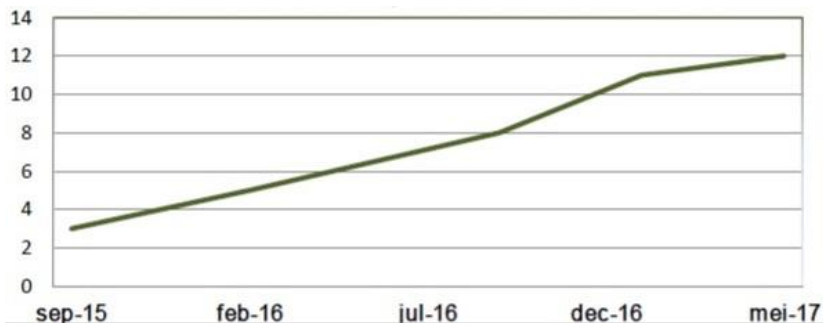


Figure 1: Increase in activities Doesgoor from September 2015 until May 2017

One of the core values and one of the biggest strengths of the Doesgoor is that it is for everyone in Goor and there are even participants and volunteers that reside in other towns within the municipality. The centre is not solely focused on one particular group: everyone is welcome, young and old, impaired or not. For this reason the activities are kept easily accessible in terms of the costs so that everyone that wants to participate can participate. The Doesgoor does not believe in labeling and everyone is treated equally at the centre. There is no active promotion that emphasizes the vulnerability of people as the centre believes that this is not the way to reach these people: in order for them to participate you have to treat them as you would any other and not single them out.

The Doesgoor has a close cooperation with many different organizations, a list of these can be found in appendix B. Examples of these organizations are the elderly association of Goor, the Mediant and Carintreggeland (both are care organizations), the elementary schools and the high school, the municipality and many more. These organizations are each actively involved in activities at the centre, and several other organizations are indirectly involved with the centre. All in all the Doesgoor has partnered with more than 30 organizations, with varying degrees of cooperation.

### 1.2 The necessity of a community centre

Social initiatives such as the Doesgoor are popular and they are in full bloom. This is one of the consequences of Dutch government policy. In 2007-2008 the world experienced a global financial crisis known in the Netherlands as the 'kredietcrisis'. As a result of this crisis the government had to reduce spending in nearly all policy fields. In 2013 the Dutch King Willem-Alexander made it clear in his annual King's Speech that the government intended to move towards a participation society and that it would expect more from its citizens. This entailed that citizens were expected to take responsibility for their own lives and environment. The government intended to retreat somewhat from certain policy fields and citizens had to step up (Rijksoverheid, 2013). The community centre 't Doesgoor is a good example of this practice: it is a citizens' initiative to help take care of its local community.

Movisie (2015) has stated that there are several advantages to a participation society as opposed to the classic Dutch welfare state. These alleged advantages are:

- The participation society is cheaper than the welfare state
- In the ideal participation society *everyone* participates, whereas the welfare state excludes certain citizens. If there was something 'wrong' with you, you were well taken care of by the government and you could just spend your time twiddling your thumbs. A consequence of this was that these citizens often felt useless and experienced feelings of loneliness. However in a participation society every citizen participates to his or her ability and ideally no one has to twiddle their thumbs anymore.
- The 'lifeworld' is more important in a participation society than the 'system world'. These terms are elaborated on in chapter 3, the theoretical framework. The gist of it however is that the lifeworld is more small-scale, informal and practical than the system world.

There are however several alleged disadvantages to a participation society as well (Movisie, 2015):

- A number of vulnerable citizens does not have a support system, therefore a certain extent of professional care and support will always be required. The welfare state will always be necessary for the truly vulnerable citizens.
- People do not have a fundamental right to care anymore in the participation society. Vulnerable people have to rely on friends or family instead of being independent due to the care of the government in the welfare state. In the participation society people are dependent on others as opposed to having independence.
- The participation society depends on volunteers and caregivers, who however is going to carry this (extra) burden? People are often already very busy with their full time jobs and children. There is a possible danger for women here as well, since they still take more care of the children and the household in comparison to men, while at the same time they must stay economically independent. The burden of the participation society could become too much for some.

An important condition for the participation society is a facilitating government. Active citizens that constantly encounter rules and procedures for every little thing will otherwise get discouraged and will become less active and involved. Movisie published a research in 2017 into the state of the participation society after four years and one of their conclusions was that the government (national and local) should exploit more opportunities. Citizen initiatives often encounter difficulties with the local government with procedural and policy barriers (Denters, Bakker, Oude-Vrielink & Boogers, 2013). Kruiter, Kruiter & Blokker (2015) have encountered this phenomenon as well in their research into valuing social initiatives. They found that the (local) government appears to be of two minds: on the one hand they wish to retreat from certain policy fields and encourage citizen initiatives. However on the other hand there are still many rules, regulations and procedures in place that must be followed which can discourage these initiatives and these rules, procedures, etc. still require an active role of the government. This research has examined the areas of tension between the community centre and the municipality to determine in what sense there might be any difficulties between them and whether or not the Doesgoor has encountered any of the difficulties mentioned by Denters et al. (2013) and Kruiter et al. (2015).

### **1.3 Municipality Hof van Twente**

The community centre is located in the municipality Hof van Twente. This municipality was founded on January 1<sup>st</sup> 2001 after a fusion of several municipalities and it consists out of 5 town cores and 13 hamlets (buurtschappen). According to the Hof van Twente (2017) it had 35.013 residents in 2017 of which 12.142 resided in Goor meaning that 1/3 of the municipality's population lives in Goor. Goor can be described as a small town with big city problems (personal communications with the municipality, March 12<sup>th</sup> 2018). It is a global trend that people from the country side often move towards the city and this applies to the Hof van Twente as well. It has been designated as a contracting region, which means that the population will likely diminish over time.

### **1.4 Scientific and social relevance**

This research has scientific and social relevance. From a scientific standpoint it has relevance because it adds to the scientific knowledge that is available concerning this topic. There have been several studies on the topic of citizen initiatives and the measurement of the effects, such as Maas and Liket (2011) that have described the current available methods for measuring social impact. Kruiter et al. (2015) have written about how to value a social initiative and van Urk (2016) has written about the contribution of a community centre to social cohesion. However practical research on this topic is still in the early stages and most of the research on this topic utilizes qualitative research methods. This research will add to scientific knowledge in the form of practical knowledge on the social impact of community centres through quantitative research methods as well since much of the existing literature uses qualitative research such as storytelling and interviews.

Additionally often the existing literature examines only one goal of a community centre, for example it only measures the effect on loneliness or only the effect on social participation and this research will measure multiple social impact dimensions.

One of the major social problems in the municipality and the town Goor itself is loneliness among the elderly, which can lead to social isolation and have a negative effect on people's health (Rijnenberg, 2013). This research will determine whether or not the community centre 't Doesgoor decreases the feelings of loneliness for the participants and volunteers and whether or not the centre contributes to resolving this problem. This research has social relevance as well in the sense that an ex post evaluation (such as this research) is important for the Doesgoor as an evaluation of its work. In addition to this it is relevant for other projects that are still in the beginning phase of the decision-making process. Knowing the impact of the activities of 't Doesgoor and why this impact has occurred can help the centre and other similar projects in making choices for a certain intervention. This research can help other community centres to find the most effective and efficient approach for how to reach their goals and how to organize their activities. Furthermore it is important to be able to account for the spending of the government. Their resources are not limitless and government can be held accountable by the public (through elections for example) for how they use these resources and how they spend the money of their taxpayers. Additionally this research can be helpful to the municipality in determining whether or not the Doesgoor can actually contribute to a solution for the social problems in Goor.

### **1.5 Thesis outline**

The motivation for this research has been discussed in this chapter, as has the topic of research, the main research question and the relevance of the research. Due to the nature of this research, which is an evaluation of the community centre in terms of its social impact, the structure differs somewhat from the usual thesis outline. The activities of the centre and its goals, as well as the goals of the municipality, must first be established in order to determine the relevant variables that should be evaluated. The thesis outline therefore is as follows: the next chapter will describe the research questions, the main – and sub questions and explain the reasoning behind them. The third chapter will set out the relevant theoretical framework that will assist in answering these research questions. The subsequent chapter will describe the methodology of establishing the activities of the community centre and its goals, as well as the goals of the municipality. Then the activities of the community centre, its goals and that of the municipality are outlined as well as how these goals are to be achieved and whether or not the goals of the centre and that of the municipality differ. The following chapter will describe the methodology for determining to what extent the goals of the centre have been realized as well as how the relevant data has been collected and analyzed. Following this the results of the data analysis are described in detail. The final chapter contains the discussion and the conclusions that can be drawn on the basis of the results and it outlines the limitations of the research as well as recommendations for possible future research. Finally additional relevant information is located in the appendices.



## 2. Research questions

The main research question of this research is:

***‘What is the social impact of the activities of the community centre ‘t Doesgoor on their participants, volunteers and the social infrastructure of its community?’***

To be able to answer this question properly, four sub questions have been formulated. These are:

- I. What are the activities of the community centre?
- II. What are the goals of the community centre from the perspective of the Doesgoor as well as the perspective of the municipality and how are these goals to be achieved?
- III. Do the perspectives of the community centre and the municipality align?
- IV. To what extent are the goals realized for the participants, the volunteers and the social infrastructure of the community?

The motivation for each sub question:

- I. In order to establish the social impact of the community centre, it must first be clear what exactly the activities of the Doesgoor are and what they entail.
- II. To be able to properly evaluate the activities of the Doesgoor, it must first be established what the intended goals of the activities and of the centre are. In order to determine the social impact of the centre it must first be clear what social impact the centre wishes to achieve. The perspective of the Doesgoor will be described as well as the perspective of the municipality. The municipality’s perspective is relevant because they are a major funder of the centre and the centre relies heavily on the grants from the municipality. Therefore it is relevant to understand the motivation of the municipality to invest in the type of initiatives such as the Doesgoor. How these intended goals are to be achieved is relevant as well for the evaluation process.
- III. The alignment of the two perspectives is important to establish since the municipality is an important investor in the community centre and is critical to the continuation of the centre. The municipality has a limited budget and if they are to continue their investments, or even increase them for a possible expansion of the centre, it is necessary to ascertain whether or not the intended goals of the Doesgoor align with the policy goals of the municipality.
- IV. In order to establish the social impact of the centre it must be determined to what extent the intended goals have been realized for the three layers, namely participants, volunteers and the social infrastructure of its community.

As is clear from the main research question and the fourth sub question this research will not only focus on the participants of the Doesgoor and its community, but it will focus on the volunteers of the centre as well. The reason for this is that, as will be described in the next chapter, the volunteers are an important part of the community centre and they presumably take something out of their volunteer work. Their volunteering likely effects them in one way or another and this research will attempt to find out what these effects are in terms of social impact.

### 3. Theoretical framework

As explained in chapter 1 in the thesis outline the structure of this research differs from the typical research dissertation. The policy theory of the community centre and the hypotheses that can be formulated based on this theory can only be determined by first answering sub questions I and II detailing the activities of the community centre and its goals (the intended social impact). The intended social impact of the centre, translated as the goals of the centre, and thus a continuation of the theoretical framework is described in chapter 6 as well as the hypotheses that can be formulated accordingly. The topics and concepts that are discussed in this chapter are relevant to the community centre 't Doesgoor as will later become clear in the results of sub questions I and II.

Social and citizen initiatives are all the rage today and for the past decade the private sector and citizens have become more active in generating public solutions. As mentioned in the introduction the government (local and central) has been encouraging and stimulating social initiatives for the past several years and wishes to step back from certain policy areas (Kruiter et al. 2015). Now that the government is attempting to retreat from these areas an evaluation strategy for the social initiatives is becoming increasingly important as these strategies will enable the government to assess which initiatives have potential and which do not (Kruiter et al. 2015). The lion's share of social initiatives originate on a local level, since citizens are more motivated to solve the problems of their own community (problems that directly affect them) and are more involved in their own communities. It is also easier at this level to identify the needs of the community and to respond to these needs. Social initiatives come into being when people see a problem that they want to fix and when they want to bring about a change in something. The motivation of the initiative takers can vary greatly as some wish to change the behavior of others, some wish to add to the existing social aid, some wish to spruce up their neighborhood, etc. Kruiter et al. (2015) have determined that the involvement of the citizens is a determining factor to the success or failure of these initiatives. The motives of the founders of the Doesgoor were mentioned in chapter 1: the people of the football association that founded the community centre wanted to give something back to its community and return noaberschap to the neighborhood.

The government is generally a big investor in these types of initiatives and their (monetary) assistance to the initiatives is often vital to their survival. This is the case for the Doesgoor as well as without the funding of the municipality it would not be able to exist. For this reason this research will examine the goals of the municipality and its motivation for investing in initiatives such as the Doesgoor and compare its goals to the goals of the Doesgoor. The resources of the government are limited and government money can only be spend once. Furthermore in this day and age, with involved media and citizens, research journalism and the availability of public documents on the internet, the government must be able to account for the spending of these public funds and ensure that it is not spent frivolously. As the investors in social and citizen initiatives, the government as well as other investors would like to see operational accountability and a capacity to register the impact (social and otherwise) of their investment (Emerson, Wachowicz & Chun, 2000). Additionally the government has a duty to care for its citizens and must ensure their well-being. One of the tasks assigned to the municipality is the Social care act (Wet maatschappelijk ondersteuning). This act states that the municipality is responsible for the support of people who are not self-reliant (Rijksoverheid, n.d.). To ensure proper care of their citizens and whether or not these goals are achieved the government should have proper evaluation methods available to see if citizens are adequately cared for and if sufficient decent social facilities are available to them. Nowadays good intentions and ambitious goals are no longer enough to justify a certain approach as principals and investors are much more interested in the effectiveness and returns of their projects (De Groot & Mateman, 2014).

### 3.1 Conceptualization of the three layers

Three layers can be distinguished in the main research question: participants, volunteers and the social infrastructure of the community. This paragraph describes how these layers are defined in this research. A participant is someone who participates in an activity at the community centre 't Doesgoor and a volunteer is someone who does volunteer work at the community centre 't Doesgoor. Social infrastructure envelops a range of facilities and services that meet the needs of a community and Engbersen and Sprinkhuizen (1998) have defined social infrastructure as: *'the whole of organizations, services, facilities and relations that enable people to live together in social bonds (neighbourhoods, groups, networks, families) and to participate in society.'*

The social infrastructure is important for the health of a community as it contributes to the quality of life and when it is strong it can facilitate social interactions and bring different groups of people together. This contributes to the social cohesion and social capital of a community. A good social infrastructure can prevent problems in the community before they arise or if they do arise the infrastructure can play a part in the solution. However when a social infrastructure is weak or degraded people can grow isolated and can be left to fend for themselves. When there is a degraded or absent social infrastructure in the community its people are more likely to have to turn to the government for assistance. As stated in the introduction the main mission of centre is to return a sense of solidarity (noaberschap) to the community. The concept of community in the context of this research refers to the community in a geographical sense, as a group of people that resides in a particular area, in this case near the Doesgoor. It is the sum of the people that live around the community centre, as well as the people that interact with the centre. The community layer differs from the participant and volunteer layer as the community is measured on a collective level and the participants and volunteers on an individual level.

### 3.2 Conceptualization of social impact

To be able to establish what the social impact of the community centre is, it must first be established what exactly this concept means. There are many different terms for social impact and Maas and Liket (2011) have made an overview of the most common ones, see table 1.

Table 1: Definitions of social impact and related terms

Term	Definition
Social impact (Burdge and Vanclay 1996)	By social impacts we mean the consequences to human populations of any public or private actions that alter the ways in which people live, work, play, relate to one another, organise to meet their needs and generally act as a member of society.
Social impact (Latané 1981)	By social impact, we mean any of the great variety of changes in physiological states and subjective feelings, motives and emotions, cognitions and beliefs, values and behaviour, that occur in an individual, human or animal, as a result of the real, implied, or imagined presence or actions of other individuals.
Impact (Clark et al, 2004)	By impact we mean the portion of the total outcome that happened as a result of the activity of the venture, above and beyond what would have happened anyway.
Social Value (Emerson et al. 2000)	Social value is created when resources, inputs, processes or policies are combined to generate improvements in the lives of individuals or society as a whole.
Social Impact (Freudenburg 1986)	Social impact refers to impacts (or effects, or consequences) that are likely to be experienced by an equally broad range of social groups as a result of some course of action.
Social Impact (Gentile 2000)	Social impacts are the wider societal concerns that reflects and respects the complex interdependency between business practice and society.

For the purpose of this research the definition of social impact from Clark, Rosenzweig, Long and Olsen (2004, p.7) will be used: *'The portion of the total outcome that happened as a result of the activity of the venture, above and beyond what would have happened anyway.'* This definition is based on the 'impact value chain' that was developed by Clark et al (2004), see figure 2.

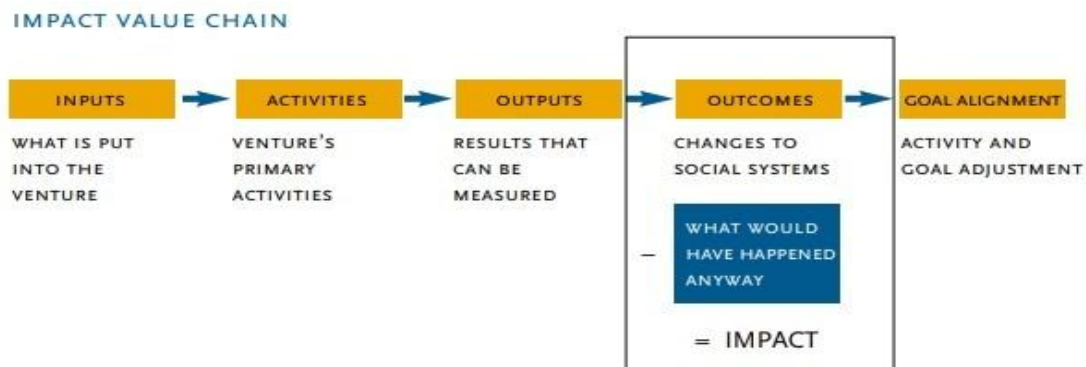


Figure 2: The impact value chain as developed by Clark et al. (2004)

The definition of 'outcomes' in figure 2 is: *'Specific changes in attitudes, behaviors, knowledge, skills, status, or level of functioning that result from enterprise activities, such as finding a job, avoiding getting sick, or reducing emissions by a certain amount.'* (Clark et al. 2004, p.14).

The dimensions of social impact that this research measures are: social interaction, loneliness, self-reliance, neighborhood cohesion, noaberschap and well-being. These are based on the results of the second sub question that establish the intended goals of the centre and are extensively outlined later in this research in chapter 6. These concepts are conceptualized later in this chapter in paragraph 3.7.

### 3.3 The community centre in general

The community centre is often at the heart of the community as a place where the local community of all ages can meet and interact with each other, often through (recreational) activities. The community centre tries to identify and anticipate the needs of the community and it then responds to these needs mainly via activities, possibly in cooperation with other organizations. According to the Bedford Borough Council (n.d.) the aim of a community centre is to improve the quality of life by contributing to the well being of the (local) community. This contribution can be made to the social, physical, economic, educational and environmental dimensions of the community. There are several important benefits to a community centre (Bedford Borough Council, n.d.) which are: providing an opportunity for people to be involved in a wide range of activities, promoting involvement in the community, providing opportunities for social interaction and a place where people can meet and gather. The expected effects therefore are predominantly an increase in social interaction, well-being, social cohesion and social participation. Some of these effects are measured in this research and have been conceptualized later in this chapter.

A community centre is a place where the local community can go in order to realize their own ideas and initiatives. This means that there are two sources for activities at a community centre: the centre itself that identifies and anticipates the needs of the community and the citizens that can approach the community centre with their own ideas and initiatives. This also illustrates the bottom-up character of a community centre: it is open to cooperation and ideas and does not have a set list of goals and activities as these can change when the needs of the local community change. Tables 2 and 3 display the characteristics of the top-down and bottom-up approach.

Table 2: Characteristics of the bottom-up approach

Bottom- up	
Type of organization	Network organization
Type of system	Self-regulating
Focused on	Formulating and carrying out common goals
Foundation	The community
Division of labor and direction based upon	Available people, workgroups and light leadership
Goals	Developing in time
Preferred image to the outside world	Multiform

Source: Oostra, 2013

Table 3: Characteristics of the top-down approach

Top-down	
Type of organization	Bureaucratic
Type of system	Controllable
Focused on	Channelizing rational and predictable plans
Foundation	Protocols and policy processes
Division of labor and direction based upon	Functions, tasks and hierarchy
Goals	SMART
Preferred image to the outside world	Unambiguous

Source: Oostra, 2013

The bottom-up approach has several advantages and disadvantages. One of the biggest advantages is that there is significant attention to social interaction and the group feeling, which creates sufficient support (draagvlak): it is important to do things together. This is however a time consuming process and it makes the decision-making process less decisive (Oostra, 2013). The bottom-up characteristic is one of the main strengths of a community centre and an important condition to its continued existence. It must be from and for the community and not be limited by numerous policy regulations, protocols, etc. When the centre identifies a problem it must be ready to act at the short-term and not be slowed down with first writing several policy programs, protocols or similar documents. The government and by extension the municipality however has a top-down structure as they rely on protocols and policy processes and are a bureaucratic organization. This means that the municipality and the community centre operate in different worlds: the system world of the government and the lifeworld of the community centre. These concepts were mentioned briefly in the introduction (when listing the alleged advantages of the participation society) and were elaborated by the German sociologist Habermas (1984) in his work 'The theory of communicative action'. Habermas essentially states that our lives play out in two distinct worlds: the system world and the lifeworld. The lifeworld is the world in which much of our social and personal life takes place. The system world is the place where we work and/or interact with institutional authority, a professional and administrative world. Habermas (1984) stated that the system world is ingrained in the life world and is actually colonizing it. The degree of control that a person has differs between the two worlds: in the life world you can primarily follow your interests and make your own choices, however in the system world you do as you are required to do even though you might disagree with these requirements (Awati, 2013). The community centre operates in the life world, however their primary funding comes from the government which operates in the system world. This can could potentially cause difficulties in the relationship between the two.

### 3.4 The third place

A community centre can be categorized as an informal public gathering place, a 'third place'. This term was coined by Oldenburg and Brisset (1982) and is defined as follows:

*'Third places exist outside the home and beyond the 'work lots' of modern economic setting. They are places where people gather primarily to enjoy each other's company (Oldenburg & Brisset, 1982, p.269).*

*'A third place is a public setting accessible to its inhabitants and appropriated by them as their own. The dominant activity is not "special" in the eyes of its inhabitants, it is a taken-for-granted part of their social existence. It is not a place outsiders find necessarily interesting or notable. It is a forum of association which is beneficial only to the degree that it is well-integrated into daily life.'*(Oldenburg & Brisset, 1982, p.270).

Third places are places of informal social interaction outside the home or workplace and cannot be entirely rationally planned. According to Oldenburg (1989) for people to have a good and satisfying existence their daily life must take place in three different places: 1) a domestic environment, the home as the first place; 2) a productive environment, work as the second place and 3) the third place, a socializing environment, also called the 'great good place' by Oldenburg. The key ingredients of a third place are elusive and are most likely also vulnerable to changing times and life-styles (Oldenburg & Brisset, 1982), however several characteristics can be named. A third place must be on neutral ground: people can come and go as they please. Secondly a third place is a 'leveler' meaning that everyone is equal in the third place and a person's social or economic status is of no significance. A third place is open and accessible to the general public and there are no formal criteria for membership or exclusion (Scholte, 2006). The two characteristics neutral ground and leveling provide conditions for good conversations, as conversing with one another is the main activity at a third place and for many a third place is a home away from home.

Oldenburg & Brisset (1982) state that there are several benefits to being involved in a third place. They do point out that participation in a third place is not a guarantee for anything: the effects of participation are not linear and sequential. However when continuously involved in a third place participants appear to gain increasingly rare social experiences and relationships. Apparent benefits to third places are:

- Novelty and diversity

The home (the first place) much like the workplace (the second place) is a small and highly predictable world with little novelty and/or diversity. Contrary to this the third place offers a *'shifting diversity of inhabitants who are granted involvement by virtue of their presence at a particular place at a particular time and as a result an aura of the unexpected surrounds each visit to a third place'* (Oldenburg & Brisset, 1982, p.274). This does not mean that the unexpected will always occur in a third place, but there is a feeling that it *can* occur. As stated in the introduction the borough where the Doesgoor is located has around 4100 residents and it is the largest borough in the municipality. According to the general coordinator of the Doesgoor it is a very versatile borough with senior housing, newly built houses, social housing, etc. and this facilitates the diversity at the centre.

- Perspective

A third place contributes to the perspective and the mental balance of the participant. Social skills are honed and maintained and third places can provide participants with an outlet and a responsive arena. This is especially important in times of social change.

A community centre can play an important role in society as a third place where people can gather for their enjoyment and nothing else. This is one of the strengths of a community centre as well as the easy accessibility and casual nature of the activities. People can enjoy each other's company without any pressure or expectations. This is similar to Putnam's theory of declining social capital. In his article 'Bowling alone' he used the American bowling leagues that had steadily been declining as an example of a significant social change in America, namely a decline in social capital. Putnam states that *"social capital refers to connections among individuals—social networks and the norms of reciprocity and trustworthiness that arise from them"* (2000, p.19). Putnam believes that social capital is vital for a healthy community. A community centre can contribute to the social capital of its local community by strengthening the connections between its community members and expanding their social networks. According to Hickman (2012) a third place is an important and valuable medium for social interaction. His study has also shown that residents of neighborhoods believe that a third place has a symbolic importance as well. Third places are viewed as indicators of the 'health' and 'vibrancy' of their neighborhoods. This however does not mean that the home and workplace are negative or repressive, but that people are expecting too much from these aspects of their lives and are overlooking the importance of a third place, such as a community centre.

A community centre can typically be divided into three separate layers: the management layer, the volunteer layer and the participant layer (van Urk, 2016).

- The management layer is responsible for the acquiring and managing of resources (for example funding or volunteers) and this layer sets the goals and norms of the organization. The goals are set in consultation with the volunteer - and participant layer since often the management layer responds to a need in the local community.  
At the Doesgoor this layer is known as the project team, which consists out of six people: five are paid employees and one is a volunteer from the elderly association. The employees consist out of two neighbourhood sports coaches (buurtsportcoaches), the general coordinator, an activities coordinator and an activities supervisor. The neighbourhood sports coaches are employed by the municipality, the activities supervisor is employed by Carintreggeland (a care organization) and the activities coordinator and general coordinator are employed by the centre itself.
- The volunteer layer is typically the backbone of the community centre as this layer maintains the activities and without volunteers a community centre cannot function. At the Doesgoor there are approximately 80 volunteers, varying from handymen, cooks, hikers, board members of the soccer club Hector, etc. (Wijkvoorziening 't Doesgoor, 2017).
- The participant layer is comprised of the participants of the activities and visitors of the centre. This layer should benefit the most from the centre and its activities (van Urk, 2016). The Doesgoor has more than 200 participants per week (Wijkvoorziening 't Doesgoor, 2017).

These layers all interact with each other and contribute to the social capital and social network of the community centre. As such each layer contributes to social cohesion as well (van Urk, 2016). This research examines the effects of the community centre on the volunteer - and participant layer, as well as the social infrastructure of its community. The volunteer layer is examined in addition to the participant layer because even though the participants supposedly benefit the most from the centre and its activities the volunteers are a vital part of the centre and without them it could not exist. It stands to reason that the volunteers benefit from their volunteer work and experience certain effects in one way or another. Effects due to volunteer work that have been found in scientific research are described in the next paragraph.

### 3.5 The effects of volunteer work

Schmeets and Arends (2017) have done research for the Central Bureau for Statistics (CBS) on the subject of volunteering in the Netherlands. They found that during 2012-2016 49% of the Dutch people of 15 years and older indicated that they did volunteer work at least once a year for an organization or a club. In fact 3 in 10 people indicated that they had done volunteer work in the previous four weeks and around 5% of the volunteers indicated that they are active for their borough or neighborhood.

A rapport made by Wu (2011) called 'Social impacts of volunteerism' concluded that volunteering benefits not only the individual but society as well. One of the conclusions of the rapport was that *'Volunteering helps build a more cohesive, safer, stronger community, increase the social network between communities and neighborhood'* (Wu, 2011, p. 18). In addition to this volunteering has positive effects on the volunteers themselves as well because volunteering can increase their self-esteem, physical and mental health and it can add to their skills and expand their career paths (Wu, 2011). Research conducted in 2013 by Rijnbergen in Goor showed that doing volunteer work can have a positive effect on reducing feelings of loneliness by giving the volunteers a useful purpose during the day. Volunteering enables them to participate in society again and to maintain social contacts (Rijnbergen, 2013). Other research has found that volunteering can contribute to physical health. Griep, Hanson, Vantilborgh, Janssens, Jones & Hyde (2017) tracked Swedish citizens for a period of five years after retirement and stated that *'their results largely support the assumptions that voluntary work in later life is associated with lower self-reported cognitive complaints and a lower risk for dementia, relative to those who do not engage, or only engage episodically in voluntary work.'* The elderly that volunteered regularly were found to have less concentration problems, could think more clearly and they had less trouble with remembering things than elderly people that rarely or never volunteered.

Furthermore volunteering can enhance the self-confidence of volunteers and increase the quality and quantity of their social network. Neurological research has shown that helping others triggers certain hormones (such as oxytocine and progesterone) which increase the ability to cope with stress and viruses (Detollnaere, Willems & Baert, 2017). There is plenty of other research into the effects of volunteering, however the overall conclusion seems to be that volunteering can have a positive effect on several aspects of the life of the volunteer.

### 3.6 Theory of change

The costs of a project and its output are usually not hard to determine. The difficult part is establishing a relationship between the direct result (the output) and the actual social effects. This is where the theory of change comes into play. Weiss (1995) has made the case that standard evaluation strategies with an emphasis on quantitative measurement are insufficient as they cannot take the complexity of the initiatives properly into account. Therefore she proposes an alternative means of evaluation: the theory-based evaluation. These evaluations should, according to Weiss (1995), be based on the underlying 'theories of change' of the initiatives. The theory of change is displayed in figure 2 and it is basically the core of social return thinking and the foundation of every intervention: they are suppositions about how things works and the answer is an if (cause)...then (effect) reasoning (Larsen and de Boer, 2011). For example *if* cameras are hung up around an area, *then* this will have a deterrent effect and *then* there will be less crime. It starts by determining a problem that you want to solve and determining your goal, your desired effect. Then an intervention that will change the current problem situation to your desired goal must be determined.



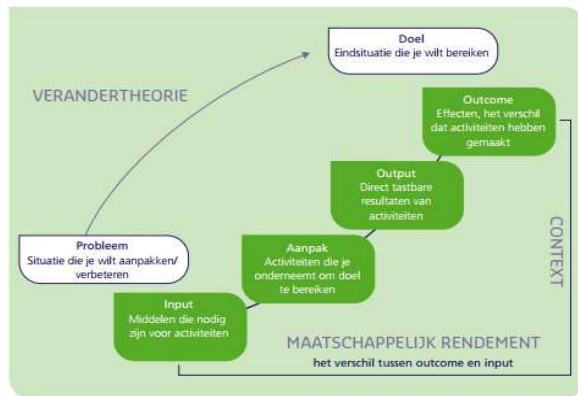


Figure 3: the theory of change (De Groot & Mateman, 2014)

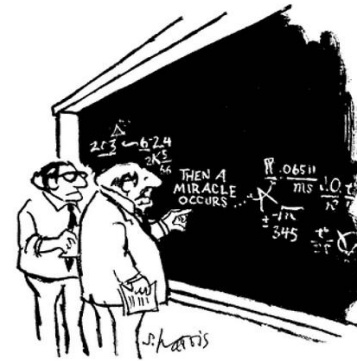


Figure 4: cartoon theory of change  
(Image credit: Sidney Harris)

In order to be able to fully describe and determine the theory of change for the Doesgoor sub questions I and II that ascertain the activities of the centre and its goals (and how to achieve these goals) must first be answered. Therefore the theory of change for this research is properly set out later in chapter 6. In this research the theory of change will primarily focus on the relationship between output (tangible results of the activities, such as for example the number of participants) and the outcome (the difference that the activities have made, their effects). This corresponds with the definition of social impact of Clarke et al. (2004) as their definition focuses on the outcome of the activity. The social impact dimensions that this research will measure were named earlier in paragraph 3.2 earlier and they are extensively outlined later in chapter 6. The miracle that should occur in figure 4 for the Doesgoor is social interaction, which the community centre facilitates by providing a 'third place' and organizing activities. These activities are described in chapter 5 as the results of the first sub question.

A case study done on 'Het Huis van de Wijk' in the Netherlands by van Urk (2016) supports the theory of change for the effect of social cohesion as it found that it could be concluded that a community centre contributes to social cohesion. It does so by facilitating the creation of social networks and social capital through its activities. It can be stated that these activities, albeit indirectly, contribute positively to the social cohesion.

### 3.7 Conceptualization of the social impact dimensions and meeting place

### *Social interaction*

Humans are social beings and they do not function well in isolation. As this is an important concept in social studies there are varying definitions of social interaction. Turner (1988, p.14) has defined social interaction as follows: *'a situation where the behaviors of one actor are consciously reorganized by, and influence the behaviors of another actor, and vice versa.'*

The term 'behaviors' is used here in the broadest sense of the word. The element of conscious interaction is important as the other person has to be aware of the social interaction. For example when one person is spying on the other there is no social interaction as the person that is being spied upon is not aware of the other persons actions. The social interaction can be direct when people are physically near each other or it can be indirect with the use of material aids (internet, letters, etc.) or when an intermediary is used.

## Loneliness

Loneliness is a broad and complex phenomenon and it has been defined by van Tilburg and de Jong-Gierveld (2007, p.14) as: *'the subjective experiencing of a unpleasant or intolerable lack of (quality of) social relations. It could be that the number of contacts that one has with other people is smaller than one wishes. It could also be that the quality of the realized relationships lags behind the wishes.'*

Loneliness has several characteristics: it is involuntary, it is a situation where there is a lack of meaningful personal relationships and it is an experience of someone and therefore difficult to observe from the outside (van Tilburg and de Jong-Gierveld, 2007). According to Weiss (1973) there are two types of loneliness: emotional and social loneliness. Emotional loneliness occurs when there is a subjective experience of a strong absence of a lack of an intimate relationship, a deep emotional closeness with a partner or a best friend. This type of loneliness can only be resolved by entering a new deep emotional closeness with someone. Social loneliness is connected to the subjective experience of lacking meaningful relationships with a broader group of people around a person, such as colleagues, neighbors, acquaintances, people with the same interests, etc. This type of loneliness can for example occur after moving a considerable distance and it cannot be countered by one intimate partner relationship. As mentioned in chapter 1 one of the reasons why this research has societal relevance is that one of the major social problems in the Hof van Twente and Goor itself is loneliness (personal communications with the municipality, 2018), which can lead to social isolation and have a negative effect on people's health. Research conducted by the CBS in 2016 determined that 4% of people 15 years or older are lonely in the Netherlands, see figure 5 and figure 6 (Beuningen and de Witt, 2016).

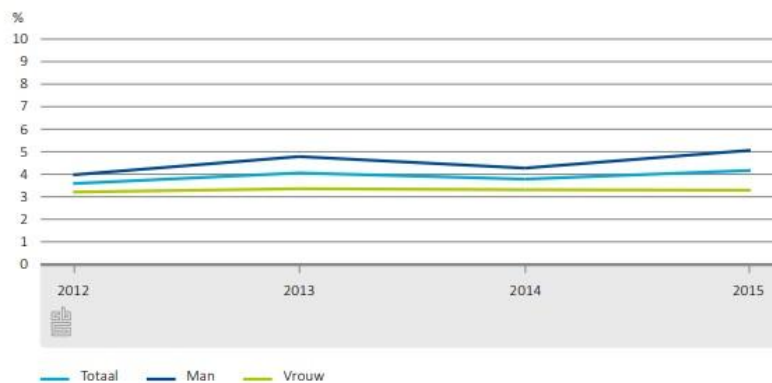


Figure 5: percentage of lonely people sorted by gender, 2012-2015

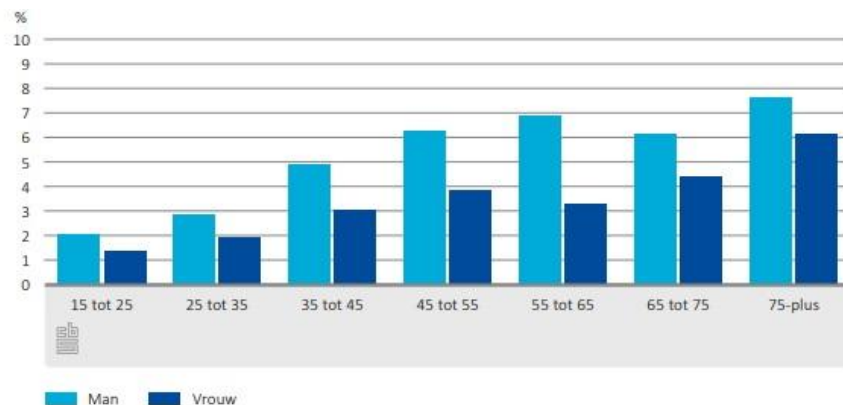


Figure 6: percentage of lonely people sorted by age and gender, 2015

One of the neighborhood sports coaches at the Doesgoor, Rijnenberg, has conducted research in 2013 in the municipality Hof van Twente in which he determined the level of loneliness among residents over 65 years. It was established that 44% of people in this categories experience feelings of loneliness. Of this group 11% experiences severe to highly severe feelings of loneliness.

### *Self-reliance*

There are several definitions of the concept self-reliance as some of them focus on living independent from government support and some emphasize the ability to timely ask for help. The Dutch government has defined self-reliance as follows: *'the physical, rational, mental, and financial ability to make your own arrangements that enable participation in the normal social traffic'* (Tweede Kamer der Staten-Generaal, 2005). De Boer and van der Lans (2011) have defined self-reliance as: *'being able to live an independent life with as little as possible support from the government'*. For the elderly self-reliance generally is used in the context that they can live at home (by themselves) for as long as possible.

### *Neighborhood cohesion*

The concept of cohesion has been of great interest to many researchers across different fields and therefore there are a number of different definitions in the literature. According to Miller (1978) there must be a certain amount of cohesion for a community, group or society to function. Cohesion is a term that often is not elaborated as everyone apparently knows what it means. The core meaning of cohesion according to Kearns & Forrest (2000, p. 996) is that: *'a cohesive society 'hangs together' and that all component parts somehow fit in and contribute to society's collective projects and well-being; and conflict between societal goals and groups, and disruptive behaviors, are largely absent or minimal.'*

In this research the experienced improvement in a specific form of cohesion is measured, namely neighborhood cohesion. When applied to a neighborhood this concept of cohesion can be conceptualized as the extent to which neighbors feel connected to each other (whether or not they share the same values), the extent to which neighbors exert social control, whether or not neighbors act in solidarity with each other, the extent of social interaction and whether or not residents feel connected with their neighborhood (Kearns & Forrest, 2000). The neighborhood 'de Whee' where the community centre is located is the largest neighborhood within the municipality Hof van Twente with 4100 residents. Today neighborhoods have become less cohesive due to technological developments in mobility and communications.

### *Noaberschap*

The Dutch have a saying: *'beter een goede buur dan een verre vriend'*, meaning it is better to have a good neighbor than a friend that is far away. This exemplifies the importance of neighbors as their close proximity puts them in a good position to be of assistance to one another when this should be necessary. This saying is very relevant to the concept of noaberschap. Noaberschap is an old phenomenon that has its origin in two Dutch regions, Twente and de Achterhoek, located in the east of the Netherlands and it can refer to the community of neighbors itself or to the behavior that the members of this community display (Klein Bramel, 2009). Its literal translation is something along the lines of a group of neighbors and it can best be described as the informal care of neighbors amongst each other: to be there for your neighbor when they need you (Vos, 2010). Noaberschap was most often present in rural communities (such as farms) as these were mostly isolated from the facilities of the town or hamlet and an important aspect of noaberschap is geographical closeness (Klein Bramel, 2009). Within this noaberschap there were rules and obligations for every neighbor: unwritten laws that were known as the noaberplicht (neighbor obligation) (Vos, 2010). This noaberplicht entailed that for daily life and important events (childbirth, wedding, funeral, etc.) the neighbors would have an important part in this to offer support and care for one another. Today it sounds like a utopian concept to help your neighbors whenever possible, but back when noaberschap first originated it came about due to absolute necessity. Nowadays this necessity is no longer present due to technological developments such as the car, the phone, etc. but back in those days you were on your own and you required the help and support of your neighbors for certain events. The obligatory aspect of noaberschap is not strived for today, but the aspect of the willingness to help your neighbors when they need it. Noaberschap is a form of social capital, which as stated earlier is believed by Putnam to be vital for a healthy community.

### *Well-being*

There are different definitions of well-being, but in general it can be described as a contentment with life, feeling good and judging life positively. In addition to this physical well-being is seen as an important aspect of well-being as well. There is a general consensus that well-being includes at a minimum the aspects of: satisfaction with life, the absence of negative emotions (anxiety, depression), the presence of positive emotions and moods (happiness, contentment), fulfillment and positive functioning (Centers for Disease Control and Prevention (CDC), 2018). According to the CDC (2018) well-being is associated with numerous benefits in the areas of health, work, family and financials and higher levels of well-being are associated with a decreased risk of disease, illness and injury. Furthermore higher well-being is associated with a better immune system, a speedier recovery and a higher life-expectancy. Also people with a higher well-being are more likely to contribute to their communities and they are more productive at work (CDC, 2018). There are many different factors that can contribute to a person's well-being, examples of this are health, social relationships, genetics, meeting of basic needs, income, age, etc.

### *Meeting place*

The concept of a meeting place can be easily defined by its literal translation: a place where people meet each other. However this definition is a bit too broad as there are numerous places where people can meet. A more narrow definition of a meeting place according to Scholte (2006) is: '*a somewhat facilitated place for human interaction where people, coincidental or otherwise, gather*'. Examples of facilitation for human interaction are a (street) bench, a playground or a coffee facility. The quality of a meeting place is important as it can influence the number of meetings that people will have. If the meeting place is of low quality people might look for a different meeting place or they will be less likely to return. Examples of factors that can contribute to the quality of a meeting place are its location, whether or not it is easily accessible to people or the extent to which the meeting place provides a welcome feeling.

## **3.8 Expected outcomes**

This research will attempt to determine the social impact of the Doesgoor on its participants, volunteers and the social infrastructure of its community. The expectation is that the Doesgoor will have a positive effect on both the participants and volunteers on each of the social impact dimensions that have been conceptualized in the previous paragraph. This is based on the literature set out in this chapter that a community centre facilitates social interaction through activities and according to the theory of change this social interaction should lead to other effects such as a decrease in loneliness, an increase in well-being and an increase in social cohesion. Therefore a positive contribution of the community centre to these aspects is expected. The Doesgoor will likely have a positive social impact as well on the social infrastructure as it facilitates participation in society by offering a location to citizens to come to with their initiatives and problems. The centre strengthens social bonds as well by connecting residents with each other through their activities.

#### 4. Methodology for sub questions I, II and III

As stated previously the structure of this research differs from the typical research dissertation. The first two sub questions pertaining to the activities and the goals of the community centre as well as the goals of the municipality must be answered first before the final sub question can be answered. These intended goals are necessary to determine the variables and hypotheses required to ascertain to what extent the goals have been realized. Therefore this chapter will set out the methodology of the first three sub questions and after these questions have been answered the methodology for the fourth sub question is outlined in chapter 8. The ethics committee of the University Twente has given its approval for this research under the numbers 18727 and 18728.

***I. What are the activities of the community centre?***

This question is answered by conducting an interview with the general coordinator.

***II. What are the goals of the community centre from the perspective of the Doesgoor as well as the perspective of the municipality and how are these goals to be achieved?***

The goals of the community centre and how they are to be achieved are determined by conducting interviews with the general coordinator of the Doesgoor, the neighborhood sports coach and the supervisors of the eating activity. In addition to this the grant proposal of the community centre was analyzed as well. The goals of the municipality and how these goals are to be achieved are determined by conducting a document analysis of several policy documents as well as conducting an interview with the public servants of the municipality involved with the community centre.

***III. Do the perspectives of the community centre and the municipality align?***

Whether or not the perspectives from the community centre and the municipality align was determined by comparing the results from the second sub question with each other and determining the similarities and differences between them.

***IV. To what extent are the goals realized for the participants, the volunteers and the social infrastructure of the community?***

The methodology for this question is set out in chapter 8.

#### **4.1 Research design and methods**

The research design is descriptive as the aim is to establish a description of the activities of the centre, its goals and that of the municipality, how the goals are to be achieved and whether or not they align with each other. The research methods used for the first three sub questions are qualitative. Semi-structured interviews were conducted with members of the community centre in order to establish their activities, their intended goals and how they are to be achieved. Following this their grant proposal was analyzed for the same aspects. The intended goals of the municipality were determined by conducting a document analysis on the relevant policy documents and in addition to this government officials involved with the Doesgoor were interviewed as well to expand on these documents. An important note is that a portion of the data collection was done in cooperation with another student, Breeman, and a number of interviews were conducted together.

#### **4.2 Observations for orientation purposes**

The first step taken in the data collection process was to attend and observe several activities at the Doesgoor for the purpose of orientation and familiarization with the day-to-day goings of the community centre. This observation was direct, unstructured and without intervention. These observations took place at the Ipad/tablet and laptop course, one of the service learning days and at the eating activity.

### 4.3 Document analysis

Seven documents have been used for the purposes of answering the second and third sub questions. These documents are:

- The grant proposal of the Doesgoor for the municipality 'Van pilotproject naar een sociaal duurzame wijkvoorziening'. This document is located in the appendices as appendix A.
- 'Hof van Twente Zicht op 2030'
- 'Beleidskader Welzijn 2014-2017, richting voor het uitvoeringsprogramma'
- 'Basisinfrastructuur Hof van Twente 2018-2022'
- 'Beleidsnotitie accommodaties 2014-2017'
- 'SAMEN, economie, duurzaamheid en zorg voor elkaar. Collegeprogramma 2014-2018'
- 'Raadsbrief Opdrachtverlening brede Welzijns-instelling Salut en rolverdeling/afbakening tussen Salut en wijkvoorzieningen (zoals Doesgoor)'

The documents were scanned for relevant information and relevant common themes, namely the goals for the community centre and how they are to be achieved. Potential bias, either from the author of the document or from the researcher themselves, was taken into account when conducting the document analysis.

### 4.4 Interviews

In total 7 interviews were conducted. Below is a summary of with who these interviews were and what the purpose of the interview was. The interviews that are in italics were done in cooperation with Breeman, which are 5 interviews in total.

- *The general coordinator of the Doesgoor*

The general coordinator was interviewed for the purpose of clarifying the activities of the community centre, the goals of the centre and how these goals are to be achieved.

- *Two public servants of the municipality Hof van Twente*

The public servants of the municipality were interviewed for the purpose of clarifying their motivations for subsidizing the centre and to ascertain their intended goals for the centre. They are the two primary public servants at the municipality assigned to the community centre.

- The supervisors of the eating activity at the Doesgoor

The supervisors of the eating activity were interviewed for the purpose of describing what precisely the eating activity entails, what the intended goals are and what effects they themselves have seen among the participants.

- *The neighbourhood sports coach at the Doesgoor*

The neighborhood sports coach was interviewed for the purpose of describing the activities for the youth and determining the goals of the centre for the youth.

- *The principal of the elementary school 'de Albatros'*

The principal of the elementary school 'de Albatros' was interviewed because the elementary schools in Goor are important partners of the community centre.

- *The principal of the high school 'de Waardenborch'*

The principal of the high school 'de Waardenborch' was interviewed to establish their intended goals for the service learning that takes place 4 times a year and to evaluate the cooperation between the school and the centre.

- The parents of the special education children that participate in the sports activity

The parents of the special education children were interviewed to ascertain the origins of the activity.

### *Operationalization*

The goal of the interviews is to determine the activities of the community centre (first sub question), what the intended goals of the centre and the municipality are, how these goals are to be achieved (second sub question) and whether or not the goals of the centre and the municipality align (third sub question). Examples of questions are: 'What activities are organized at the Doesgoor?' and 'What are your intended goals for the community centre' and 'How did you recruit the participants'.

### *Data collection and analysis*

Semi-structured interviews were conducted with employees, parents, school directors and the municipality. They are semi-structured to allow the opportunity for interviewees to expand on their reasoning. The duration of the interviews varies between 20 minutes and an hour and a half. The conducted interviews were recorded on a mobile phone and have been literally written out: they have been transcribed. The irrelevant information (when strayed off-topic), as well as fillers and repetitions were left out. For each question that was asked the main responses and sentiments of the interviewees were noted. Responses and sentiments that reoccurred were then reviewed as certain responses or sentiments can reoccur as a basic idea in answer to multiple questions. When reviewing these recurring sentiments and responses a common theme was then attempted to determine. To illustrate these themes certain quotes are used to then provide a narrative.

### *Reliability and validity*

Reliability according to Babbie (2010, p.150) is *'that quality of measurement method that suggests that the same data would have been collected each time in repeated observations of the same phenomenon.'* It means getting consistent results when the same measure is used. Most of the problems with reliability are associated with subjectivity and it is always a concern when the source of the collected data is a single observer. To ensure the reliability of this research interview questions were outlined before the conducting of the interview as due to the semi-structure of the interview the reliability could potentially decrease. Reliability for interviews is challenging since every interview is unique in one way or another, especially when they are semi-structured. There can be differences between interviewers in the questions that are asked, the data that is collected and the way that the collected data is interpreted. Regarding the transcribing of interviews Kvale (1988, p.97) warns to 'beware of transcripts' as they are essentially a transformation of verbal discourse into written discourse. Therefore it has to be taken into account that things you can do in speech, such as intonation of a person, the pace of the conversation, etc. are hard, if not impossible, to accurately portray in writing. This warning was taken into account while transcribing the interviews.

Validity according to Babbie (2010, p. 153) is *'a term describing a measure that accurately reflects the concept it is intended to measure.'* In other words have you actually measured what you set out to measure. To ensure the validity of this research it was first determined what exactly we want to know from the interviewee in terms of answering the first three sub questions. Based on this the interview questions were outlined before the interview was conducted.

There are natural limitations to the conducting of interviews. The data gathered from the interviews will have to be taken at face value, however a possible bias due to the social desirability factor must be taken into account. The interviewee may possibly feel the (unconscious) need to report what they believe the researcher wishes to hear, or give socially acceptable answers.

## **4.5 Hypotheses**

Based on the document analysis and the interviews that will establish the intended goals hypotheses can be formulated that will be tested for the purposes of answering the fourth sub question. The hypotheses are formulated in chapter 6 after the goals of the centre are established, the method of testing the hypotheses is described in chapter 8 and they are tested in chapter 9.

## 5. The activities of the community centre 't Doesgoor

As stated in the introduction the Doesgoor organizes several weekly activities Monday through Thursday throughout the year, with the exception of public holidays, as well as numerous recurring activities and incidental. This chapter will give a detailed overview of these activities, which was composed based on the website and pamphlets of the community centre, as well as interviews with the general coordinator of the centre. First the structural activities are described, followed by the recurring, incidental and potential future activities. Following this the connection with the theoretical framework is outlined.

### 5.1 Weekly activities at community centre

Below is an overview of the structural weekly activities at the community centre 't Doesgoor.

#### Monday

14.00 – 16.00	Cards activity, elderly association Goor
17.00 – 19.00	Eating activity “Eet u Smakelijk”, costs €5,-

#### Tuesday

09.00 – 12.00	Coffee walk-in (in cooperation with the Mediant)
10.00 – 11.00	Walking Group, costs coffee/tea €1,-
17.00 – 19.00	Eating activity “Eet u Smakelijk”, costs €5,-

#### Wednesday

09.00 – 12.00	Coffee walk-in (in cooperation with the Mediant)
10.00 – 11.00	Jeu de boules
15.00 – 16.15	Sportinstuif (sports activity for children age 4/12)
16.30 – 17.30	Sports activity special education children
17.00 – 19.00	Eating activity “Eet u Smakelijk”, costs €5,-

#### Thursday

09.00 – 12.00	Coffee walk-in (in cooperation with the Mediant)
10.00 – 11.00	Walking Group, costs coffee/tea €1,-
15.00 – 16.15	Sportinstuif (sports activity for children age 4/12)
17.00 – 19.00	Eating activity “Eet u Smakelijk”, costs €5,-

#### Friday

09.30 – 11.00	Tai chi
---------------	---------

As displayed in the overview there are 8 weekly activities and there is a monthly bingo as well that takes place every last Thursday of the month. Currently there is only one structural activity on Friday as the centre has found it difficult to recruit volunteers for this day. Volunteers are apparently less willing to do volunteer work on this day as opposed to Monday through Thursday. As displayed in the overview a number of the activities have a financial cost for the participants, however these are low costs as the Doesgoor is a non-profit organization and strongly believes that easy accessibility for every activity is important. One of the core values and one of the biggest strengths of the Doesgoor is that everyone is welcome, young and old, impaired or not. For this reason the activities are kept easily accessible in terms of the costs so that everyone that wants to participate can participate. This means that the prices are intentionally kept as low as possible and in most cases the costs are €1 for coffee or tea. Listed below is a short clarification for each activity (in order of appearance in the week).



#### *Cards activity*

This activity is organized by the elderly association at the Doesgoor. The activity is two hours and around 20/25 people participate weekly. There are five tables with different card games and this activity is once a week. During the summer this activity stops and instead the elderly organization organizes a bicycling activity.

#### *Eating activity*

Monday through Thursday there is an eating activity for singles from 5 p.m. till 7 p.m. in cooperation with Carrintreggeland (a care organization). For €5 the participants receive a main course with dessert and before and after dinner there is coffee or tea as well. Every evening there are 14 participants that eat together with the volunteers that prepare the meals.

#### *Coffee walk-in*

This 'activity' is three times a week from 09.00 – 12.00 a.m. and it is supervised by staff members of the Mediant, an organization that provides mental healthcare. Anyone can come by for a cup of coffee, a game or just a conversation. It is a walk-in facility for vulnerable people that need a non-committal approach. This is the first such facility in the municipality as previously people had to go to neighboring municipalities for a conversation with someone from the Mediant. Several participants have been referred to other activities such as for example the eating activity or the walking group. The number of participants for this activity is highly unpredictable, sometimes no one shows up and other times it is busy. An intent of this activity is to be easily accessible and to help people over the hurdle of immediately participating in other activities.

#### *Walking group*

This activity is organized twice a week and is supervised by a neighbourhood sports coach and two volunteers. There are two groups: one group walks 5 kilometers (the fast group) and the other group walks 3 kilometers and does exercises as well. After the walk the participants have tea or coffee together and a cracker. There is a group of around 50 participants and about 30 of them participate weekly.

#### *Jeu de boules*

This is a recent activity and with cold weather it is not a particularly popular activity, as it is played in the open. The activity takes place every Wednesday morning for an hour and the hope is that the activity will attract more people with good weather, but it is still a wait and see for the centre. The courts are accessible to everyone throughout the week.

#### *Sportinstuif*

This activity is organized twice a week for children in elementary school, ranging from age 4 through 12. The activity is often organized in the form of a game (expedition Robinson, Pacman, Capture the Flag, etc.) in order to appeal to the children. The activity is different nearly every week to ensure variation and that the children get to know different sports. The number of children that participate varies and is dependent on the weather and the type of activity. There is however a stable group of children of around 20/25 that are present every week. The elementary schools help promote the youth activities of the Doesgoor and actively encourage their students to participate. This activity started in March 2015.

#### *Sports activity special education*

This is a fairly new activity that has started in the beginning of April 2018. The activity takes place every Wednesday afternoon and is led by a neighbourhood sports coach. This activity was set up because there is very little to do in Goor for these children and this way they can come into contact with different sports and it is a useful activity for the parents as well to expand their network.

### *Tai chi*

Tai chi is a combination of physical exercise and relaxation. The way to learn Tai chi is by doing it: the instructor will show a movement several times and then the class will repeat this movement. Tai chi is accessible to everyone, including those with a poor physical condition. This course has started in September 2018 with 2 series of 12 lessons. The costs of the course for 12 lessons are €30 and there is a coffee break during the lesson.

### *Bingo*

Every last Thursday of the month there is a bingo at the Doesgoor and this activity lasts around two hours. There are around 25 participants each bingo, most of them from the elderly association. Costs of this activity are €5 for a snack and coffee or tea and prizes can be won as well.

## **5.2 Additional recurring activities**

In addition to these structural activities there is a whole range of other activities that return each year. An example of this is the service learning (maatschappelijke stage) that is organized during the activity weeks of the high school de Waerdenborch 4 times a year for 2 days (8 days a year in total). During these days a class of the high school organizes and helps with activities at the Doesgoor so that they can come into contact with the community centre and different groups of society that they normally do not see in their daily life.

Another example of recurring activities are the courses that are given, such as the Ipad/tablet and laptop course for seniors that is organized at the Doesgoor in collaboration with the elderly association. Around the holidays Easter and Christmas there are flower arranging courses as well. Other courses are given as well, such as a painting course, a mosaic course and a hand lettering course.

In addition to these recurring activities there is a whole range of other yearly activities. Examples are:

- Participation in the national Week against Loneliness
- A picnic in collaboration with the Zonnebloem (a care organization)
- The organization of the Kings games in cooperation with the elementary schools, the high school and the day care centres. The children have a healthy breakfast together and after that they have a day of sports activities. Around 500 children participate each year.
- The Pancake day in cooperation with the elementary schools. The sixth graders bake pancakes at the Doesgoor for their grandparents.
- Day of the Dialogue
- NL Doet (Oranjefonds, Humanitas and de Zonnebloem, an afternoon of spoiling for the participants)
- Kleurrijk in de Hof: a yearly event for all ages where the meeting between different cultures in the Hof is central. There are several free activities in the areas of sports, culture and there is a tasting.
- An obstacle run for children

Several other activities have been organized such as the Vitality market where various organizations could set up a stand and get to know one another as many of these organization have a tendency to work independent of each other. A culinary tasting has been organized as well with various recipes of different cultures. Furthermore there is sometimes a bingo for children or a fall prevention lesson for the elderly.

In collaboration with the municipality there is a labor participation track at the Doesgoor where people without a job volunteer at the centre to ensure they maintain structure in their lives and to help them get back to the labor market. There are currently 5 people participating in this track that perform volunteer work at the centre three times a week for around three hours.

During the vacations of the elementary schools there is always an extra program of activities for the children at the Doesgoor, ranging from arts and crafts, sports activities, water games, etc. Outside of the activities the grounds of the Doesgoor are freely accessible to everyone, as well as the football fields.

Furthermore the Doesgoor has been acknowledged as a training company (leerbedrijf). There are continuously around 5 students at the Doesgoor that do their internship there. These are mainly fourth year students of the study 'Sports and Movement' ('Sport en Bewegen') and their internship lasts about a year. They assist with the activities at the centre, such as the walking group, the sportinstuif and the kings games. In addition to this they assist the physical education teachers at all elementary schools in Goor, 6 schools in total. This solidifies the cooperation between the centre and the schools. The Doesgoor is happy with this arrangement as this facilitates interaction where young people can relay their ideas.

### **5.3 Future projects**

The Doesgoor has ambitions for the future and would like to expand with activities for the target audience of teens with the ages 12 – 17. There is very little to do for this group in Goor and not much is organized for them. This is an important target audience and so the Doesgoor would like to be able to offer them the facilitation for activities. Also a cooperation between the community centre and a local physical therapist has formed. The physical therapist will organize fitness tests as well as prevention trainings under the motto 'prevention is better than healing'. Furthermore the centre is looking into the possibility of transportation for its participants. As mentioned later in the analysis of the focus group several residents have stated that they would like to participate at the Doesgoor but that they are unable to come to the centre due to a lack of transportation.

### **5.4 Connection to the theoretical framework**

Every activity has the intention of creating social impact and each has its own goals, such as for example healthy eating for the eating activity, increasing the digital skill-set of the elderly for the Ipad/tablet and laptop course and physical exercise for both the walking group and the sportinstuif. However in addition to these specific goals every activity shares the same basic goal as well, which is social interaction: all of the activities that are organized at the Doesgoor have the goal of facilitating social interaction. The community centre provides a 'third place' for people where they can be away from their work or home and they can enjoy themselves and just be. This facilitates social interaction of people and will increase their well-being, among other things, according to the theory of change and the theory of third places. According to the vision of the community centre and its theory of change this has an impact on multiple other aspects of people's lives.

## 6. The goals of the community centre and the municipality

The previous chapter described the activities of the community centre. This chapter will outline the intended goals of both the Doesgoor and the municipality. For the determination of the goals of the community centre the general coordinator, the neighbourhood sports coach and the supervisors of the eating activity were interviewed. Additionally the grant proposal of the centre to the municipality has been examined to expand on this. Multiple policy documents of the municipality were examined to determine their goals for subsidizing initiatives such as the Doesgoor. In addition to these documents an interview was conducted with two civil servants of the municipality. The goals of both the municipality and the community centre have been summarized in a goal tree and the ways that these goals are to be achieved are described as well. Finally the goals that are evaluated later in this research are set out in addition to the hypotheses that will be tested to determine to what extent the goals have been realized.

### 6.1 Goals of the community centre 't Doesgoor

One of the first things you see when accessing the homepage of the website of the Doesgoor are the words 'Noaberschap terug in de wijk', meaning 'noaberschap back in the community'. The concept of noaberschap has been outlined in chapter 3, it is the notion of taking care of your neighbors. The Doesgoor is located in a large community in a 'city borough' with 4100 residents that according to the Doesgoor (2017) lacks social connections: neighbors do not know each other very well, they do not interact much and doing volunteer work is not a natural occurrence. Essentially there is a lack of noaberschap and the centre wants to change this and return noaberschap in the community. The Doesgoor has set out their vision in their grant proposal to the municipality as follows (2017, p.3):

*'The centre believes that reaching people in vulnerable positions is only possible when the centre is open to all community residents from Goor, young or old, and when it is seen as a place you go to for a cup of coffee or a convivial, active or educational activity. The residents of the community will be listened to, so that there can be a quick and flexible response to their wishes and needs. The centre believes that the combination of vulnerable and not-vulnerable, actives and in-actives, young and old, will ensure continuity and support. This develops social cohesion and will return noaberschap to the community. When you are open to everyone, people in a vulnerable position will participate as well because then you are just one of many.'*

What is meant by the last sentence of this quote is that when you are open to everyone and not-vulnerable people are present as well the vulnerable people will feel less stigmatized as they are then just one of many. Adding to the mission of returning noaberschap, this vision states that the centre wants to take a central place as a meeting centre for all community residents. All of the activities of the centre contribute to a greater well-being of the participants and sometimes to that of the caregivers of the participants as well. As mentioned in chapter 1 one of the major social problems in Goor is loneliness, which is supported by research done by Rijnenberg (2013). The centre has stated in their grant proposal (2017) that this is their experience as well and they have seen that there is a great need to decrease these feelings of loneliness and social isolation. They believe that they can play a part in this.

In addition to this the participation ladder is used, which is displayed in figure 7. This ladder was developed as an initiative of 12 municipalities in the Netherlands and it displays the level of participation of a citizen in 6 steps. Municipalities can use this ladder to determine whether or not someone can rise from the level of participation they are currently in (Vereniging Nederlandse Gemeenten (VNG), 2010).

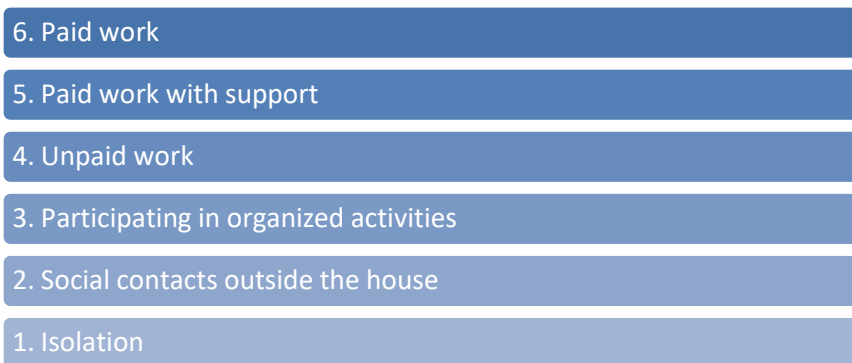


Figure 7: The participation ladder

The Doesgoor offers participation opportunities for the first four steps on the ladder: isolation, social contacts outside the house, participating in organized activities and unpaid work (Wijkvoorziening 't Doesgoor, 2017). The centre attempts to stimulate people to ascend steps if possible. This is an example of their goal to increase social participation and social interaction and to reduce isolation. When asked in an interview what the centre wishes to achieve with their activities, for example *noaberschap*, the general coordinator answered as follows:

*'You also want noaberschap back in the community, but what you mostly want is that social aspect, because everything we do really only has one purpose: social interaction. Everything you do is a means and what is it about, what makes a person happy: social interaction. That is very simple and that is really what you want to achieve.'*

This quote makes it clear that social interaction is an important goal and that everything the centre does is to facilitate and increase this interaction. The centre wants to make people happy as well, which indicates that increasing the well-being of people is a goal. When asked to elaborate about other goals such as reducing loneliness, the general coordinator answered as follows:

*'Well our mission is of course noaberschap back in the community. And of course you reduce loneliness with social interaction, but our mission is noaberschap back in the community and this means connecting old and young with each other and making sure that people enjoy themselves more again, that your living experience becomes different, that your loneliness becomes less. These are of course all things that are all part of it.'*

In the interview with the supervisors of the eating activity they were asked what the goal of that activity is. Their response was that they want people to meet each other and not sit alone at the table, but that they then have that conviviality (supervisors eating activity, personal communications, May 7, 2018). In addition to this another goal is to provide a healthy meal at least once or twice a week as this is very important for some. There are plenty of eaters that can take care of themselves properly, however there are a couple of participants that do not do this at all and so to provide these participants with a healthy meal is important as well (supervisors eating activity, personal communications, May 7, 2018). According to the supervisors if you were to ask the participants what their goal is then all of them would answer that they eat much better at the centre than at home and otherwise they would be eating at home alone which they find very cheerless (*ongezellig*). The supervisors stated that one of the participants has said that they can cook for themselves but that they are unable to do this for 5 euro's. Now they pay 5 euro's, they can talk for a bit, have a cup of coffee and they have a healthy meal. This illustrates that participants have various reasons for participating in the eating activity.

The responses of the supervisors indicate that social interaction and healthy meals are the main goals of the eating activity. To ensure that the participants do not eat alone every day and that they do not become isolated or to decrease their isolation. Furthermore the supervisors indicate that some participants do not take particularly good care of themselves (in terms of eating) and so the activity can contribute to this as well to ensure that they at least have a healthy meal once or twice a week.

#### *Goals for the youth*

The community centre is very active in the area of youth activities as it organizes many activities for children and they are an important part of the Doesgoor. To establish the goals of the community centre for the youth the neighborhood sports coach was interviewed. When asked for what ages the activities at the centre are organized, he responded as follows:

*'It's 4-12 , that is the main target audience. But ultimately with forms of movement you often think that it's only about motor development, but it's actually much broader. When we for example organize a game or a sportinstuif or something, we additionally try to do something with values, norms and values of the children, discipline but also cooperating with each other. Those are all nice means that you can stimulate through sports.'*

This quote makes it clear that there is a developmental goal to the activities as well as a physical aspect. When asked if there are other unique experiences that is attempted to instill on the children the neighborhood sports coach answered that they feel it is important for the children to meet other groups as well such as immigrants and the elderly. This indicates the importance the centre places on making connections within the community. This is evident as well by the response given when asked what the added value of the activities for children is:

*'I think that they at the Doesgoor, it's not raising what we do, but they are raised very differently and they get a different view than at home or at elementary school. Here they have more of an outlook on the world and see that there is actually much more: there are elderly here, there are status holders, there are people here with a disability. They do not get in touch easily with these people and here they do. Next to that the playing outside is not the same as how it used to be and this way we can show the kids what playing outside is and that they actually will do this after school. This is one of the most visited playgrounds after school.'*

#### **6.2 How the goals of the centre are to be achieved**

The way the community centre wishes to achieve its goals is through organizing active, educational and convivial activities. These activities have been described in chapter5 and they facilitate social interaction and connect people with one another. According to the general coordinator there are three critical elements necessary for the achievement of the intended goals. These elements are:

1) easy accessibility of the centre and its activities; 2) not labeling of people that come to the centre and 3) the non-committal nature of the centre.

##### **1) Easy accessibility of the centre and its activities**

Easy accessibility is important and it is the basis of each activity so that every person that is willing is in fact able to participate (personal communications with the general coordinator, February 2018). In order to ensure this low costs and providing a welcoming feeling are important. The costs for the activity are often only the costs for tea or coffee (which is €1). Otherwise the costs are that of the activity itself, such as the eating, the courses and the incidental activities (Community centre 't Doesgoor, 2017). The welcome feeling is important so that people will feel good and will return. Ways to achieve this welcome feeling is to have a successful first contact and to have the same volunteers at the activities that people can become familiar with.

## 2) Not labeling of people that come to the centre

As stated previously in chapter 1 it is important to not label people and there is no active promotion that emphasizes the vulnerability of people as the centre believes that this is not the way to reach these people: in order for them to participate you have to treat them as you would any other and not single them out. Then the vulnerable people will come out of their own volition to the centre as then they are unlabeled and not stigmatized and they are just 'one of many'.

## 3) The non-committal nature of the centre

Ensuring that the centre and its activities are non-committal in nature is important as this affirms your own strength: there are no obligations, you are free to come and go as you please and you can decide this for yourself.

In addition to this there are other elements to ensure that the intended goals are achieved. One is by providing a neutral and welcoming meeting place. This element was mentioned in an interview with the general coordinator as important and is evident in the following quote which enforces the non-committal element as well:

*'Every person wants that [your own strength] and why would you not want that, when you are a vulnerable elderly person you want that too. That is just a part of being human. And the power of that is that when you can do that at neutral terrain then you will go there with less tension. You go there without obligations. It is more relaxing, because when you invite people to your home then you make sure, well the floor has to be clean, you have to have enough tableware and enough cutlery and you don't have to think about this then because you just go here. Every person has that, that's human. And if you can do that on neutral terrain, then you don't have all that stress and tension, so you can just do these kinds of activities relaxed.'*

Other elements named by the centre that they believe ensure that people will keep returning to the centre are (Community centre 't Doesgoor, 2017): varying activities, an easily accessible location and sufficient parking. A quote from the interview with the general coordinator demonstrates the importance of varying activities as well: *'The incidental activities are very important for the entirety of the community centre, incredibly important. They are what keeps it lively. See if you only come here for dinner or for walking then you all doze off together. Furthermore it brings in new people, because it appeals to different people.'*

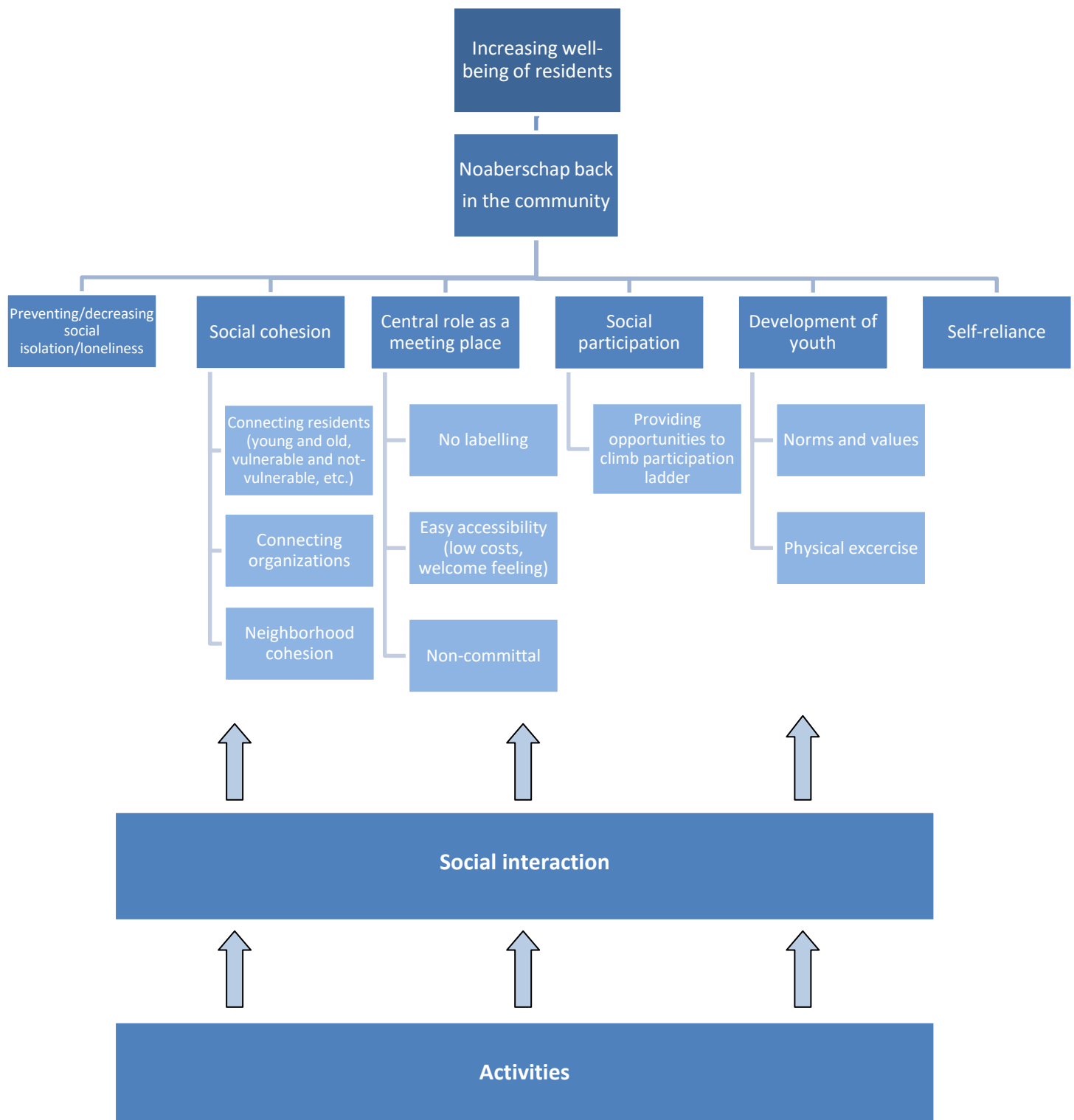
Additionally the centre feels that cooperation with other organizations is important as well towards achieving their goals. There is strength in cooperation and the centre is always open to any party that has an idea or is seeking collaboration. Appendix B contains a list of all the cooperating partners of the centre.

### 6.3 Goal tree of the community centre

To summarize: the centre's main mission is to return noaberschap to the community. They wish to take a central role in the community as a meeting place and to increase social interactions of people to increase their well-being and to offer a place where people can rise on the participation ladder to step 4 (unpaid work). Reducing loneliness and social isolation is important as well as increasing self-reliance. For the youth the goals are to get them more active and to add to their personal development as well.

A common tool in policy making is the use of a goal tree. This tree gives a clear overview of the main goal, the sub goals and the means with which to reach these goals. Based on the previous paragraphs such a goal tree has been constructed for the community centre, which is displayed in figure 8.

Figure 8: Goal tree community centre 't Doesgoor





## 6.4 Hypotheses

Now that the entire theoretical framework has been outlined and the intended goals of the community centre have been established we can formulate hypotheses to be tested for the purposes of answering the fourth sub question, to what extent the goals of the centre are realized. The goal tree in figure 8 is a causal model based on which the hypotheses are formulated. However it must first be established which of these goals are measured in this research. Once this is clear then the goal tree can be operationalized through hypotheses. Only the goals of the community centre have been evaluated, since the centre is the subject of this research. The goals of the municipality have been matched to those of the centre in the next chapter and potential areas of tension between the two are identified. This section will first outline which of the goals are measured as social impact dimensions and subsequently the hypotheses are formulated.

The basis of the goal tree in figure 8 is the activities of the Doesgoor which facilitate social interaction, which is the foundation that should lead to the other intended goals of the centre. The social interaction should, according to the goal tree, lead to the intermediary goals which in turn will lead to the end goal of a greater well-being of residents. This means that there are nine goals in total: 1) *social interaction*; 2) *preventing or decreasing social isolation/loneliness*; 3) *social cohesion*; 4) central role as a meeting place in the community; 5) social participation; 6) development of youth; 7) *self-reliance*; 8) *noaberschap back in the community* and 9) *greater well-being of residents*. The goals that are in italic have been measured as social impact dimensions and to what extent they have been realized.

The third goal social cohesion has been measured as neighborhood cohesion for the participants and volunteers, which is a form of social cohesion. Neighborhood cohesion is measured because of the importance of the neighborhood as a part of noaberschap, which is the centre's main mission, and because a community centre is mostly important for its neighborhood. Furthermore in terms of the impact on the social infrastructure of the community it was measured via interviews whether or not the centre is succeeding in connecting residents with each other and in connecting organizations.

The fourth goal, central role as a meeting place, has been partially measured, however not as a social impact dimension. The central role as a meeting place is measured in terms of the quality of the community centre as a meeting place which is of importance for this goal. If the quality of the meeting place is deemed low then it will be more difficult to be able to fulfill this central role and vice versa.

This research has not measured the fifth and sixth goals, social participation and the extent to which the goal development of youth has been achieved. The youth activities have not been evaluated due to the age of the participants, which is up to 12 years. One of the activities that was observed for orientation was a day of service learning (maatschappelijke stage) where the children filled out a sort of survey as an evaluation at the end of the day. The attention span of the children was low and even though the evaluation contained only five questions it was filled out poorly. Because of this reason it was decided against distributing a survey among the children that attend activities at the community centre. Another reason why the youth activities were not evaluated is because the intended effects of these activities are predominantly long-term effects.

To summarize there are three levels to the social impact dimensions that were measured, which are detailed below and displayed in figure 9:

- |                           |  |
|---------------------------|--|
| 1) The foundation         | Social interaction   |
| 2) The intermediary goals | Loneliness, self-reliance, neighborhood cohesion and noaberschap |
| 3) The end goal           | Well-being   |

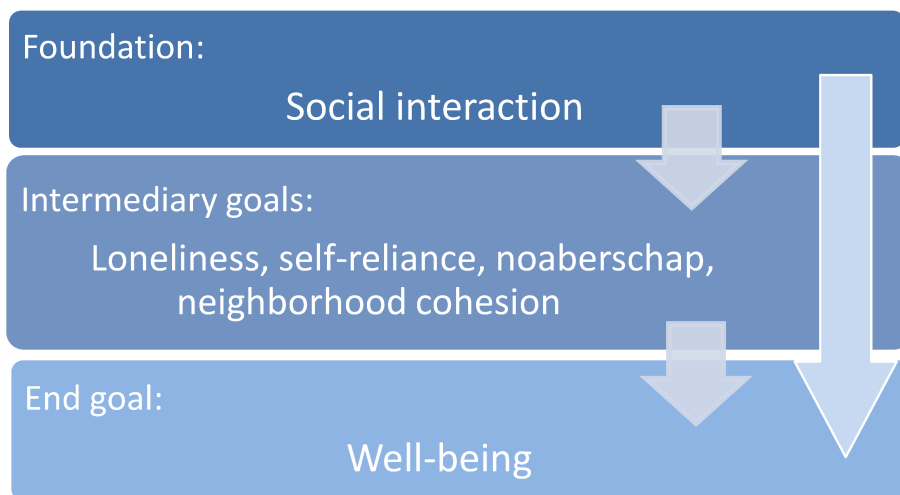


Figure 9: Measured social impact dimensions per level

Hypotheses can be formulated now that it is clear which of the goals in figure 8 are measured. As displayed in the goal tree the foundation of the intended goals is social interaction. For this reason the correlation between social interaction and the other goals/dimensions has been tested via several hypotheses. A hypothesis is a supposition that has yet to be proven (De Veaux, Velleman and Bock, 2008). The null hypothesis ( $H_0$ ) is usually a skeptical claim that there is no difference between groups or that there is no relationship between variables: there is no change. The alternative hypothesis ( $H_a$ ) is contrary to the null hypothesis and it denotes what is plausible if  $H_0$  is rejected (De Veaux et al., 2008). Most of the formulated hypotheses in this research suppose a correlation (a relationship) between two variables. In the context of this research a variable is an indicated experience of an effect by a respondent.

#### *Hypotheses for the participants*

The community centre is expected to bring about certain effects that have been discussed in chapter 3 and the goals that have been established in the previous paragraphs. It stands to reason that when the contact with the Doesgoor is more intense and extensive and when the volunteers and participants are more exposed to the centre, the anticipated effects will be stronger. To test this H1 through H3 were formulated for the participants:

- H1: The more time participants spend at the community centre, the more they experience an improvement in the social impact dimensions
- H2: The longer participants have been active at the community centre, the more they experience an improvement in the social impact dimensions
- H3: Participants that participate in multiple activities a week experience more improvement in the social impact dimensions than participants that participate in one activity or less a week

Based on figure 9 the following hypotheses were formulated:

- H4: The more participants experience improvement in the foundation (social interaction), the more they experience an improvement in the intermediary and/or the end goal
- H5: The more participants experience improvement in the intermediary goals, the more they experience improvement in the end goal

### *Hypotheses for the volunteers*

With the exception of H8 the hypotheses that are formulated for the volunteers are the same as the hypotheses that were formulated for the participants. The participants and volunteers have a different type of contact with the centre and H8 tests whether or not being or having been a participant in addition to the volunteer work leads to more experienced improvement in the goals.

- H6: The more time volunteers spend at the community centre, the more they experience an improvement in the social impact dimensions
- H7: The longer volunteers have been active at the community centre, the more they experience an improvement in the social impact dimensions
- H8: Volunteers that are participants at the community centre as well or that have been participants in the past experience more improvement in the social impact dimensions than the volunteers that have never been active as a participant
- H9: The more volunteers experience improvement in the foundation (social interaction), the more they experience improvement in the intermediary and/or the end goal
- H10: The more volunteers experience improvement in the intermediary goals, the more they experience improvement in the end goal.

Finally a hypothesis was formulated to test whether or not the differences between the results of the participants and those of the volunteers are statistically significant.

- H11: There is a difference between the participants and the volunteers in the improvements that they experience in their social impact dimensions

This hypothesis does not indicate a direction of the difference between the participants and the volunteers since a case could be made for both of them. We could expect the participants to experience more improvement in their social impact dimensions than the volunteers because it is presumable that they have more of a need for the community centre. They most likely started participating in activities to provide for a certain need, for example if they feel lonely they might have started participating to increase their social interaction and contacts. On the other hand it could be expected that the volunteers experience more improvement in their social impact dimensions because they are more intensely involved in the community centre through their volunteer work. Therefore H11 merely states that there is a difference between the participants and the volunteers in the experienced improvement in the social impact dimensions.

The method of how the hypotheses are tested is described in chapter 8 and the results of these tests are outlined in chapter 9.

### *Expected outcomes*

The expectation based on the literature and the goal tree in figure 8 is that all of the (alternative) hypotheses can be accepted after analyzing the collected data. The expectation is that when the intensity of the contact with the centre increases then the experienced effect will increase as well, which applies to H1 through H3 and H6 through H8. In addition to this the expectation is that the lines in the goal tree that connect the goals with each other represent a statistically significant positive relationship, which can be confirmed if the hypotheses are accepted. Finally the outcome of H11 is uncertain as a case can be made for both the participants and the volunteers.

## 6.5 Goals of the municipality Hof van Twente

The welfare policy of the municipality is outlined in the document 'Beleidskader Welzijn 2014-2017'. On page 9 (2012) it is stated that the primary welfare task of the municipality is: *'To aspire to a society where people receive optimal chances to develop themselves, where citizens can connect to each other in a valuable way en where reciprocity applies.'* This document is still relevant for this research as the subsequent framework for welfare policy ('Basis Infra Structuur Hof van Twente 2018-2022') states that the ambitions and intentions of the municipality have not significantly changed. On January 1<sup>st</sup> 2015 the Law of Social Support, which will be referred to as the WMO (Wet Maatschappelijke Ondersteuning), took effect. Its motto is participation: people have to participate in society as much as they can and as independent as possible.

The WMO states that municipalities are responsible for the bolstering of the self-reliance and the participation of citizens with a limitation. This support must ensure that citizens can live at home for as long as possible. With this new law the responsibility is moved from the government to the civil society, meaning the citizens and private organizations. The idea is that society can bear many problems by themselves. Citizens will not only need to signal what problems they encounter, but they must be willing to themselves be a part of the solution. This requires a strong local community that can offer support to citizens who need that extra bit of support. Active citizenship is stimulated by not only facilitating individual self-reliance, but the collective self-reliance as well. However the municipality also recognizes that there will always be vulnerable citizens that may need specialized care. These vulnerable citizens are defined as follows (Hof van Twente, 2013, p.10):

*'(groups of) citizens where there is (a chance of) very small social participation in terms of work, education and spare time with generally a low social-economic status (of the parents); has trouble acknowledging problems and dealing with these in a timely and adequate manner; while under the influence of a problem, will get quickly more and more problems; has no compensations that can solve or soothe problems (such as financial means).'*

There are two aspects to the welfare policy, namely: 1) to make civil society a strong, decisive and initiative-taking social force and 2) specialized care for those who really need it. This research will only focus on the first aspect, since the second aspect does not apply to the Doesgoor as it does not provide specialized care. Furthermore the welfare policy has two functions: prevention and guidance/support. A quote regarding prevention on page 22 states:

*'Prevention: by participating in activities and making use of welfare services people will stay active and they will meet other people. The activities and welfare services that are related to care prevent people from calling (more) upon paid care. These activities and welfare services have the character of welfare activities and are accessible to all, the so-called collective facilities. Guiding principles for this are: participation prevents social isolation, the self organizing of mutual care will increase social cohesion (the strength of the community) and the use of welfare services will increase self-reliance.'*

As will be outlined later in this paragraph the interviewed government officials have stated that prevention is an important motivation for the municipality to invest in the community centre.

The main goals described in the welfare policy are:

- **To increase the strength of the society**

The municipality wants to stimulate this strength by offering its residents possibilities to meet each other in informal ways. To achieve this they want to make multi-functional accommodations and sports accommodations available. Furthermore the municipality wants to stimulate and support the associations life. This can be done by the subsidizing of initiatives and activities that are organized for the community and society. These elements are necessary to ensure that citizens form a connection with each other and are willing to help each other and to do volunteer work. If the municipality is unable to provide a strong and solid base, the collective welfare safety net will be insufficient for a lot of people which means that they would move to the more expensive safety net.

- **To increase the self-reliance of citizens and society**  
The municipality has signaled that citizens increasingly choose their own solutions for their problems. It appears that previously citizens were not given the opportunity and responsibility to indicate their needs, but that this was done for them. Furthermore the available options do not offer enough room for innovation or own initiative/input from citizens. To change this the municipality wants to focus on what people are still able to do, instead of what they are unable to do. There will be greater expectations of citizens themselves as well.
- **To increase social participation**  
Social participation in this context means that the support that people require is initially sought and found in the community itself. Friends, family, neighbors, etc. can play an important part in this. Welfare will activate the network of the citizen and will no longer do what the citizen can do themselves. There must be a focus on: establishing social neighborhood networks that are weakened or lost; creating support systems for the individual or collective need in the living environments and building blocks must be supplied for possible follow-up actions.

The WMO has been divided into 9 performance fields (pf's), which are displayed in figure 10 to form an image of the citizens that do or do not require extra support. The higher the performance fields, the higher the vulnerability of the citizen and the higher the required support (see pf 7/9). Also the higher the support, the more money this costs the municipality. Therefore it is important to support the citizens as much as possible in the lowest performance fields (pf 1 and 2, civil society and prevention) in order to prevent or decrease the pressure on the more expensive pf's (6 through 9).

WMO (Law of Social Support)						
Pf 1	Pf 2	Pf 3	Pf 4	Pf 5	Pf 6	Pf 7/9
Quality of life and social cohesion	Preventive support of the youth	Information and advice to citizens	Caregivers and volunteers	Participation in society	Individual facilities	Social shelter (opvang)  Public mental health care  Addiction care

Figure 10: The performance fields of the WMO

Especially in pf 1 the municipality can provide opportunities to associations and organizations that organize activities for citizens in the area of culture, meetings, sports and such. The performance fields 2 through 9 are mainly focused on citizens that have in one way or the other a limitation in social participation and these are the citizens that are eligible for extra support through the WMO.

The goal of the local social policy is participation. Citizens need to maintain their own household, maintain a social network and they need to be able to participate in society and the labor market. This is the responsibility of the citizens themselves, furthermore they have a responsibility towards others in their environment. The municipality will offer additional care and services if necessary and there is specialist care and aid available for vulnerable groups. This vision leads to a different distribution of tasks and responsibilities between the municipality, citizens and professional institutions. The pyramid in figure 11 visualizes this distribution.

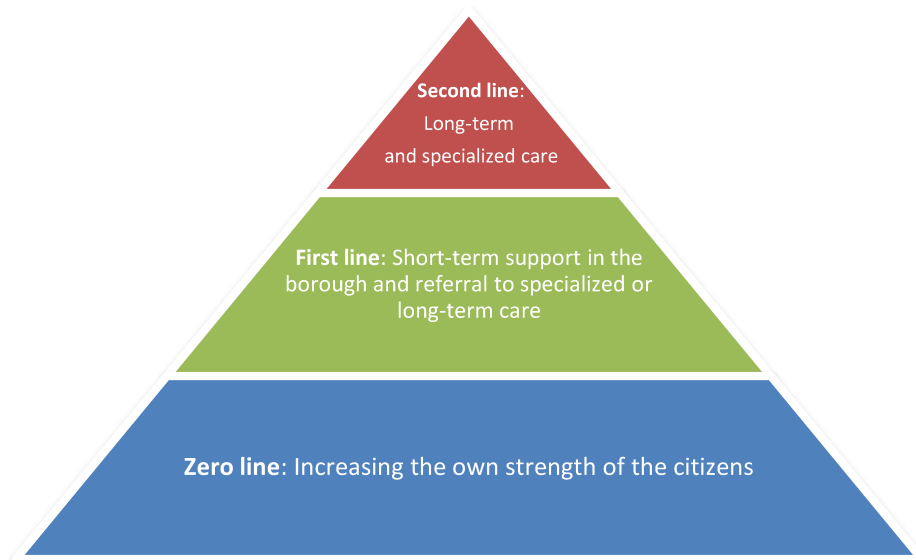


Figure 11: Representation of the execution of welfare policy of municipality Hof van Twente

The broad base (the zero line support) of the pyramid are the citizens themselves, initially they take care of themselves and of others. It is expected of citizens that every now and then they are willing to make an effort for others in their environment. The municipality trusts in the own strength of the citizens and that of their social networks.

The connecting middle layer (the first line support) is where the municipality is mainly present. Here is the expertise present that is required to determine whether citizens and/or their environment can resolve their problems themselves or whether professional support is necessary. If necessary short-term assistance and support can be offered that is easily accessible to everyone. Finally a diagnosis can be made here whether or not more specialized care is required.

The small top (the second line support) constitutes the long-term specialized care. This care is only accessible with a referral from a care giver from the first line of support. Additionally this care should not be organized isolated from society, but it should be connected to the broad goal of participation.

The municipality has special attention for two specific groups: youth under the age of 18 and the elderly above 64. The youth should be given an optimal chance to develop themselves with a broad offer in sports, culture and art. It is important for the elderly that they are physically healthy, which means they have to remain active, socially as well as physically. This will help prevent loneliness and ensure that they are active in society. Therefore sporting activities are offered to remain physically fit and healthy as well as opportunities for the elderly to meet and trying activities together.

The main goal regarding the youth is to create optimal development chances and possibilities for them. In doing so the best conditions are created for the youth to become full-fledged members of society when they become adults. Due to the large differences between the age categories there are different efforts per category. Parents/caregivers will always remain responsible for providing their children the best possible opportunities over the course of their upbringing. However the municipality views some aspects as so important that they wish to support the parents/caregivers in this and to provide an infrastructure to give the youth a good start. Furthermore it is very important that they can develop by having fun through recreation (sports, social and cultural activities).

Multifunctional accommodations will assist in achieving the welfare policy goals by contributing to the quality of life in the town cores and the hamlets.

### *Municipality goals from the interview*

As stated two municipality officials involved with the community centre were interviewed during the course of this research as an addition to the policy documents. When discussing during the interview what this research would entail and what it would research, it was mentioned that social contacts would be an element of it. The response of the government official was as follows:

*'Exactly, because that is one of our goals. We, well you know they are suppositions, but we believe that when people meet other people and they do something together that something develops. And it's not necessary that they in a manner of speaking see each other daily for coffee, but that they do have that feeling of belonging somewhere. And yes it's been scientifically proven that when people in some way feel more connected with each other that this contributes to their well-being, welfare, etc. And with that eventually that they are not as quick to go to the general practitioner. Now we don't pay the general practitioner, that is a different line of finance, but naturally we have that care for our residents en that is a bit immaterial in a manner of speaking.'*

An important goal according to this quote is social interaction and a feeling of belonging somewhere. This will make a positive contribution to the well-being and welfare according to the municipality. When asked the question what the motivation of the municipality is for subsidizing the sort of initiatives such as the community centre 't Doesgoor the previously mentioned pyramid of the welfare policy (figure 10) was indicated. A quote from the interview:

*'And at the bottom (of the pyramid) there are just people that don't need that much, but for which we do believe that there should be a sort of social infrastructure in the Hof van Twente to prevent problems from arising. So what I'm trying to say is that we are very much hoping to develop the preventative side of that and what is more difficult than working preventatively, you can't measure that. But in the end that is our intention.'*

This quote indicates that one of the main goals of the municipality for the community centre is prevention by improving the social infrastructure of the municipality. Later in the interview this goal of prevention is mentioned again, displayed in the following quote:

*'What matters is how can we achieve this meeting function, that social contact that we hope and believe has a good effect, a preventive effect. So yes that is an important pillar of our policy I think. And our view concerning the Doesgoor was primarily that if you have a good location, that you use that more and that can be a place in the community that is known (bekend) with people where they can easily, that easy access, where they can easily walk in for a cup of coffee or seeing each other, doing something active, then yes you try to stimulate mostly that very much'*

This quote indicates the importance of having a central meeting place in the community.

When asked about social problems in the town Goor, the response was that an intern had recently done research on this and loneliness had very much sprung out as a social problem. The official indicated that loneliness is a difficult problem, because people can be lonely even though they have a lot of social contacts (psychological loneliness). However in terms of social loneliness the following statement was made:

*'But you can also have social loneliness and you may not be able to solve this but you can facilitate this in such a way that something develops there. And well that has mainly lead to the start of the pilot to get the meeting function of the ground.'*

All of the above shows that the municipality has many different intentions with their investment in social initiatives such as the community centre to increase the welfare of their residents.

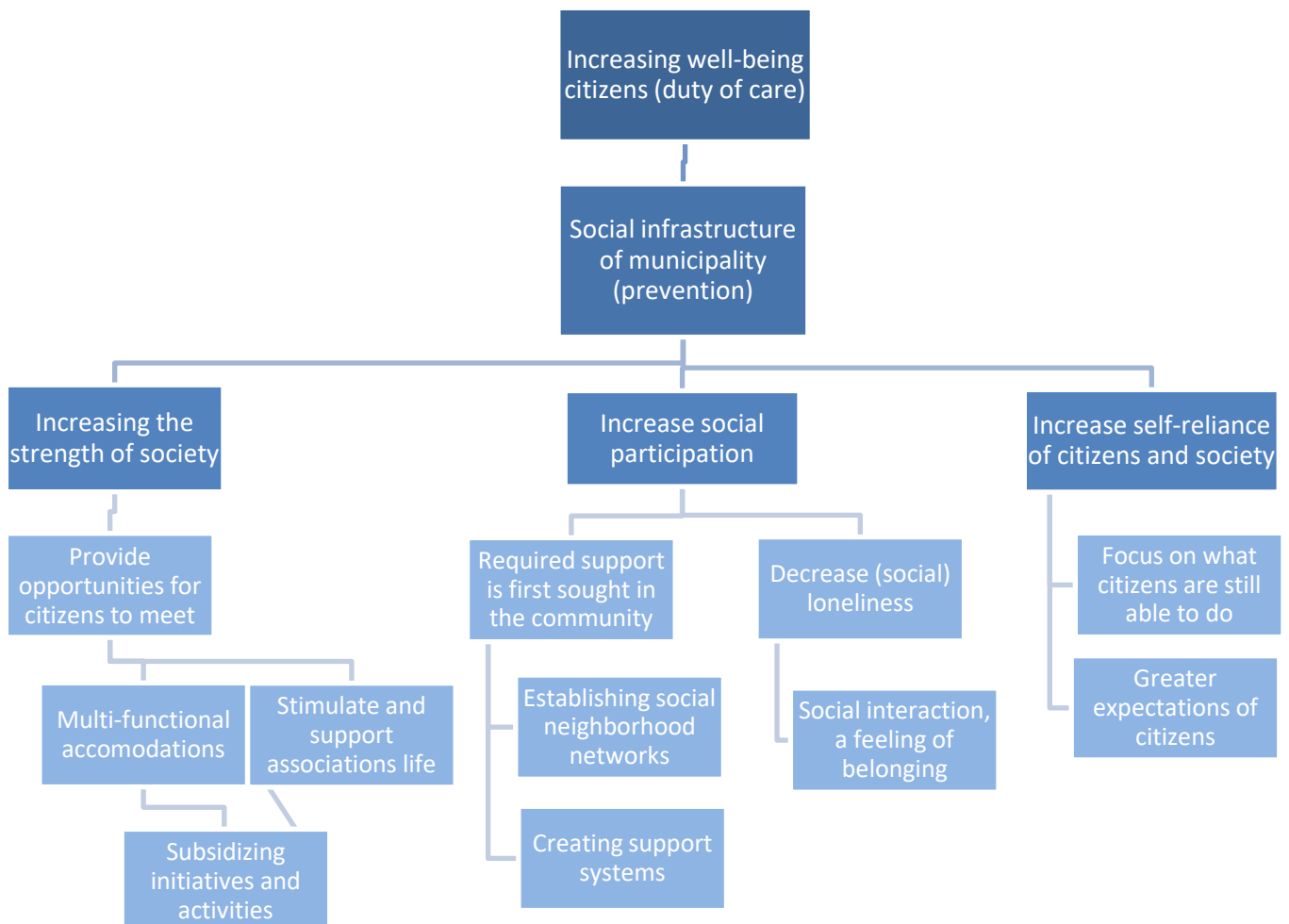
## 6.6 How the goals of the municipality are to be achieved

The ways the municipality attempts to achieve its goals are displayed in its goal tree in the next paragraph. It subsidizes initiatives and activities that provide opportunities for people to meet each other and associations life is stimulated and supported since social interaction is viewed as an important means to achieve the end-goal of a greater well-being for the citizens of the municipality. Furthermore social neighborhood networks and support system are stimulated as these are the places where citizens that require assistance should first seek it. If and when they do find this required assistance in these networks and systems they are less likely to make use of the more expensive social welfare facilities of the municipality. Finally the municipality funds citizens initiatives such as the Doesgoor because they provide opportunities for people to meet and they support the networks of the citizens.

## 6.7 Goal tree of the municipality

Based on the previous paragraphs a goal tree has been constructed for the municipality Hof van Twente, which is displayed in the figure below.

Figure 12: Goal tree municipality Hof van Twente





## 7. Alignment of the goals of the community centre and the municipality

As outlined in the previous chapter the community centre and the municipality both have numerous intended goals for the Doesgoor. These goals were summarized and displayed in their respective goal trees in figures 8 and 12. This chapter sets out whether or not the goals of the centre and those of the municipality align and what the areas of tension between the centre and the municipality are.

### 7.1 Goal alignment between the community centre and the municipality

When comparing the goal trees of the centre and the municipality there are similarities between them and in general they mostly align. Appendix C contains the goal trees of the community centre and the municipality where each goal in the goal tree of the centre has been assigned a number ranging from 1 through 9. If this goal is present in the goal tree of the municipality as well it was assigned the corresponding number. The goals of the community centre according to its goal tree are outlined below where it is set out whether or not the municipality has a corresponding goal in its goal tree. The goals that are in italic do not have a corresponding goal in the goal tree of the municipality.

#### 1) Social interaction (foundation)

This goal is present in the goal tree of the municipality as 'social interaction, a feeling of belonging' as a sub goal to 'decrease (social) loneliness'. One of the government officials stated in the interview that they believe that *'when people meet other people en they do something together that something develops.'* Social interaction is also present in the goal 'provide opportunities for citizens to meet' in order to increase the strength of society as when people meet there is by definition social interaction.

#### 2) Preventing/decreasing social isolation/loneliness

This goal is present in the goal tree of the municipality as 'decrease (social) loneliness' a sub goal of 'increasing social participation'. The municipality wishes to decrease the (social) loneliness of citizens as this is one of the main social problems in Goor.

#### 3) Social cohesion

This goal is not specifically named in the goal tree of the municipality as such, however it could be argued that this goal is similar to the municipality's goal of 'increasing the strength of society', which is one of the main goals of the welfare policy of the municipality. The municipality wants to increase the strength of society by ensuring that citizens form a connection with each other and are willing to help one another (Hof van Twente, 2014). This forming of a connection between citizens is similar to social cohesion. Additionally the goal of neighborhood cohesion which has been measured in this research as a form of social cohesion is similar to the goal of the municipality of 'establishing social neighborhood networks'.

#### 4) Central role as a meeting place

This goal is present in the goal tree of the municipality as 'provide opportunities for citizens to meet'. The government officials stated that the meeting function is an important pillar of the municipality's policy as this enables the social contact that they hope and believe has a good and preventive effect. The municipality feels that the Doesgoor has a good location and has the potential to become a place in the community *'that is familiar with people where they can easily, that easy access, where they can easily walk in for a cup of coffee or seeing each other, doing something active.'*

#### 5) Social participation

This goal is present in the goal tree of the municipality as 'social participation' and it is one of the three main goals of the welfare policy of the municipality.

#### 6) *Development of youth*

This goal is not present in the goal tree of the municipality. However as outlined in the previous chapter the municipality does believe that the youth is a group that must be given special attention and that they should be given an optimal chance to develop themselves. This does correspond with the goal of the community centre to develop youth.

#### 7) Self-reliance

This goal is present in the goal tree of the municipality as 'increase the self reliance of citizens and society' and it is one of the three main goals of the welfare policy of the municipality.

#### 8) Noaberschap back in the community

This goal is not specifically named in the goal tree of the municipality, however one of the goals in the goal tree is 'required support is first sought in the community' with the sub goals of 'establishing social neighborhood networks' and 'creating support systems'. The concept of noaberschap was outlined in chapter 3 and these goals resemble noaberschap closely. In addition to this in 2010 the municipality published a rapport detailing its long term vision and goals for the Hof van Twente. A quote from the document is *'noaberschap is traditionally the key to the understanding of social connections, not only here but in the whole of Twente. In good and bad times neighbors help each other, they form a horizontal mutual social tissue that is self-sufficient when possible.'* (Hof van Twente, 2010, p.15). This quote shows that the municipality values noaberschap in the community as well and believes it is important.

#### 9) Increasing well-being of residents (end goal)

This goal is present in the goal tree of the municipality as 'increasing well-being citizens (duty of care)' and it is the end goal in its goal tree as well. The ultimate goal that both the centre and the municipality are attempting to achieve through the activities at the centre is to increase the well-being of the residents and citizens of the municipality.

As described above, only one of the nine goals of the Doesgoor is absent in the goal tree of the municipality, meaning that their goals greatly align. However despite these similarities in goals there are certain areas of tension (spanningsvelden) between the municipality and the community centre that pertain mainly to the way that the centre should be run in terms of its organization. These areas of tension are outlined in the next paragraph.

### **7.2 Areas of tension**

Based on interviews with the general coordinator, the policy documents of the municipality and the interview with the government officials four areas of tension between the community centre and the municipality have been identified. These are:

- The resources of the municipality are primarily meant for vulnerable citizens and so there is a large focus on this in their policies, however the centre does not wish to focus specifically on this group.
- There is a large profession welfare organization (Salut) located in the municipality that has overlapping goals with the centre which can blur the lines of their terrains.
- The municipality believes that the community centre is something from and for the community and that volunteers should play a large part in the running of the centre.
- A community centre can respond to signals from the community in a faster and easier manner than is possible for the municipality (bottom-up vs. top-down).

#### *Area of tension: focus on vulnerable citizens*

The first area of tension, that has admittedly been somewhat resolved, is that the municipality has limited resources and so their main focus is mostly to support the vulnerable members of society (see definition in the previous chapter). When the first grant of the municipality was given to the Doesgoor to start a pilot in 2015, one of the conditions was that activities would have to be offered twice a week for at least 35 vulnerable citizens (Wijkvoorziening 't Doesgoor, 2017). However it is difficult to establish who is vulnerable and who is not as you can hardly go around asking this question to your participants if you do not want to scare them off or make them uncomfortable. Furthermore the centre feels that when you are open to everyone the vulnerable people will come on their own volition as they will feel less stigmatized and not singled out as vulnerable. In addition to this if you wish to be easily accessible then everyone must be welcome. This sentiment of the centre was relayed to the municipality and they agreed with this reasoning. A government official made the following statement during the interview: *'And during the course of their work they have learned that it does not work if you want to be easily accessible, then everyone is welcome. And of course vulnerable people will come too, but everyone is welcome and we are not going to label people and that is admirable. We have learned from this as a municipality as well, but with that the only thing that was a bit tangible or measurable is gone.'* As stated before this area of tension has therefore been somewhat resolved since the municipality no longer sets these conditions or quota for attendance of vulnerable citizens. However the fact remains that the municipality's policies are focused mainly on vulnerable citizens and the (limited) resources that they have are in large part meant for these citizens. With the centre's policy that everyone is welcome, some of the resources of the government will go to people for which these resources are not meant and to people that do not require these resources.

#### *Area of tension: welfare organization Salut*

One name that was mentioned frequently by both the Doesgoor and the municipality was Salut Welzijn: a welfare organization for all of the residents in the Hof van Twente. It is active in the areas of prevention (quality of life and participation) and care (and support) and it supports and strengthens residents and citizens initiatives (Hof van Twente, 2017 Raadsbrief). Its goals are:

- To stimulate residents to make use of general provisions (algemene voorzieningen) and their own networks
- To activate target audiences into participating in activities and volunteering
- To make connections between groups, individuals and activities
- To stimulate residents to develop their own initiatives in the area of welfare and care

To achieve these goals Salut receives more than one million euro's in grants from the municipality (Gemeentebld Hof van Twente, 2018). Salut's main task is to provide services to residents or groups of residents that have a question or a problem in the area of welfare or care. This leads to the following tasks: information and advice, client support, support of caregivers (mantelverzorgers) and volunteer organizations, activating the elderly and organizing professional youth work. Due to the size of Salut, the municipality believes it can be of great assistance to the community centre 't Doesgoor. However the centre feels that Salut is at times attempting to intrude on their terrain and that when they signal a need in the community for a certain activity or initiative Salut attempts to take over. For this reason a Letter to the City Council (Raadsbrief) was drawn up in order to clarify the roles of both the welfare organization and the community centre. Still the goals of the community centre and Salut are somewhat similar as they both attempt to connect groups, individuals and activities and they both wish to stimulate residents in being more active and so this area of tension remains and must be navigated.

#### *Area of tension: importance and use of volunteers*

One of the tension areas between the community centre and the municipality is that the municipality believes that there is too great an emphasis on professionals at the Doesgoor and that there is a greater role to play for the volunteers. This area of tension is seemingly a paradox as in this case the community centre stresses the importance of professionals and the municipality is not entirely convinced of this. The view of the municipality is that a community centre is something that is from and for the community. This became clear during the interview with the government officials of the municipality. When asked what the municipality thinks about the activities of the Doesgoor one of the officials responded that they think that the activities are great and that this is not the issue. The difference of opinion between the municipality and the centre is in how the centre should be organized. The other official made the following statement, which touches upon the previous tension area with Salut as well:

*When you look at their structural, all of their activities are great. What we do think is that there could be some more cooperation. We have a professional welfare organization, they can offer support in that. But that also means that, and that also depends on how we look at it financially. They very much want professionals to keep everything running and if you do a lot I understand that. Only we believe that a community centre is primarily something from and for the community. So you mainly involve volunteers with that and then it would be important to for example train volunteers as such that they can operate independently, organize and oversee activities, and Salut can play a role in this so that the coordinator does not have to do all that. So we feel that, also with one-time activities, Salut should play a part in that.'*

There are a few objections to this however the biggest one being that the community centre has indicated during the course of this research that a large portion of the volunteers of the centre are not prepared to take on extra responsibility. When interviewing the supervisors of the eating activity it was established that most of the evenings one of them is present at the activity. Wednesday is an exception as well as every other Monday as these groups are independent and can and are willing to operate without their supervision. However according to the supervisors: *'And really all the groups could operate independently, but it also has to do with the way the volunteers feel, because some groups just simply don't want to have the final responsibility. They just want to cook and nothing else, not the care and not financially.'* And so that is what the supervisors are there for as well: the responsibility that the volunteers are unwilling to have. This was mentioned in the interview with the general coordinator as well. The centre tries to run activities independent of members of the project team and with only volunteers, but often this is just not possible because the volunteers do not want this. According to the general coordinator some of them absolutely do not want the end responsibility and this is to be respected then as they are the volunteers and without them the activities would not be possible. Furthermore a number of the participants require professional support and therefore the volunteers would be unable to supervise the activity completely autonomously. This is where the municipality feels that Salut could assist the Doesgoor in for example training the volunteers to be able to care for the participants and to hold this responsibility.

In the next chapter the research methods are described for answering the fourth sub question. One of these methods is a survey for the volunteers in which the question 'Would you be willing to take on more responsibility at the Doesgoor' was asked in order to get an image of how the volunteers themselves feel about this tension area between the centre and the municipality. The response to the question is displayed in figure 13. The total percentage in this figure is 101% because the percentages were rounded up.

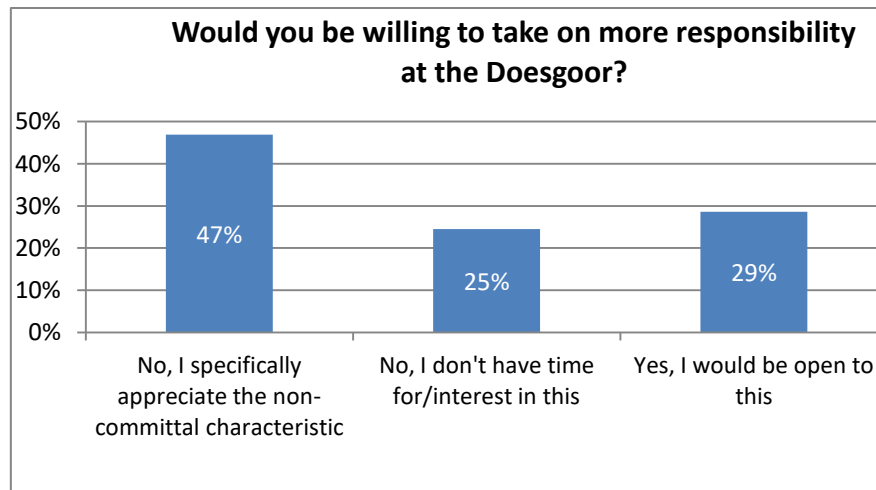


Figure 13: Response of the surveyed volunteers to the question 'Would you be willing to take on more responsibility at the Doesgoor?'

The figure shows that just over a quarter of the volunteers (29%) would be open to taking on more responsibility and so more than two thirds would not be willing to do this. Nearly half of the responding volunteers are not open to this because they value the non-committal characteristic of the community centre. This result corresponds with the statements made in the interviews with the general coordinator and the supervisors of the eating activity. This unwillingness of (most of) the volunteers to take on more responsibility at the centre hinders the vision of the municipality that the volunteers can play a larger role in the running of the centre as they do not appear to want this. Therefore the professional management layer is very much necessary.

*Area of tension: municipality has a slower response to signals from the community*

When asked about tension areas with the municipality the general coordinator responded that the centre feels that the municipality is too slow to react to signals from the community. According to her a citizens' initiative can anticipate the needs of the community much faster than the municipality. This is supported by the literature as well (Kruiter et al. 2015) and it is one of the characteristics of a bottom-up project (see chapter 3), that they can react quickly to something. The general coordinator stated that:

*'A citizen's initiative can anticipate to the needs of the citizens faster than the municipality. Citizen's initiatives are easily accessible and therefore they are easier to approach. The municipality is lagging behind. The municipality has to ensure that the transition is executed well and that the transformation has been achieved, but they are still in their old ways of thinking and their old framework and so they cannot follow our citizen's initiative and this clash is everywhere. Of course it is good that they are making sure that the community money is spend appropriately, and I understand that but it is slowing us down right now and that is a shame. I have been to a workshop to present our project and to give a workshop on the difficulties that we encounter and there it became clear that it is also dependent on the policy of the municipality as well because not every municipality is the same and there needs to be long-term vision. This is a difficulty that we encounter. I think that the government is not ready yet, it is going too fast.'*

An example of this is the sports activity that the community organizes for special education children. In an interview with the parents of these children it was explained that the municipality does offer a possibility for the children to attend a sports activity. However this activity is located in another town, which is a 25-minute drive away and the children would have to take a taxi there directly after school. To be eligible for this activity a number of forms have to be filled out first: what are your

goals, how do you wish to achieve them, etc. This is another hurdle for the parents and it is much easier for them to have such an activity at the centre in their own home town without all the forms. In the interview with the municipality it became clear as well that for someone that is socially isolated to be assisted by the municipality there is first a long path to take. Usually to start the process the general physician or someone in the environment of the person makes a referral to the municipality or Salut. Then someone from one of those organizations will go to the person in question to make an indication, which is followed by a ordinance and then the person in question can go to a day facility or something else. This usually takes some time and paperwork. The community centre however can operate with less red tape. An example of this is when a physical therapist noticed that a client of his was socially isolated. The therapist conferred with the centre where it was decided that the employee of the Mediant that runs the coffee walk-in at the centre would make a house call. This employee convinced the man to attend the coffee walk-in and from there he went on to participate in the eating activity and his isolation was broken. There were no indications or ordinances required in the process of the community centre plus the day facility is more expensive for the municipality than the activities of the community centre.

### **7.3 Common thread throughout the areas of tension**

An aspect that is in one way or another present in all these tension areas is the clash between the system world and the life world, these concepts were described in chapter 3. The community centre operates in the life world and the municipality operates in the system world, which can cause clashes between them. The Doesgoor wants to go their own way and not get bogged down by too much policy goals and demands for every activity, which is of course their prerogative. However the centre relies heavily on funding from the municipality, in the system world, which comes with accountability and bureaucracy. For each area of tension the clash between the life world and the system world is described:

- 1) The resources of the municipality are meant to be used to enact its policies. These policies are primarily focused on vulnerable citizens and thus the resources are primarily meant for these citizens. The municipality can be held accountable for how they spend their resources as most of these resources are taxpayer money. This is an example of the system world: there are policies that must be followed and executed and there is accountability for the spending of the resources. The community centre however does not have a specific focus on this group of citizens and is not bound by a specific policy. It is open to everyone and just wants to organize its activities.
- 2) This area of tension is similar to the first area of tension in terms of the clash between the system and life world. The municipality spends a (large) portion of its resources on the welfare organization Salut and due to its limited resources it does not want to spend resources on organizations that do the same things as this is an ineffective use of its resources. Therefore the terrains of both Salut and the community centre must be clear to avoid double investment which in the system world is important in terms of accountability of resources. The municipality operates with their policies as a starting point and from there it sees what initiatives are worth investing in, however the community centre does not operate like this. Their starting point is not located in policies, but in the needs of the community and therefore they are less concerned with policies.
- 3) The municipality believes that the community centre is something from and for the community and that volunteers should play a large part in the running of the centre. The municipality highly values the bottom-up structure and open approach of the community centre, as does the centre itself, and they fear that with too much professionalism these aspects could decrease or even disappear. The previous tension area echoes in here as well, because in order to increase the number of professionals at the Doesgoor this would likely

mean that the grants from the municipality would have to be increased. While from the municipality's perspective professionals are already working towards similar goals (see previous tension field) with Salut. Thus increasing the grants for more professionals that are already working towards the same goals at Salut would not be an efficient use of the limited resources from the municipality's perspective. And so the basis for this tension field is again the starting point of the municipality in their policies and the accountability that they have for their limited resources.

- 4) The life world of the Doesgoor can respond to signals and situations faster than the system world of the municipality can because there is less red tape. There is less authority that first must approve ideas and initiatives to see whether or not they are in line with policies, etc. and there is less administration. Therefore it is easier for the community centre to respond to signals quickly.

#### **7.4 Conclusion**

It can be concluded that the intended goals of the community centre and the municipality and their perspectives generally align as they have similar intentions and want the same things. Examples of this are a greater well-being of citizens as the end goal for both, increased social interaction, decrease in loneliness, etc. However there are differences of opinion between the centre and the municipality as to how the centre should be organized and this has created four tension areas which were outlined in this chapter. All of these tension areas have one thing in common, which is that they can each be interpreted as a result of a clash between the lifeworld of the community centre and the system world of the municipality.

## 8. Methodology for sub question IV

In the previous chapters the first three sub questions were answered: the activities of the community centre have been established, the goals of the centre and the municipality have been identified and matched with each other and tension areas between the two were identified. This chapter will set out the methodology for ascertaining the extent to which these goals have been realized and by doing so answering the fourth and final sub question. This sub question is:

### **IV. To what extent are the goals realized for the participants, the volunteers and the social infrastructure of the community?**

This question is answered by conducting observations for orientation purposes, interviews, surveys and a focus group. The survey and the focus group are conducted among the participants of the eating activity. The volunteers of the centre that are active in several different aspects of the centre are surveyed and interviews with relevant partners of the centre are conducted to establish the effects of the centre on the social infrastructure.

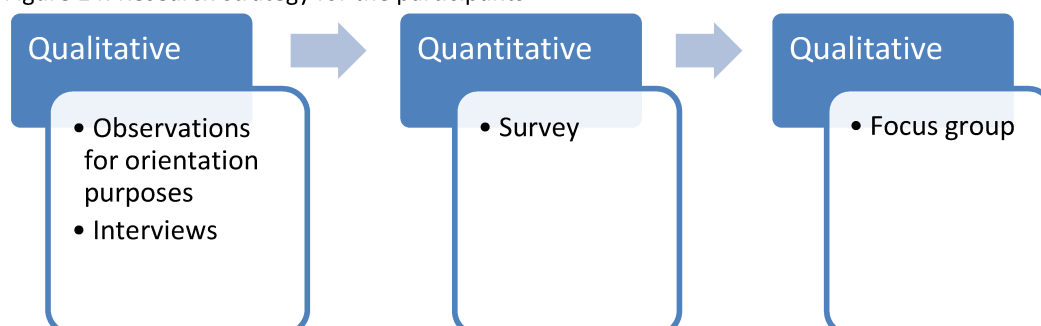
As mentioned previously a portion of the data collection was done in cooperation with another student, Breeman, and the surveys, both for the participants and the volunteers, were composed in cooperation. Breemans main focus was measuring the social impact of the walking activity, the bingo and the coffee walk-in on its participants.

### **8.1 Research strategy, design and methods**

The research design is a mix of a descriptive and explanatory design. One of the limitations of this research is that there is no possibility for a before – and after measurement, which would be the preferred method of researching the realization of the goals. This is not possible due to the fact that the community centre does not keep any data on their participants so as ensure the easy accessibility and the non-committal nature of the centre. Since this research strategy is not an option this research can only question participants and volunteers whether or not they have experienced an effect due to their participation or volunteering at the centre. This is a post hoc analysis to establish to what extent the experiences of the participants indicate possible effects in terms of social impact. This is admittedly not a strong research design, however there are two elements in this research to ensure that credible statements can be made based on the gathered data. The first is that the plausibility of the theory and the suppositions that lie within the goal tree of the community centre, figure 8, are examined and tested through the hypotheses that were formulated in chapter 6. The second is that this research examines whether or not the length and/or intensity of the contact of the participants and volunteers with the centre increases their experienced social impact dimensions.

The research strategy for the participants is both qualitative and quantitative: the social impact of the Doesgoor is measured and described by conducting observations for orientation purposes (qualitative), interviews (qualitative), surveys (quantitative) and a focus group (qualitative).

Figure 14: Research strategy for the participants





The research strategy for the volunteers is quantitative and consists out of conducting a survey. The research strategy for the social infrastructure is qualitative and consists out of conducting interviews with relevant parties.

The research methods used in this research are both qualitative and quantitative. There are three steps to the data collection process for the evaluation of the goals for the participants as depicted in figure 6. First a qualitative phase where observations were done at several activities. Then semi-structured interviews were conducted to establish the intended goals and taken together with the literature in the previous chapter the expected effects were mapped. Based on this, surveys were developed to measure what the effects of the centre are on the participants and the volunteers and whether or not the intended goals have been achieved. Finally a focus group was held to expand on the survey data and to give further insights.

The research method of observations for orientation purposes has been described in chapter 4.

## 8.2 Survey

Based on the results of the second sub question, which set out the goals of the community centre, the social impact dimensions could be determined. These dimensions are the basis of the surveys as the surveys attempt to measure the extent to which the goals of the second sub question are realized. As mentioned previously there are two separate surveys: one for the participants of the activities (appendix D) and one for the volunteers that are active at the centre (appendix E). The questions were partially inspired by the Customer Effect Questionnaire from Sociaal Werk Nederland (2016) which is located in the appendices as appendix F. Both of the surveys were made with the software program Qualtrics, a program to design surveys. In total there were 23 questions for the volunteers and 21 questions for the participants.

The questions in the surveys predominantly attempt to measure the six social impact dimensions (see figure 9). Additionally the goal of taking a central role as a meeting place is partially measured as well. Furthermore there are questions pertaining to the community centre itself, the measure and motivation of the participation and the accessibility of the centre. A 5-point Likert scale was used in the surveys: for most of the statements the respondents could choose between 'strongly disagree', 'disagree', 'neutral', 'agree' or 'strongly agree'. This scale was chosen because the purpose of the surveys is to measure the intensity of the respondents' feelings and experiences.

### Operationalization

In chapter 3 social impact was conceptualized as *'The portion of the total outcome that happened as a result of the activity of the venture, above and beyond what would have happened anyway.'* (p.7, Clark et al, 2004). This is a broad concept and therefore six dimensions were selected based on the goal tree of the community centre, figure 8 in chapter 6, to measure the social impact. These dimensions are: social interaction, loneliness, self-reliance, neighborhood cohesion, noaberschap and well-being. To be able to properly measure these dimensions in the surveys they must first be operationalized: figure 15 displays how this was done. The three layers of the dimensions each has a different color in the figure: 1, foundation) social interaction; 2, intermediary goals) loneliness, self-reliance, neighborhood cohesion and noaberschap; 3, end-goal) well-being.

It is important to note that these dimensions are measured as the experiences of the participants and volunteers due to the absence of a baseline measurement. This research determines what their experiences are of any changes for them due to their interaction with the Doesgoor. As mentioned previously the goal of taking a central role as a meeting place is partially measured in addition to the social impact dimensions. This is done by measuring the quality of the Doesgoor as a meeting place through the statements displayed in figure 16.

Figure 15: The operationalization of the measured social impact dimensions in the survey

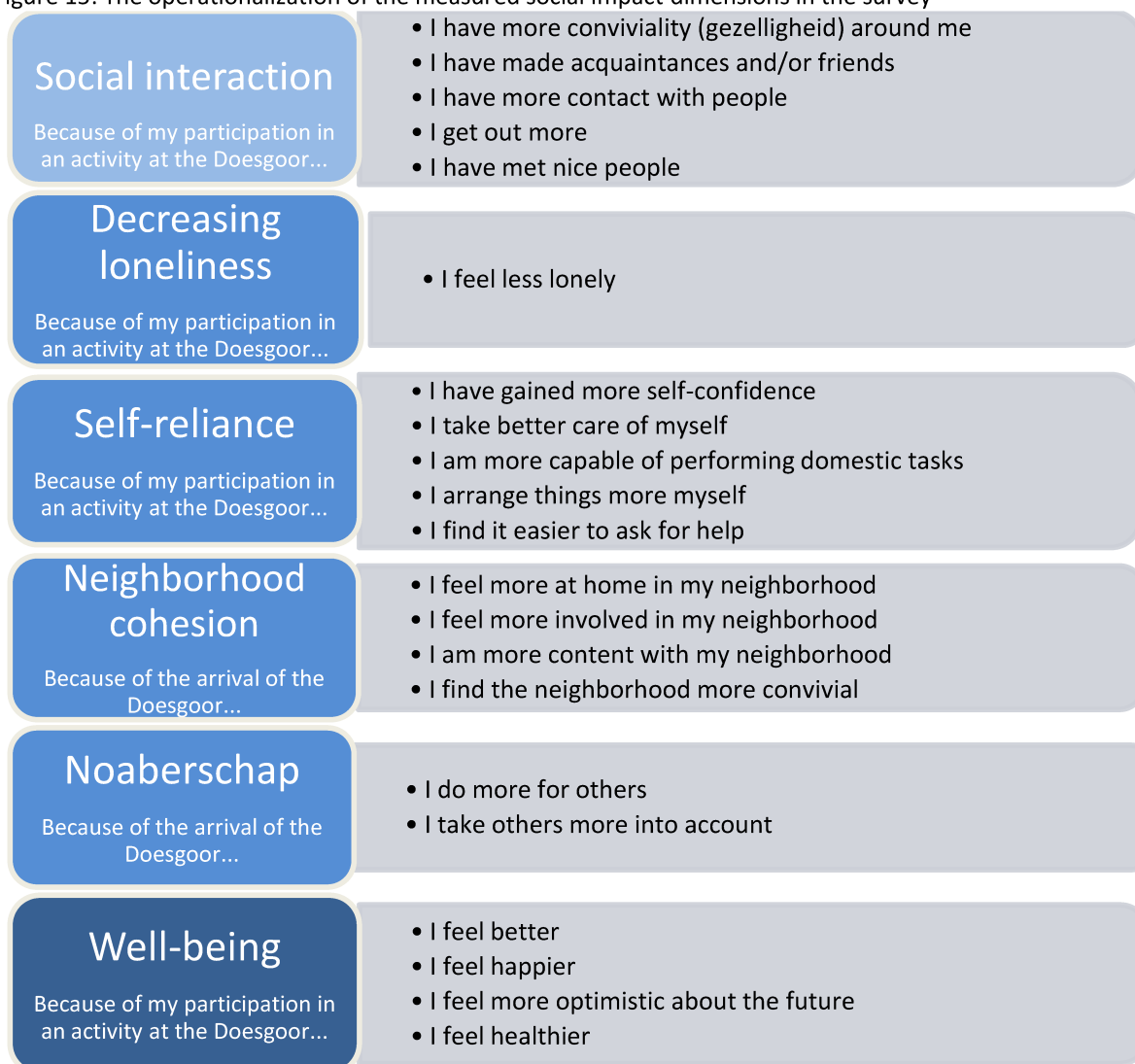
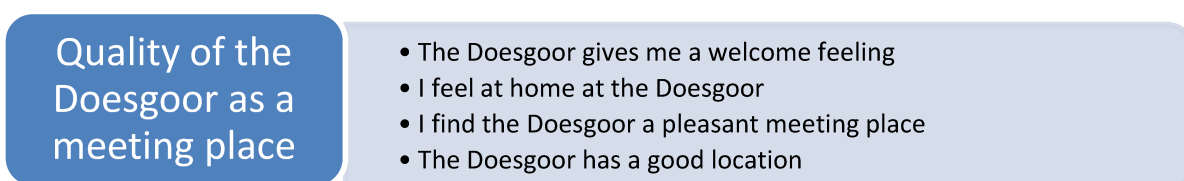


Figure 16: The operationalization of the quality of the Doesgoor as a meeting place



### Sample

The sample for data collection among the participants was the eating activity organized by the centre. The participants of the cards game were approached to participate in this research well, however there were few respondents due to the summer stop and the respondents that did fill out the survey did so poorly and skipped many questions making the survey unusable. During the course of the data collection period it proved to be difficult to gather respondents. The data collection period coincided with a two-week vacation when there were less participants present and a number of regular activities had ceased due to a summer stop. Around 10 participants of the eating activity preferred to fill out their survey at home with their reading glasses and in peace and they would later return the survey to the centre, where a box was placed for this purpose, however only two of the respondents actually returned their survey. Due to the fact that the centre does not keep any records of its participants it was not possible to contact them in another way.

26 participants of the eating activity filled out the survey and as such the sample size (n) is 26. The total number of participants is 43 meaning that just over 60% of the participants of the eating activity has filled out the survey. Of these 26 surveys, 16 were filled out in its entirety and 7 were filled out reasonably well with only a few questions that had been skipped. Three surveys however were filled out poorly and a large number of questions were skipped. This data was nevertheless included in the sample as the respondents did fill out the first and the last page of the survey, meaning they went through the entire survey, and there was no indication that they did not take the survey seriously. This does mean that the n per question can differ, since there is missing response for some of them.

A total number of 52 volunteers filled out the survey of which 26 volunteers filled out a paper survey which was distributed at the centre itself and 26 volunteers filled out the survey online in response to an email requesting to do so as to assist the research. Two of the respondents were removed from the data as they had not properly filled out the survey: one of the respondents did not answer any of the questions and the other respondent had only answered the first 7 questions. Another respondent had only filled out the survey through question 13, however because this is around half of the survey, the data was included in the sample. This resulted in a sample size (n) of 50 volunteers, however there is a different n per question as there is missing response for some of them. The total number of volunteers that are active at the centre is approximately 80 meaning that around 62,5% of the volunteers filled out the survey.

#### *Data collection*

The survey for the participants was self-administered and distributed on paper and among the volunteers it was distributed on paper as well as digitally through an anonymous link. The Doesgoor does not keep any records on their participants, no names, addresses, etc, they only keep track of the number of participants per activity. As such it was not possible to distribute the surveys digitally. The researcher personally distributed the surveys to the participants at the Doesgoor and most of them were filled out then and there where the researcher was present to assist and to answer questions. Additionally a number of participants took the survey home with them to fill it out there and return it later. A box was placed at the Doesgoor where the surveys could be left for the researcher to collect later. A self-administered survey has certain advantages such as low costs, no fear of judgment by the interviewer and a sense of control for the respondent as they can fill out the survey in their own tempo. There are however disadvantages as well, such as the risk of an incomplete survey, possibly incorrectly answering questions and not returning the survey. These disadvantages were taken into account, however the advantage to the respondents of filling out the survey in their own tempo was deemed to outweigh the risks. Considering the target audience of the eating activity, which are mainly elderly people, the manner of self-administration was chosen. This was a recommendation from the chairman of the elderly association and the centre itself as many of the elderly participants are not digitally active. This target audience was an important consideration in the making of the survey as the survey could only have a limited amount of questions because the target audience would likely not be able to fill out a large survey as was indicated by the community centre. This was taken into account as much as possible and the relevant questions were reduced to a minimum number.

#### *Data analysis*

As stated previously the surveys were designed in the program Qualtrics and half of the volunteers filled out the survey online in this program. The paper surveys filled out by the other half of the volunteers were entered manually into the Qualtrics program by the researcher. These surveys were then exported to spss, a software program for statistical analysis which coded the data into numerical values. The surveys of the participants were all self-administered by paper and therefore these surveys were entered manually by the researcher in Qualtrics as well. The data were then exported to spss.

First the data were analyzed by the use of descriptive statistics in terms of averages and frequencies in order to summarize the data and to display possible underlying patterns. The averages and frequencies provide a picture of the 'typical' respondent.

In chapter 6 several hypotheses were formulated which are tested in the next chapter. There must be sufficient evidence to be able to reasonably reject the null hypothesis. The tests that are used to accept or reject the null hypothesis calculate how (im)probable the established data (the experiences) would be when it is assumed that the null hypothesis is true and that there is indeed no change. The test establishes a p-value which represents the likelihood of this: the lower the p-value, the lower the probability that the null hypothesis is true (and that the gathered data are a coincidence) and that there is no change. If the p-value is low enough then the null hypothesis can be rejected. Before conducting these tests first a threshold must be established for the p-value when the null hypothesis can be rejected: the alpha ( $\alpha$ ) level (De veaux et al., 2008). When  $p < \alpha$  then the null hypothesis must be rejected and the results are statistically significant as the alpha level is called the significance level as well. It should be noted that there is always a possibility that mistakes are made when accepting and rejecting hypotheses. A type I error is when  $H_0$  is true, but it is mistakenly rejected. A type II error is when  $H_0$  is false, but it is mistakenly accepted. Due to the small sample sizes ( $n < 100$ ) non-parametric testing is recommended. To determine the correlation between attitudes that were measured via a Likert scale De Veaux et al. (2008, p.166) recommend using the non-parametric test Kendall's tau. As stated by De Veaux, et al. (2008) '*Kendall's tau is a statistic designed to assess how close the relationship between two variables is to being monotone (= one that increases or decreases consistently).*' The monotonicity is measured directly by tau: it notes whether the slope of a line between each pair of points in a scatterplot is positive, negative or zero (De Veaux et al., 2008). In order to prevent a type II error, wrongly accepting the null hypothesis, an alpha level must be determined. The most often chosen alpha level is 0,05 (5%) as Sir Ronald Fisher noted in his book that '*the alpha level is situation dependent, but remarked that for many scientific applications one out of twenty might be a reasonable value.*' (De Veaux et al., 2008, p.508). However due to the small sample size in this research an alpha level of 0,1 (10%) has been chosen. This will diminish the chances of a type II error and accepting a false null hypothesis.

To be able to test the hypotheses first the mean scores of the social impact dimensions must be calculated. For each dimension the mean of its items (see figure 15) was computed in spss, by the option 'compute variable'. The mean of a dimension was only computed when at least half of the items had a response. This option was chosen because the samples of the survey is already quite small, especially the participants sample, and leaving out the data entirely for only a few missing items would result in a high number of missing response.

#### *Reliability and validity*

To ensure reliability and validity multiple items are used to measure a social impact dimension, with the exception of decreasing loneliness. Before starting the analysis of the surveys the Cronbach's alpha was calculated by spss in order to check the internal consistency and reliability of the items on the survey. The results are displayed in the tables below.

Table 4: Cronbach's alpha per variable for the participant survey

Variable	Number of items	Cronbach's alpha	Percentage valid cases
Quality as a meeting place	4	0,890	76,9%
Social interaction	5	0,958	76,9%
Self-reliance	5	0,862	65,4%
Neighborhood cohesion	4	0,874	76,9%
Noaberschap	2	0,816	76,9%
General well-being	4	0,941	69,2%

Table 5: Cronbach's alpha per variable for the volunteer survey

Variable	Number of items	Cronbach's alpha	Percentage valid cases
Quality as a meeting place	4	0,890	94%
Social interaction	5	0,895	94%
Self-reliance	5	0,875	96%
Neighborhood cohesion	4	0,891	90%
Noaberschap	2	0,853	92%
General well-being	4	0,935	96%

The alpha of each variable is above 0,8 meaning that the internal consistency of each variable is good. The alpha's of the participant and volunteer survey are similar to each other because the items for each variable are the same.

As with the interviews there are natural limitations to surveys as it concerns self-reported data. The data collected in the surveys will have to be taken at face value, however a possible bias due to the social desirability factor must be taken into account. The respondents may feel the (unconscious) need to report what the researcher wishes to hear, or give socially acceptable answers.

### 8.3 Interviews

The interviews that have been conducted in this research were outlined in chapter 4, the methodology of the first three sub questions. Five of these interviews were conducted for the purposes of answering the fourth sub question as well.

#### *Operationalization*

The five interviews that were conducted for the purposes of determining to what extent the goals of the centre are realized were with: 1) the supervisors of the eating activity; 2) the general coordinator of the centre; 3) the parents of the special education children; 4) the principal of a elementary school and 5) the principal of the high school. The supervisors were asked what effects they have seen on the participants of the eating activity. The rest of the interviews were conducted for the purposes of determining the social impact of the centre on the social infrastructure of its community as well as determining the social cohesion in terms of connecting organization with each other and connecting residents with each other. Examples of questions are: 'What do you believe is the added value of the Doesgoor' and 'How do you feel about the connecting role that the Doesgoor plays in the community'.

The data collection and analysis processes for the interviews were described in chapter 4 as well as their reliability and validity.

### 8.4 Focus group

After the surveys were conducted a focus group was held with 5 participants of the eating activity to clarify certain results of the survey and to provide more in-depth answers to the questions. A focus group according to Babbie (2010) is a group of subjects that are interviewed together prompting a discussion. It is essentially a group interview: a small number of subjects can be questioned simultaneously and structurally. For an activity with a large number of participants a focus group is more appropriate rather than interviews.

#### *Operationalization*

A number of questions were put to the participants of the focus group. Examples of these questions and the motivation for asking them are outlined below. First some background information of the participants was asked in order to get an image of them. It was established how long they have been participating and how extensive their participation is. Several questions were asked to determine

what the motivation for participating in the eating activity is and why they participate at the community centre and not elsewhere. Examples are 'Why did you begin eating at the Doesgoor?' and 'There are other options for an evening meal in Goor such as the church or tafeltje-dekje, why do you go to the Doesgoor and not the alternatives?'. The participants were also asked what they would do if the Doesgoor would not exist.

Questions were asked to determine whether or not the people that participate in the eating activity were already familiar with each other and whether or not there are cliques at the activity. Examples are 'Did you know each other before you started participating?' and 'Do you always sit with the same people or do you mix as well?'. The participants were asked whether or not they have noticed any effects for themselves or if something had changed for them since they had started eating at the centre. Additionally several questions were asked to expand upon the results of the survey. Examples are 'Do you agree with the results of neighborhood cohesion and self-reliance which were poor compared to the other variables?' and 'Why do you believe that many participants agreed with the statement that the Doesgoor is important to them?'. A number of the surveys were not entirely filled out and so two questions were asked as to if the participants would have an explanation for this and if they had any tips for the future. For the purposes of determining the importance of accessibility the participants were asked what would happen if the centre were to increase its prices to for example €7.50 as opposed to the current price of €5. The focus group concluded with the question whether or not the participants had anything else they would like to share with the researcher.

#### *Data collection and analysis*

Participants of the eating activity were asked to take part in a group discussion about (among other things) their motivation for participation and the effects they experience from this participation. These participants were suggested by the supervisors of the eating activity as fitting candidates based on their anticipated willingness to participate in the focus group. In total 8 participants were invited to attend of which 7 had accepted. However two of them cancelled beforehand and two others were 45 minutes late. This means that the greater part of the focus group was done with 3 participants, and the final part was done with 5 participants (including the late-comers). The focus group was digitally recorded and transcribed later. For each question that was asked the main responses and sentiments of the participants were noted. Responses and sentiments that reoccurred were then reviewed as certain responses or sentiments can reoccur as a basic idea in answer to multiple questions. When reviewing these recurring sentiments and responses a common theme was then attempted to determine. To illustrate these themes certain quotes are used to then provide a narrative.

#### *Reliability and validity*

The reliability of the focus groups was attempted to ensure by outlining the questions for the participants before the focus group took place. During the process of transcribing the warnings of Kvale (1988) were taken into account as well. The validity of the focus group was attempted to maintain by informing the participants that all of the statements they made would be reported anonymously and they were encouraged to be honest and to speak their minds.

### **8.5 Potential limitations**

The potential limitations of this research are its research design and sample size. There is an absence of a baseline measurement and so this research measures the experiences of the participants and volunteers instead of performing a before – and after measurement. The small sample size is a potential limitation as there can be a risk of variability, which can be measured through the standard deviation of the population. The higher the standard deviation, the less accurate the results might be as a small sample size could possibly not be representative of the entire population.

## 9. The extent of the goal realization

There are three layers in the fourth sub question (participants, volunteers and social infrastructure) and therefore such there are three different sections in this chapter. In the first section the data concerning the participants of the eating activity are analyzed, in the second section the data concerning the volunteers of the centre are analyzed and finally the data for the social infrastructure of the community are analyzed.

### 9.1 Participants

As stated in the previous chapter the extent to which the goals of the centre are realized for the participant layer has been measured among the participants of the eating activity. This is the biggest activity that the centre organizes, followed by the walking activity. First a description of the activity and its history is given, followed by the results of the survey. In conclusion of the results for the participants the results of the survey are expanded on and added to by the interview with the supervisors of the activity and the focus group with the participants.

#### *Description and history of the eating activity*

One of the interviews that was conducted during the course of this research was with the supervisors of the eating activity in which gave the following description of the activity. The eating activity first began in April 2015 on Thursdays. It was slow to get started but after the grant from the municipality it gained traction and in January 2016 a second group was started on Wednesdays. A third group was started on Mondays in October 2016 and a year later in October 2017 a fourth group was started on Tuesdays. A Friday group has proven difficult to organize since most people do not want to volunteer on this day. The eating activity takes place weekly on Monday through Thursday from 5 till 7 p.m. and the activity is accessible to unattached individuals only. There is room for 18 eaters every evening, including the three volunteers that prepare the meal and the host, however there are frequently one or two cancellations meaning that the group is slightly smaller then. The costs of this activity are 5 euro's for a meal, desert and coffee or tea before and after dinner. Participants trickle in at around 5 p.m. and have coffee or tea until dinner is served at 5.30 p.m. A fresh meal prepared by the volunteers is then served and consumed together with the volunteers after a moment of silence. After dinner there is desert and when everyone is finished, the participants return to the coffee table for coffee or tea and the volunteers eventually join them as well. At around 7 p.m. or later the first people start to leave, but it is not uncommon that participants stay until around 7.30 p.m. As stated in the previous chapter there are 43 participants in the eating activity of which around 15 participate twice a week.

#### 9.1.1 Background information survey

Before we begin to answer the research question we'll first use some descriptive statistics to provide a bit of background information for the participants and to provide an image of the average participant. Due to the small sample size the percentages were rounded to the nearest whole number and half percentages were rounded up. As stated in the previous chapter the sample consists of 26 respondents out of 43 total participants, meaning that just over 60% of the participants has filled out the survey. The respondents have an even distribution of gender: 13 respondents are male and 13 respondents are female. All respondents but one are unattached, which as stated is a requirement for participation in the activity. The respondent that is not unattached indicated that his wife resides in a nursing home.

All of the participants are above the age of 40: 16% is between 41-64, 36% is between 65-74 and 48% is aged 75 or above meaning that nearly half of the participants is aged above 74. Nearly two thirds of the respondents (61%) has indicated that they reside in the borough 'de Whee' (where the Doesgoor is located) and more than one third (39%) has indicated that they do not reside within the

borough. 35% of the respondents lives within 1 kilometer of the centre, 42% lives between 1 and 3 kilometers of the centre and 23% of the respondents lives more than 5 kilometers from the centre. On a multiple response question with more than one possible answer more than half of the respondents (54%) indicated that their most important daily occupation is maintaining the household. The runner-up is volunteering with 42% and third place goes to the option 'other' with 39% where most of the participants have indicated things like walking, cycling, reading and retirement. None of the participants indicated paid work or the care for children as their most important daily occupation.

Most of the participants (46%) first came into contact with the centre through friends or acquaintances followed by the newspaper, a weekly magazine, etc. with 31%. Next the option 'other' was indicated with 19% with explanations such as open house, watching the construction (of the centre), the care farm and volunteering. The option of general physician was indicated by 8% of the respondents and the options family, elderly association and sports association were each indicated by 4% of the respondents with none of the respondents checking the box of government agency. A few respondents have given multiple answers and so there is multiple response for this question. The participants have varying reasons for why they started participating at the centre and this is displayed in figure 17. This was a multiple response question with more than one possible answer. The response most given with 54% was that the Doesgoor seemed convivial, followed by the response of 50% that the respondent liked the activity. The options that the Doesgoor was recommended and that the respondent wanted more contact with people were indicated by 46% of the respondents.

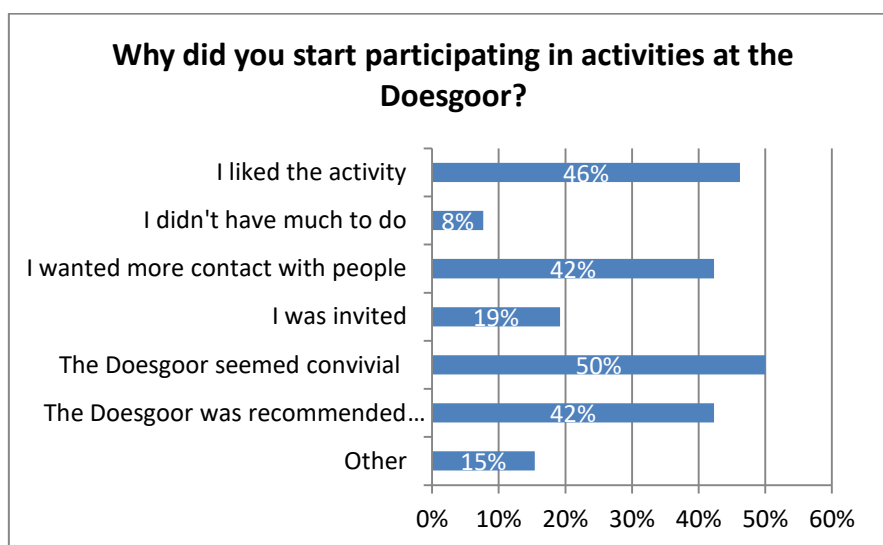


Figure 17: Response of the surveyed participants to the question 'Why did you start participating in activities at the Doesgoor?' (multiple response)

Most of the respondents (54%) spend between 2 and 4 hours a week at the Doesgoor, 21% indicated that they spend between 4 and 6 hours a week at the Doesgoor, 17% spends less than 2 hours a week at the Doesgoor and 8% spends more than 6 hours a week at the Doesgoor.

Of the surveyed participants 4% indicated that they do not participate in an activity every week, 40% participates in one activity a week, 44% participates in two activities a week and 12% participates in three or more activities a week. The most popular activity of the participants of the eating activity (besides of course the eating activity) is the walking group that nearly a third of the respondents (31%) participates in or has participated in previously as well. More than a quarter of the respondents (27%) have participated or currently still are participating in the coffee walk-in. This was a multiple response question with more than one possible answer and figure 18 displays the results.



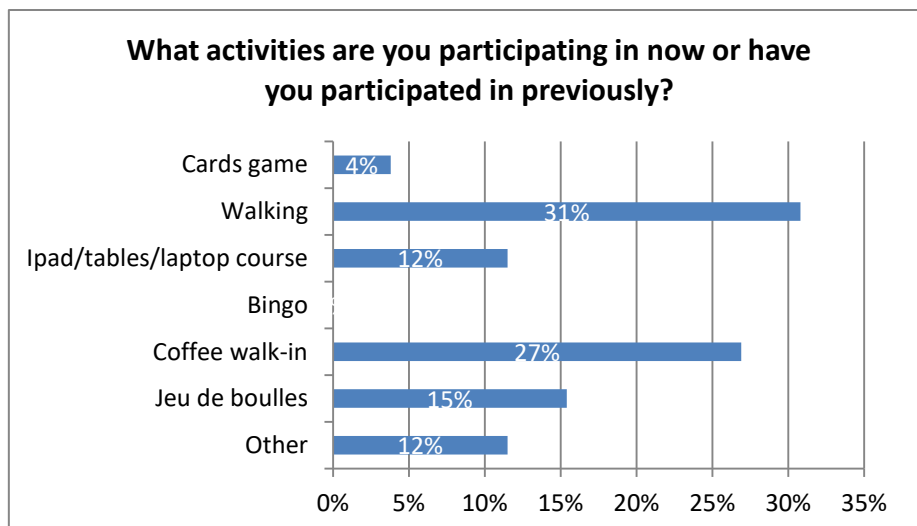


Figure 18: Response of the surveyed participants to the question 'What activities are you participating in now or have you participated in previously?' (multiple response)

Figure 19 shows that there is considerable variation in when respondents first started participating with 31% having first started more than two years ago and the same percentage has indicated that they first started participating between a year and two years ago. 15% of the respondents first started participating between a half year and a year ago and 23% has only started participating less than half a year ago. This shows that there are continuously new participants.

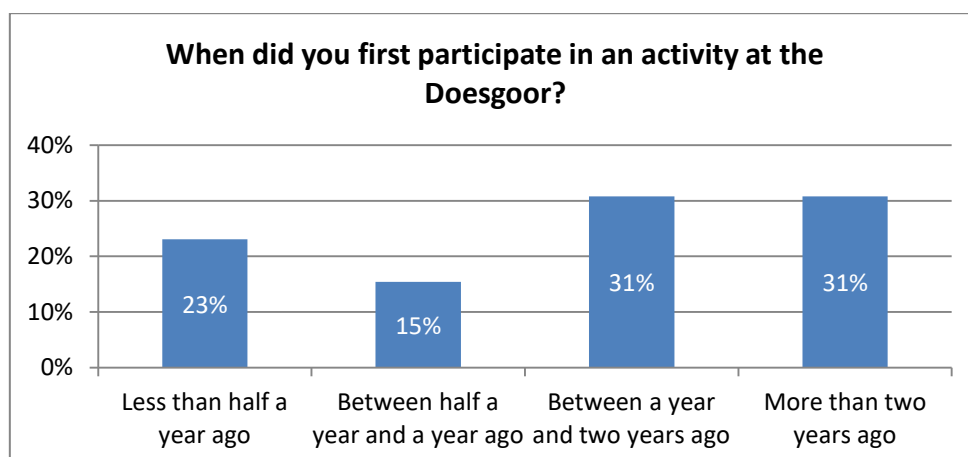


Figure 19: Response of the surveyed participants to the question 'When did you first participate in an activity at the Doesgoor?'

Exactly half of the respondents has indicated that they have weekly contact outside of the Doesgoor with people that they have met there as opposed to 14% that indicated that they never have any contact with people outside of the centre that they have met there. Both options 'yes, a couple of times a year' and 'yes, monthly contact' received a response rate of 18%.

The respondents were asked in the survey to rate the activities that they have participated in in the past or are currently still participating in, in terms of conviviality, openness and atmosphere. The results are displayed in figure 20. The respondents rated the activities best for their conviviality and atmosphere and slightly less for the openness of the activities. 56% of the respondents rated the conviviality as good, 44% rated it as very good and none of the respondents rated it neutral, mediocre or bad. The openness of the activities was rated by 15% of the respondents as neutral, 45% as good and 40% as very good. In terms of conviviality 59% of the respondents rated the activities as good and 41% as very good. Overall the activities are rated very positive on these three aspects.

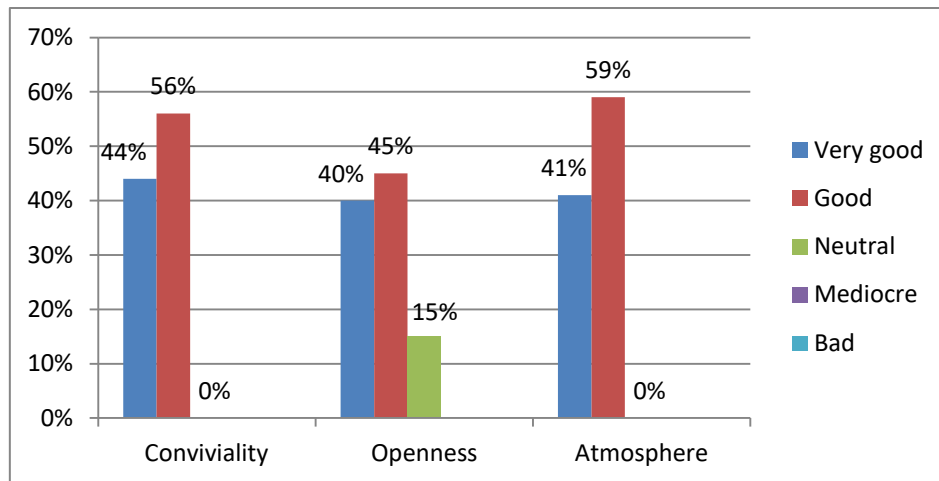


Figure 20: Response of the surveyed participants to the question 'How would you rate the activities of the Doesgoor that you participate in or have participated in on the basis of conviviality, openness and atmosphere?'

The participants were asked in the survey whether or not they have considered volunteer work or if they have become a volunteer because of the Doesgoor, to which 32% indicated that they are not volunteering and they do not plan on becoming a volunteer either. 28% stated that they were already volunteering, 24% indicated that yes they are considering volunteer work and 16% stated that yes they have become a volunteer because of the Doesgoor. Finally the respondents were asked whether or not they would recommend others to participate in activities at the centre to which 96% responded with 'yes' and 4% responded with 'maybe'.

### 9.1.2 Answering the research question

This paragraph outlines the relevant data collected from the survey that can be used to answer the fourth sub question for the participants, to what extent the goals of the community centre have been realized for them. As stated in the previous chapter a 5-point Likert scale was used in the survey. The respondents could respond to the statements in the survey that measure the social impact dimensions in the following way: 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree. The manner in which the mean for each dimension has been calculated was explained in the previous chapter.

#### *Score of at least a 4*

It was tested in spss how large the group of respondents is that has a score of at least a 4 or higher on a social impact dimension. This was done in order to determine the number of respondents that indicated that they have experienced improvement in at least one of the dimensions. The results showed that 14 out of the 26 participants (54%) score a 4 or higher for at least one of the dimensions, meaning that over half of the participants score a 4 or higher for at least one of the dimensions. The results also showed that all of these 14 participants have a score of at least 4 or higher for the dimension social interaction. Table 6 displays the number and percentage of respondents with a score of a 4 or higher per dimension.

Table 6: Number and percentage of participants per social impact dimension that has a score of at least a 4

Social impact dimension	N	Percentage
Social interaction	14	54%
Loneliness	10	38%
Self-reliance	2	8%
Neighborhood cohesion	1	4%
Noaberschap	3	12%
Well-being	5	19%

### *Taking a central role as a meeting place*

The goal of the community centre to take a central role as a meeting place was partially measured by measuring the quality of the Doesgoor as a meeting place. In the previous chapter this goal was operationalized via four items (see figure 16). The mean score of these items is 3,91 with a standard deviation of 0,99 and n = 23. As stated in at the start of this paragraph this score is on a 5-point Likert scale meaning that it is a positive score.

### *Loneliness*

The goal of decreasing loneliness was measured via one statement in the survey. This statement was whether or not the participants feel less lonely due to their participation in an activity at the Doesgoor. The response to this statement is displayed in figure 21 and it shows that even though most of the respondents felt neutral about this statement (33%), nearly half of them agree (29%) or strongly agree (19%) with the statement and believe that due to their participation at the Doesgoor they feel less lonely. 19% of the respondents disagreed with the statement and do not believe that they feel less lonely due to their participation.

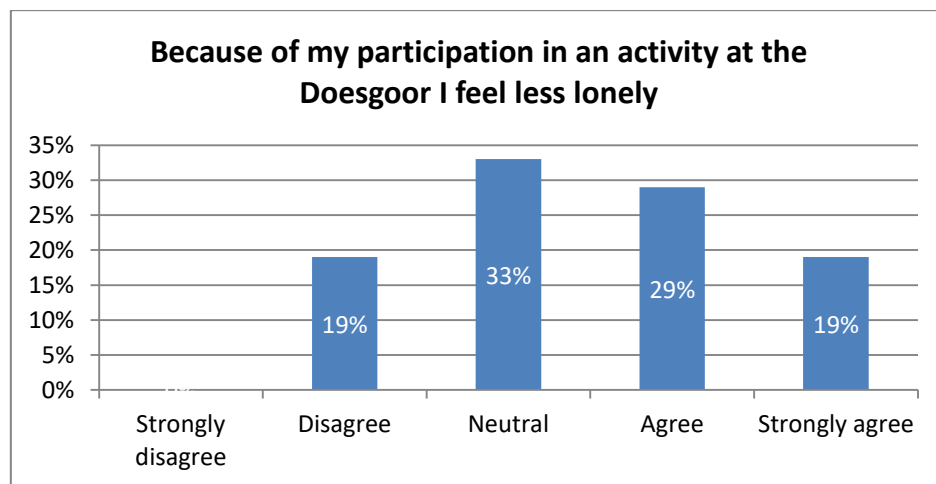


Figure 21: Response of the surveyed participants to the statement 'Because of my participation in an activity at the Doesgoor I feel less lonely'

### *Hypotheses*

In chapter 6 the goals of the community centre were described and they were summarized in a goal tree (see figure 8). The goals that are measured in this research as social impact dimensions were clarified as well (see figure 9). These goals are: social interaction, loneliness, self-reliance, neighborhood cohesion, noaberschap and well-being. Subsequently several hypotheses were formulated for testing and the results of these tests are outlined in the remainder of this paragraph. An important note is that as mentioned previously due to the absence of a possibility to perform a before - and after measurement, the *experiences* of the respondents have been measured in the survey. When speaking of a social impact dimension in this research the experienced improvement of the respondents in this dimensions is meant: the effect of their participation on them in their own experience. The mean score and sample size per social impact dimension are displayed in figure 22 (the sample size is displayed below the dimension between brackets).

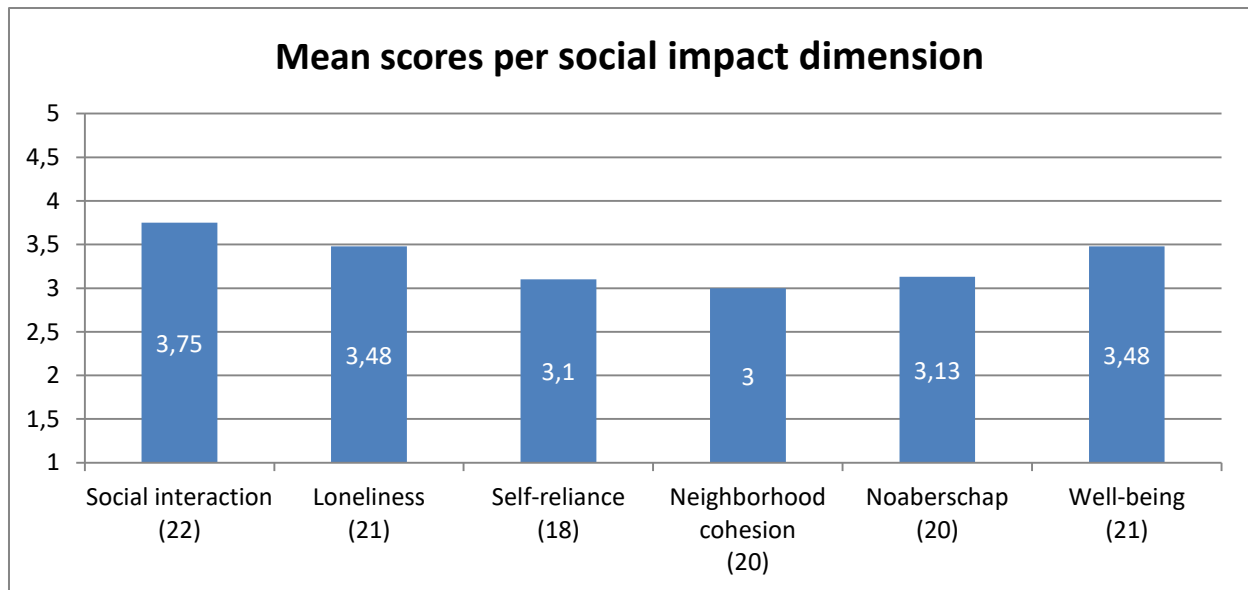


Figure 22: Bar chart of the mean scores and the n per social impact dimension for the participants

In the previous chapter it was stated that due to the small sample size non-parametric testing is recommended (De Veaux et al. 2008). Another reason to use non-parametric tests is that the Shapiro-Wilk test was administered to the dimensions to see whether or not they have a normal distribution (which is a requirement for parametric testing). This test showed that none of the dimensions has a normal distribution. In addition to the Shapiro-Wilk test the histograms of the variables were viewed to check the distribution of the dimensions, these histograms and the results of the Shapiro-Wilk test have been added to Appendix G. They clearly show that the data for all dimensions are not normally distributed. This means that non-parametric tests are required to test the hypotheses. Many of the formulated hypotheses in chapter 6 suppose that there is a relationship between dimensions: a correlation. As stated in the previous chapter these relationships are tested with the non-parametric test Kendall's tau with the alpha level set at 10% due to the small sample size.

The numerical value of a correlation is always between -1 and +1. A negative correlation indicates a negative relationship between the variables, meaning that when one of the variables increases then the other variable decreases and vice versa. A positive correlation indicates a positive relationship between the variables, meaning that when one of the variables increases or decreases then the other variable will do the same. The closer the correlation is to 0 the weaker the relationship is with -1 or +1 indicating a perfect (negative or positive) relationship. Correlations are often labeled and are characterized as weak, moderate or strong (De Veaux et al. 2008). However the meaning of these terms is not agreed upon and depends on context: in one particular context a numerical correlation might be characterized as strong whereas in a different context this same correlation could be characterized as weak. According to a guide provided by Evans (1996) the strength of a relationship can generally be classified as follows:

- $r > 0,19$  No relationship or very weak
- $0,2 < r < 0,39$  Weak
- $0,4 < r < 0,59$  Moderate
- $0,6 < r < 0,79$  Strong
- $r > 0,8$  Very strong

The results of the tested hypotheses are as follows:

H1: The more time participants spend at the community centre, the more they experience an improvement in the social impact dimensions

The amount of time spent per week at the community centre was tested for a correlation with the experienced improvements in the social impact dimensions via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 7: Correlation between time spent a week at the Doesgoor and the experienced improvements in the social impact dimensions for the participants

Social impact dimension	Correlation	Significance	N	Strength relationship
Social interaction	0,364*	0,029	20	Weak
Loneliness	0,254	0,106	19	N/A
Self-reliance	0,283*	0,077	18	Weak
Neighborhood cohesion	0,369*	0,029	20	Weak
Noaberschap	0,431*	0,015	20	Moderate
Well-being	0,413*	0,018	19	Moderate

As stated the  $\alpha$  was set at 0,01. Table 8 shows that only one of the dimensions has a p-value above this alpha level, which is loneliness with a value of 0,106, and that all of the relationships are positive. The correlation coefficients that indicate the strongest relationships are the dimensions noaberschap (0,431) and well-being (0,413), which can be classified as a moderate relationship. The correlation coefficient for social interaction is 0,364, for neighborhood cohesion 0,369 and for self-reliance 0,283. These correlations are significant however they indicate a weak relationship with the amount of time spent per week at the Doesgoor as the correlation is less than 0,4. The hypothesis can be partially accepted for the social impact dimensions social interaction, self-reliance, neighborhood cohesion, noaberschap and well-being and it must be rejected for the dimension loneliness.

H2: The longer participants have been active at the community centre, the more they experience an improvement in the social impact dimensions

The length of time that a participant has been active at the community centre was tested for a correlation with the experienced improvements in the social impact dimensions via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 8: Correlation between when first participated in an activity and the experienced improvements in the dimensions for the participants

Social impact dimension	Correlation	Significance	N	Strength relationship
Social interaction	0,192	0,142	22	N/A
Loneliness	0,168	0,187	21	N/A
Self-reliance	0,379*	0,026	18	Weak
Neighborhood cohesion	0,275*	0,075	20	Weak
Noaberschap	0,087	0,330	20	N/A
Well-being	0,377*	0,020	21	Weak

Table 8 shows that the p-values of the social impact dimensions self-reliance (0,026), neighborhood cohesion (0,075) and well-being (0,020) are below the alpha level of 0,1 with a correlation coefficient of 0,379, 0,275 and 0,377 respectively. This indicates a positive relationship and the relationships can be classified as weak as the correlations are below 0,4. The hypothesis can be partially accepted for the social impact dimensions of self-reliance, neighborhood cohesion and well-being and it must be rejected for the other dimensions.

- H3: Participants that participate in multiple activities a week experience more improvement in the social impact dimensions than participants that participate in one activity or less a week

To test this hypothesis the (non-parametric) Mann-Whitney U test was used. This test compares the difference between two unrelated and independent groups when the variables are not normally distributed. It uses the rankings of the data as opposed to the numerical values. First the respondents were separated into two groups: the respondents that participate in an activity once a week or less and the respondents that participate in at least two activities a week. Next the Mann-Whitney U test was used to determine whether or not the differences between these two groups are statistically significant. Table 9 displays the number of observations, the mean rank and the sum of the ranks per grouping variable. The grouping variable in this case is how many activities a week the respondent participates in. If this grouping variable does not affect the rating of the respondents then the mean ranks should be roughly the same. The higher the mean rank is, the higher the mean rating and the more positive the score. Table 9 shows that the largest difference between the groups is in the dimension noaberschap ( $10,93 - 7,40 = 3,53$ ). However whether or not the differences displayed in the table are actually statistically significant must be shown by the Mann-Whitney U test. The results of this test are displayed in table 10.

Table 9: Rankings Mann-Whitney U number of activities per week and the experienced improvements in the social impact dimensions for the participants

	Average number activities a week	N	Mean Rank	Sum of Ranks
<b>Social interaction</b>	1 or less	8	10,81	86,50
	2 or more	14	11,89	166,50
	Total	22		
<b>Loneliness</b>	1 or less	7	11,64	81,50
	2 or more	14	10,68	149,50
	Total	21		
<b>Self-reliance</b>	1 or less	5	7,8	39,00
	2 or more	13	10,15	132,00
	Total	18		
<b>Neighborhood cohesion</b>	1 or less	5	7,50	37,50
	2 or more	14	10,89	152,50
	Total	19		
<b>Noaberschap</b>	1 or less	5	7,40	37,00
	2 or more	14	10,93	153,00
	Total	19		
<b>Well-being</b>	1 or less	7	8,86	62,00
	2 or more	13	11,38	148,00
	Total	20		

Table 10: Results Mann-Whitney U number of activities per week and the experienced improvements in the social impact dimensions for the participants

	Social interaction	Loneliness	Self-reliance	Neighborhood cohesion	Noaberschap	Well-being
<b>Mann-Whitney U</b>	50,500	44,500	24,000	22,500	22,000	34,000
<b>Z</b>	-0,386	-0,349	-0,850	-1,231	-1,459	-0,946
<b>Exact sig. (2-tailed)</b>	0,728	0,727	0,440	0,232	0,176	0,363
<b>Exact sig. (1-tailed)</b>	0,362	0,370	0,220	0,113	0,093	0,184

Because there is only one direction of interest in the hypothesis the p-values of the one-tailed results must be used (the bottom row in the table). Only one of these p-values is below the alpha level of 0,01 which is the dimension noaberschap with a p-value of 0,093. Therefore the hypothesis can only be partially accepted for this dimension and it must be rejected for the other dimensions.

The hypotheses H4 and H5 are based on the goal tree of the community centre (figure 8) and the measured social impact dimensions (figure 9) and they suppose a relationship between the social impact dimensions. The correlations of these dimensions have been tested via the (one-tailed) Kendall's tau test and the table of the results is located in appendix H. It shows that most of the significant correlations indicate a weak or moderate relationship, except for three correlations that indicate a strong relationship. As with the previous hypotheses H4 and H5 were tested for one-tailed significance because there is only one direction of interest as opposed to two.

H4: The more participants experience improvement in the foundation (social interaction), the more they experience improvement in the intermediary and/or the end goal  
The experienced improvement in the social impact dimension of social interaction was tested for correlation with the experienced improvements in the other dimensions via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 11 : Correlation between the experienced improvements in the social interaction and the experienced improvements in the other social impact dimensions for the participants

Social impact dimension	Correlation	Significance	N	Strength relationship
Loneliness	0,713*	0,000	21	Strong
Self-reliance	0,539*	0,002	18	Moderate
Neighborhood cohesion	0,366*	0,029	19	Weak
Noaberschap	0,437*	0,014	19	Moderate
Well-being	0,712*	0,000	20	Strong

Table 11 shows that all of the found correlations between the foundation social interaction and the intermediary goals and the end goal are significant as all of the p-values are below the alpha level of 0,1. They are all positive correlations as well. There is a strong relationship between social interaction and loneliness (0,713) as well as between social interaction and well-being (0,712). There is a moderate relationship between social interaction and self-reliance (0,539) as well as between social interaction and noaberschap (0,437). There is a weak relationship between social interaction and neighborhood cohesion (0,366). The hypothesis can be accepted.

H5: The more participants experience improvements in the intermediary goals, the more they experience improvement in the end goal.  
The experienced improvements in the intermediary goals were tested for correlation with the experienced improvement in the end goal (well-being) via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 12: Correlation between the experienced improvements in the intermediary goals and the experienced improvements in the end goal (well-being) for the participants

Social impact dimension	Correlation	Significance	N	Strength relationship
Loneliness	0,596*	0,001	20	Moderate
Self-reliance	0,545*	0,022	18	Moderate
Neighborhood cohesion	0,457*	0,008	19	Moderate
Noaberschap	0,462*	0,009	19	Moderate

Table 12 shows that all of the found correlations between the intermediary goals and the end goal well-being are significant as all of the p-values are below the alpha level of 0,01. The correlations all indicate positive, moderate relationships between the intermediary goals and the end goal, with the relationship between loneliness and well-being (0,596) being the strongest and the relationship between noaberschap and well-being (0,462) the weakest. The hypothesis can be accepted.

The results of the survey only offer limited support that with a higher intensity of contact with the centre the participants experience more improvements in the social impacts dimensions since H1, H2 and H3 were only partially accepted. H4 and H5 were both fully accepted meaning that the lines in the goal tree that connect the goals that were tested all represent positive statistically significant relationships. Furthermore figure 22 shows that the participants experience the most effects from their participation on the dimension social interaction. The dimensions that follow after this are well-being and loneliness. These are followed by noaberschap, which is followed by self-reliance and neighborhood cohesion has the lowest score among the surveyed participants. The next paragraphs describe the results from the observations for orientation purposes, the interview with the supervisors and the focus group and whether or not these support the results of the survey.

### **9.1.3 Observations for orientation purposes**

In the beginning phase of the research observations for the purpose of orientation were done at several activities and one of these activities was the eating activity. Near the end of the activity that was observed several participants were talking to one another regarding their means of transport to and from the activity. One of the participants stated that she always takes a taxi to which another participant replied that this is nonsense and that he would be more than happy to drive her in the future. The supervisors of the eating activity were very pleased with this development as apparently the man had been reasonably closed off when he had first started participating in the activity. This observation supports the results of the survey that the eating activity has an impact on the social interaction of participants and their social contacts. These interactions according to the survey results (and the theory discussed in chapters 3 and 6) should lead to the goal attainment of the intermediary goals and the end goal of well-being.

### **9.1.4 Interview supervisors and the focus group**

In the interview with the supervisors they were asked what they aim to achieve with the eating activity. These goals have been outlined in chapter 6, but a summary of their response is that their goal is to facilitate interaction, conviviality and for people not to eat alone. Furthermore a healthy meal for the participants at least once or twice a week is important as well. In addition to this interview and the survey, seven participants of the eating activity were asked to take part in a focus group for the purposes of expanding on the survey. As mentioned in the previous chapter two of these seven participants cancelled beforehand and another two were 45 minutes late. Therefore the first 45 minutes of the focus group was conducted with three participants and two more joined later.

First some background information about the participants beginning with the three participants that were present from the start. They are two men and one woman, aged 70, 76 and 80, with the men participating twice a week and the woman once a week. One of the men has been eating at the centre since practically the beginning (which was three years, 2015), the other man began participating around a year and a half ago and the female participant first started participating two and a half years ago. The latecomers were both men and they participate twice a week, are aged 86 and 56 and they both started participating in the eating activity around two years ago. The participants were asked what their motivation was for their participation in the activity. One of the participants answered that they had previously been eating at the church, which organizes a weekly meal, when they were asked by the Doesgoor to attend the centre's eating activity. The participant agreed and so has been participating at the Doesgoor since the beginning. They first started participating for the conviviality and the social aspect, stating:



*'For the conviviality as well, but also because I was always eating alone and I did not like that. So I thought well it is convivial to eat with more people, you meet more people so that was my thinking.'*

Another participant first came to the Doesgoor because they knew one of the cooking volunteers and they had asked them to come with her to the activity. They began participating for the conviviality and otherwise they would be alone all week. One of the other participants gave several reasons for their participation: the atmosphere, conviviality and it is simple as then they do not have to cook or do the dishes. These statements support the answers given in the survey to the question of why the participants first started participating, see figure 17.

There are other options in Goor for evening meals such as the church or tafeltje-dekje (which is a meal service that delivers at home). The question was asked why the participants prefer the centre over these other options. One of the participants stated that during the eating activity at the church a sermon is given which they do not like. Another participant stated that tafeltje-dekje is €8.50 and at the centre you can eat for the conviviality for €5. The church however is €3. When asked why they participate at the Doesgoor and not the church when the church is cheaper the response is because they know each other and they are used to the centre which they find convivial. One of the participants says that they could go to the church but that they do not belong to the church. The participant that has attended the meals at the church then states that the food is not as good as at the centre, but that this is not surprising because what can you expect for €3. According to one of participants the food is always good at the centre. Another objection towards eating at the church mentioned by the participants is that after the meal a service starts which means that there is not much time after the meal for social interaction because three quarters of the participants attends this service and leaves. One of the participants stated that he is a difficult eater and this is taken more into account at the Doesgoor which is why he prefers the centre. When summarized by the moderator that the church is mainly only a meal and that the centre has more conviviality and social interaction the participants agree. According to the participants the centre is more personal than the church, which according to them is a unique aspect of the centre. One of the participants stated that the atmosphere at the centre is unique as well, especially the atmosphere at the eating activity and the dynamic of the groups. These statements support the findings of the survey where the respondents were very positive regarding the atmosphere and conviviality, see figure 20.

The participants were asked whether or not they have noticed any effects for themselves or if something has changed for them since they started eating at the Doesgoor. One of the responses was that they look forward to the activity. One said: *'When it is Tuesday I think oh it's not Thursday yet, because Thursday is a convivial day for me.'* This comment is supported by the response one of the supervisors gave when asked what effects they have seen. She stated that she believes that *'it is very good for the participants that they have for one or two days a particular purpose where they are going.'* To which the first supervisor replied that the participants indicate this themselves as well that they live towards the days when they are going to eat at the centre, meaning they have a bit of structure in their lives due to the activity. Another participant made the following comment:

*'Look it is incredibly important for people, because I won't name any names if they are not here, but there is a man, fairly elderly and he was always alone. He was at the end of his rope en he came to eat here and then he always has the biggest fun and he told me once that if he didn't have this, he would have been long gone already. So it is incredibly important.'*

Another one of the participants responded that they knew who this comment regarded and mentioned that they had had a special experience with this person in the following comment:

*'I remember very well when he first came here and I asked him how it was going and his second wife had just died, a long story, and he says you know you are the first person to listen to me. Well it gave me goose bumps, that man is 89, so I found that very special (bijzonder).'*

This quote demonstrates that participants really listen to one another and that their interactions with each other can be very meaningful to them. When one of the participants mentioned that he had gone through a hard time when his wife had left him the moderator stated that it must be helpful that everyone that eats at the centre has a history, the participants agreed stating that everyone that participates in the activity are all alone and they all have a past. This is supported by a statement made by one of the supervisors of the activity during their interview. When asked about possible effects of the eating activity according to the supervisors one of them answered as follows:

*'The effects we see is that people do come out of their isolation a bit and that is not only because of the dinner but because of the other participants as well. They often have the same experiences, you know they have just lost their partners as well and they are able to find each other in this and they can recognize themselves in this. We're rather quick to say, because you haven't experienced it yourself, 'well that's unfortunate but you have to move on.' Someone who has experienced this themselves, has the calm to empathize with them.'*

As stated earlier it is a requirement for participation in the activity that you are unattached. This often means in practice, due to the ages of the participants, that their spouses are deceased. As the quote of the supervisor signifies the participants largely have similar life experiences and they can understand and find each other in this and relate better to each other than the supervisors can. When summarized by the moderator that the noticeable effects for them are predominantly in the social aspect all of the participants agreed. In response to this they were asked whether or not the meal itself was a reason as well to participate in the eating activity. One of the participants stated that essentially the meals are a secondary issue to them (bijzaak), however it is the most important secondary issue and this is supported by one of the other participants. They stated that due to their illness it is very important for them to eat fresh food, as opposed to food from a can which is how they themselves would cook. The Doesgoor has a higher health standard than that they have, because the centre uses fresh food as opposed to food from a can to which the other participants agreed. This was mentioned by one of the supervisors during their interview as well who stated that providing a healthy meal for the participants is important as some of the participants are not very self-reliant regarding this aspect.

The participants were asked about the results of the survey where neighborhood cohesion did not score as well as most of the other social impact dimensions and whether or not they agreed with this result. One of the participants immediately replied that this does not apply to them because they live in the centre of Goor and not in the borough of the Doesgoor. The other participants agreed with this saying that the participants come from all over the municipality and that therefore they would not know anything about the neighborhood cohesion in the borough of the Doesgoor. When asked whether or not the participants feel that the eating activity contributes to their self-reliance and if it enables them to stay at home longer one participant replied that there is a lot more involved with self-reliance than just cooking and that they do not believe that the eating activity makes much of a difference. This shows that even though the results of the survey indicate a statistically significant positive correlation between social interaction and neighborhood cohesion and between social interaction and self-reliance this does not mean that this applies to all of the participants.

In the survey the respondents were asked to respond to the statement 'The Doesgoor is important to me' and figure 23 displays their response. 50% of the respondents agreed with the statements and 32% strongly agreed, meaning that more than 80% agreed or strongly agreed. 5% of the respondents indicated that they were neutral or strongly disagreed with the statement and 9% disagreed with the statement (the total percentage is 101% because the percentages were rounded up).

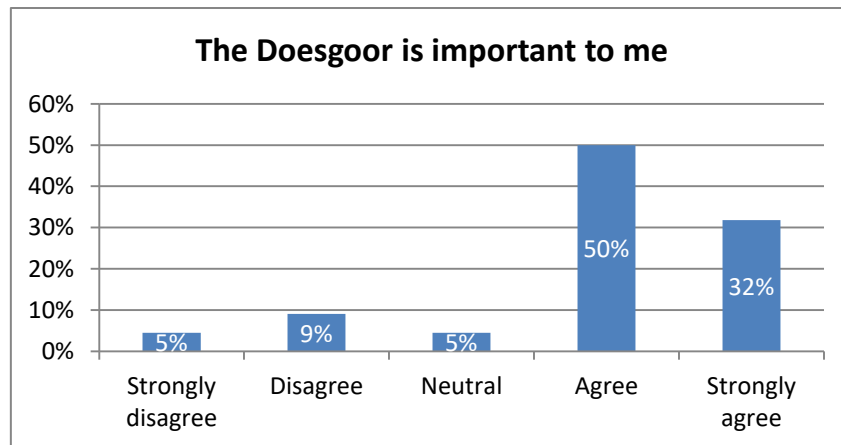


Figure 23: Response of the surveyed participants to the statement 'The Doesgoor is important to me'

The participants were asked why they believe many respondents stated that the Doesgoor is important to them and one response was just for the conviviality alone that you are not alone at the table because otherwise they would be eating alone 7 days a week as opposed to 6 days. Another participant replied that the entire social aspect and the social contacts are important. However one of the participants wanted to say something about this:

*'It is all incredibly convivial, I agree with this completely, but I had thought in the beginning, because I was alone a lot and I went to the church as well, that there would be more friendships formed. And then I see for a lot of people and myself among them, all very nice and all, but also maybe you would meet a man or a woman that you can do something with and it does not happen like that.'*

The participant making this statement does not know what the problem is, if people are afraid to take this step or if people just do not like each other. One of the other participants then states that they find it difficult to approach a man because what then will these men think. They had been asked by another participant whether they wanted to go cycling together, but they did not want to do this because they do not want the talk in the town. Gossip apparently travels fast in Goor and this is something that some participants (particularly women) are just not in the mood for when meeting other participants outside of the eating activity. Other contributing factors according to the participants are that they are too aloof (terughoudend), people have been alone for so long that it can be hard to open yourself up to something again, some do not have a need for further contact outside of the eating activity (due to other family and friends), or some are simply not up for this due to their age and health. This observation of a lack of contact outside of the activity is supported by a remark made by one of the respondents of the survey. At the end of the survey the respondents were given the chance to write down questions or comments. One of the participants left the following comment: *'I've met other people during the meals, but friendships to undertake other activities have not arisen. Either there is no click or there is initial hesitation (drempelvrees).'*

An important characteristic of the community centre, described in chapter 6, is to be easily accessible in terms of costs. The question was therefore asked what would happen if the Doesgoor was forced to increase the costs of the activity to €7,50. For some in the focus group this would not be a problem, but they do believe that there are participants that would be unable to continue their participation as many of the participants only have a small pension. One of the participants of the focus group gave an example of this: he is a volunteer at tafeltje-dekje where he delivers meals to people's homes. Meals are normally priced at €8.50 however there recently was a discount via coupons: five times you could order a meal for €5. The participant stated that people would use these 5 coupons and then he would not see them again as they could not afford the normal price of €8.50. One of the participants has stated that he knows the sentiments of another participant which

is that they could eat for two days for €5 meaning that this price is already high for some. Also there are currently a number of participants that eat at the Doesgoor two times a week and if the prices went up they might be forced to reduce this to once a week. According to one participant the low prices of the centre are a large factor of the easy accessibility and it is one of the things that makes the centre strong (laagdrempeligheid). Additionally there are people known to the participants that would like to participate in the eating activity as well, but they are unable due to a lack of transportation. The regional taxi would cost €7 in addition to the cost of the meal which is too much for most. Furthermore most of the participants do not like to drive anymore due to their age and not everyone is able to cycle to the centre.

When asked what the participants would do if the eating activity did not exist at the Doesgoor the immediate answer of one of the participants was: sitting at home and they do not believe they would look for an alternative. Two of the others agreed stating that they would then cook for themselves. The other two participants would most likely go back to the eating activity of the church. The participants consider the eating activity very important in their lives and one of them stated: *'if that would cease, I would not be 6 but 7 days alone'*

It was stated multiple times during the focus group that the groups are quite close. For example when someone is ill they write them a card together or when someone dies they all go to the funeral together. According to one of the participants when you eat together for 52 weeks a year for 3 years you become close to each other. This was mentioned in the interview with the supervisors as well where it was stated that the groups are like a family. According to the supervisors the participants are all very different from each other and they are amazed that they can form such a close group. They all talk to each other and ask about one another, they pick each other up and close friendships have been formed. They watch out for each other as well and if they feel that something is wrong with someone then this is pointed out to the supervisors.

Based on the statements of the supervisors during the interview there are three effects that the participants experience that are discernible to them: 1) the participants come out of their isolation; 2) the participants have more structure in their lives and 3) the participants eat a healthy meal at least once a week. This means that according to the supervisors the activity contributes to the goals of social interaction, self-reliance, well-being and decreasing loneliness.

The key takeaways from the focus group are:

- The eating activity is predominantly important in terms of social interaction and social contacts. A healthy meal is important for some as well, but for most of the participants this is a (very important) secondary issue.
- The participants enjoy the conviviality and feel that the atmosphere is very good and unique.
- The participants agreed with the results of the survey where neighborhood cohesion and self-reliance scored lower than most of the other social impact dimensions as they feel they cannot give an opinion on the neighborhood cohesion since they do not reside in the borough of the community centre and they feel that there is more to self-reliance than just cooking.
- The participants can relate to each other well as they have had similar experiences in life.
- There is little contact outside of the eating activity. Possible explanations for this according to the participants might be that some do not feel the need for this, that some do not want the talk in the town or that this is a hurdle that some do not want to take.
- Low costs are important in terms of accessibility otherwise a significant portion of the participants would be forced to stop participating.

## 9.2 Volunteers

This paragraph outlines the results of the survey for the volunteers.

### 9.2.1 Background information survey

As with the participants, first some descriptive statistics are provided. As stated in the previous chapter the sample size for the volunteers is 50. Of these 50 respondents 29 are male and 21 are female: 58% to 42%. Of the respondents 30% has indicated that they are single, 44% lives with their partner, 18% lives with their partner and children and 8% indicated the option 'other' of which half lives with their parents and the other half stated 'married'. Most of the respondents are aged between 41 and 74 with 38% being aged between 41-64 and 42% between 65-74, 12% is 75 or older and 4% is aged 18-25 and 26-40. More than half of the volunteers (56%) resides outside of the borough de Whee. 61% of the respondents stated that they live between 1 and 3 kilometers from the centre and 25% lives less than 1 kilometer from the centre. 8% lives between 3 and 5 kilometers from the centre and 6% lives more than 5 kilometers away.

By far most of the respondents stated that their most important daily occupation (multiple response question) is volunteering with 74%. Housekeeping was the second most given response with 42%, the option 'other' was checked by 20% of the respondents which mostly came down to sports.

Nearly half of the respondents (48%) first came into contact with the Doesgoor via the sports association. An explanation for this high number is that the idea of the community centre originated at the sports association Hector and many people that volunteer or have volunteered for the sports association volunteer for the Doesgoor as well. The most given response after the sports association is first contact with the centre through friends and acquaintances with 20%, then the elderly association with 16% and after that comes the option 'other' (such as via an open house or an internship) with 14%. Via the newspaper, weekly magazine etc, 10% of the respondents have first come into contact with the Doesgoor, 4% through family and 2% via the government. Exactly a quarter of the respondents has indicated that they first started at the Doesgoor as a participant and not as a volunteer. More than a third (35%) of the respondents has stated that they are currently a participant at the Doesgoor and 29% has stated that they are not currently a participant but they have been in the past. This leaves 37% of the volunteers that has never been a participant at the Doesgoor. As with the participants the volunteers indicated varying reasons for becoming a volunteer at the centre. This question is a multiple response question and figure 24 displays these reasons.

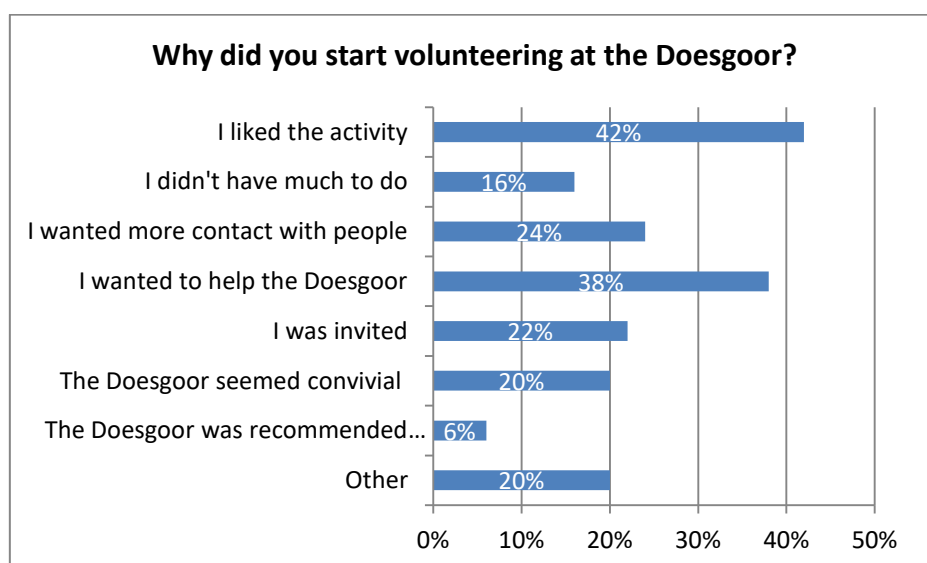


Figure 24: Response of the surveyed volunteers to the question 'Why did you start volunteering at the Doesgoor?' (multiple response)

Most of the respondents (42%) have indicated that they started volunteering because they liked the activity and 38% wanted to help the Doesgoor. The option 'other' was checked by 20% of the respondents naming the most common explanation as 'Hector' (the sports association).

Two thirds of the respondents started volunteering at the centre more than 2 years ago (66%). 22% started between a year and two years ago, 8% started between half a year and a year ago and 4% has started volunteering less than half a year ago. The amount of time spend at the centre volunteering varies: 33% spends between 2 and 4 hours a week at the centre, 29% more than 6 hours, 22% less than 2 hours and 16% spends between 4 and 6 hours a week at the centre. Figure 25 displays the volunteering activities of the respondents.

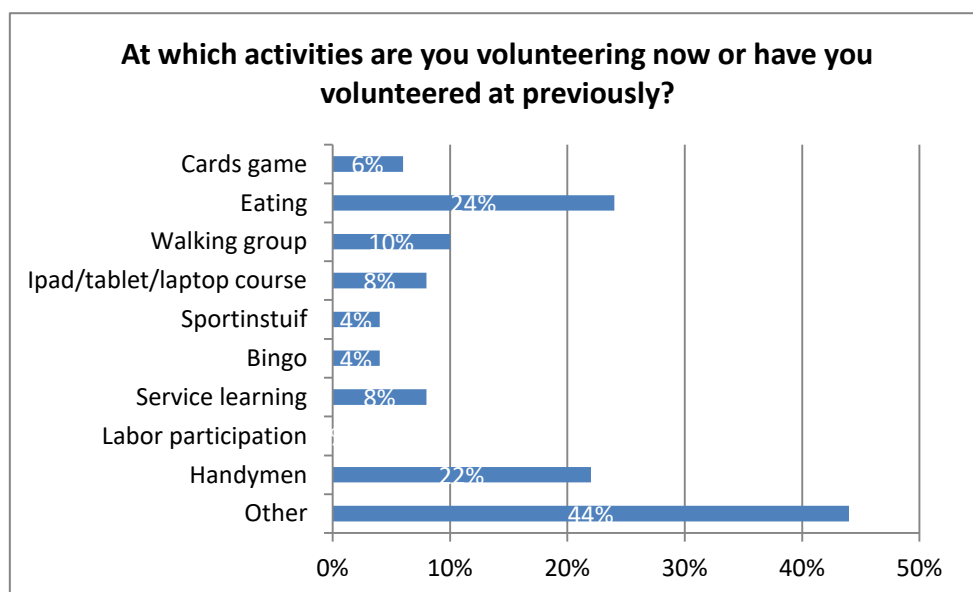


Figure 25: Response of the surveyed volunteers to the question 'At which activities are you volunteering now or have you volunteered at previously?' (multiple response)

This question is a multiple response question and as such there is more than one possible answer. As displayed in the figure by far the most common answer is 'other' with 44%. Many of these respondents have indicated that they are active with the board and with Hector and other answers given were 'several events', 'open house' and 'jeu de boules'.

The respondents were asked to rate the activities that they are involved in or have been involved in, in terms of, conviviality, openness and atmosphere. Figure 26 displays the results. As with the participants the respondents rated the activities best for their conviviality and atmosphere and slightly less for the openness of the activities.

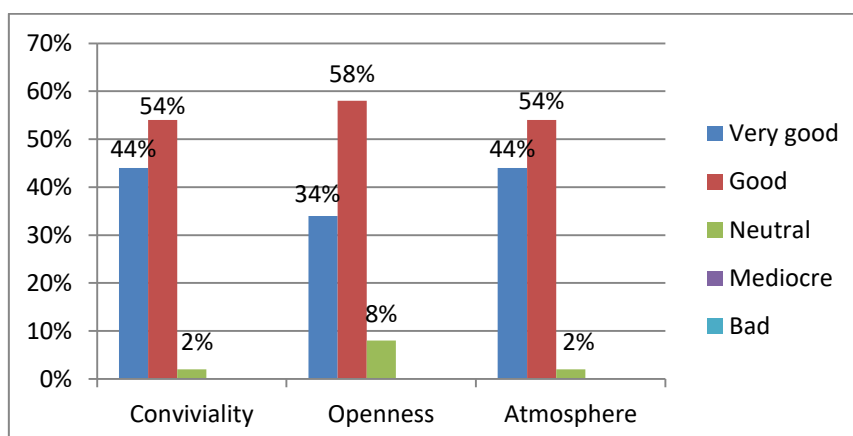


Figure 26: Response of the surveyed volunteers to the question 'How would you rate the activities of the Doesgoor that you volunteer or have volunteered for on the basis of conviviality, openness and atmosphere?'

In the survey the volunteers were asked to respond to the statement 'The Doesgoor is important to me', figure 27 displays the response to this statement. More than 80% agreed or strongly agreed with the statement, as 52% agreed and 30% strongly agreed. 15% of the respondents indicated that they were neutral and 4% disagreed with the statement.

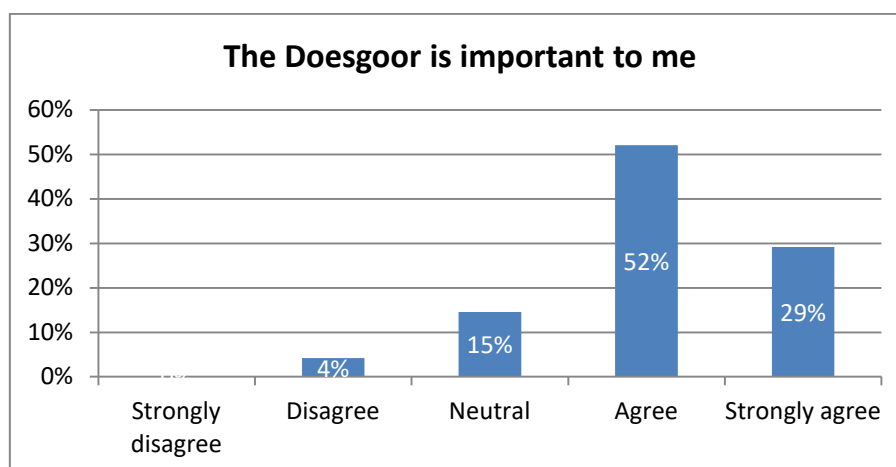


Figure 27: Response of the surveyed volunteers to the statement 'The Doesgoor is important to me'

Nearly a third (31%) of the respondents has indicated that they have weekly contact outside of the Doesgoor with people they have met there. The same percentage of respondents has indicated that they do not have any contact outside of the centre with people they have met there. 23% has indicated that they have contact a couple of times a year with people they have met at the Doesgoor and 15% has monthly contact. When asked whether or not the respondents would recommend others to become active as a participant or as a volunteer at the centre 77% said yes they would recommend both, 9% would recommend to become a volunteer and 15% would recommend becoming a participant at the centre. None of the respondents stated that they would not recommend either one.

### 9.2.2 Answering the research question

The remainder of this paragraph outlines the relevant data collected from the survey in order to answer the fourth sub question for the volunteers, to what extent the goals of the community centre have been realized for them.

#### *Score of at least a 4*

As with the participants it was tested for the volunteers how large the group of respondents is that has a score of at least a 4 or higher on a social impact dimension. This showed that there are 33 out of the 50 volunteers (66%) that score a 4 or higher on at least one of the dimensions, meaning that two thirds of the volunteers scores a 4 or higher for at least one of the dimensions. Table 13 displays the number and percentage of respondents with a score of a 4 or higher per social impact dimension.

Table 13: Number and percentage of volunteers per social impact dimension that has a score of at least a 4

Social impact dimension	N	Percentage
Social interaction	28	56%
Loneliness	19	38%
Self-reliance	4	8%
Neighborhood cohesion	10	20%
Noaberschap	18	36%
Well-being	17	34%

### *Taking a central role as a meeting place*

The goal of the community centre to take a central role as a meeting place was partially measured by measuring the quality of the Doesgoor as a meeting place. Figure 16 shows via which items this was operationalized in the survey. The mean score of the items that measure the quality of the Doesgoor as a meeting place for the volunteers is 4,27 with a standard deviation of 0,64 and n = 48. As stated previously this is on a 5-point Likert scale meaning that this is a positive score.

### *Loneliness*

The social impact dimension loneliness was measured by one statement on the survey, which is whether or not the respondent feels less lonely due to their volunteer work at the Doesgoor. The response to this statement is displayed in figure 28. It shows that even though most of the respondents felt neutral about this statement (44%), a third of the respondents agreed with the statement and 9% strongly agreed. 9% or the respondents disagree with the statement and 7% strongly disagrees. The total percentage is 102% because most of the percentages were rounded up.

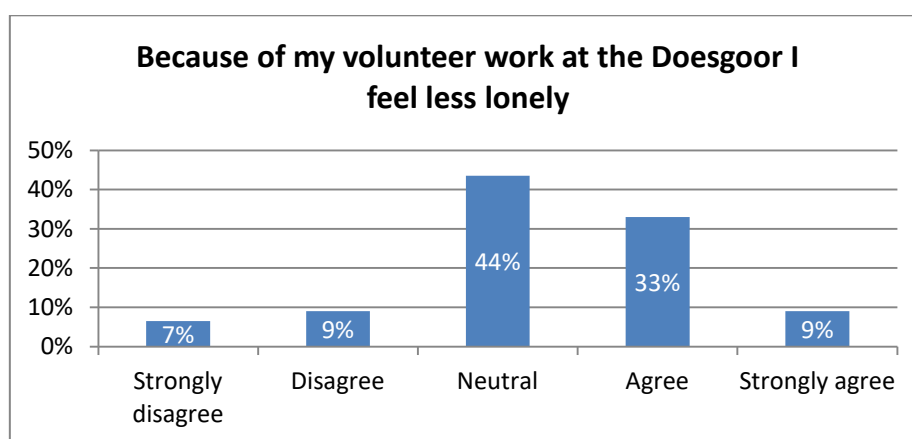


Figure 28: Response of the surveyed volunteers to the statement 'Because of my volunteer work at the Doesgoor I feel less lonely'

### *Hypotheses*

In chapter 6 the goals of the community centre were set out and summarized in figure 8 in a goal tree. The goals that were to be evaluated were clarified as well and several hypotheses were formulated for testing. The results of these test for the volunteers are displayed in the remainder of this paragraph. The mean scores and n per dimension are displayed in figure 29 in a bar chart.

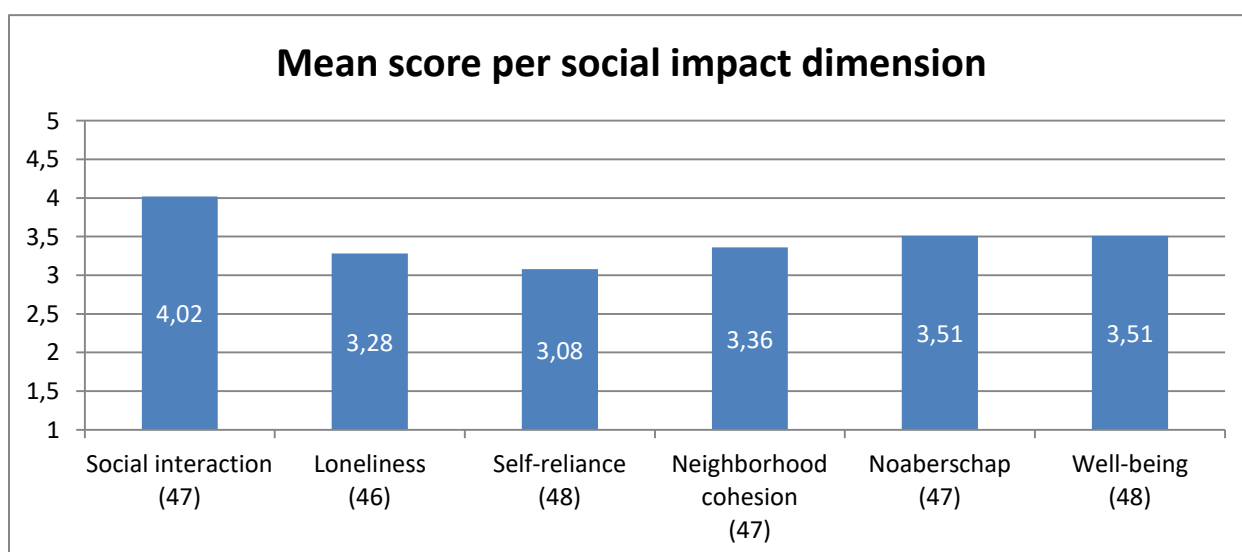


Figure 29: Bar chart of the mean scores per social impact dimension for the volunteers



The mean scores were tested for normal distribution with the Shapiro-Wilk test which showed that the dimension social interaction was the only dimension that is normally distributed with a p-value of 0,196. In addition to this test the histograms of the dimensions were viewed to check their distribution. These histograms have been added to Appendix G. They clearly showed that the data for all dimensions except social interaction are not normally distributed. Therefore the hypotheses have been tested with non-parametric tests. The alpha level for the hypotheses of the volunteers has been set at 0,1 (10%) as well. The results of the tested hypotheses are displayed below.

H6: The more time volunteers spend at the community centre, the more they experience an improvement in the social impact dimensions

The amount of time spent per week at the community centre was tested for a correlation via a one-tailed Kendall's tau test with the experienced improvement in the social impact dimensions. The results are displayed in the table below.

Table 14: Correlation between time spent per week at the Doesgoor and the experienced improvements in the social impact dimensions for the volunteers

Social impact dimension	Correlation	Significance	N	Strength relationship
Social interaction	0,298*	0,005	47	Weak
Loneliness	0,219*	0,042	46	Weak
Self-reliance	0,148	0,110	48	N/A
Neighborhood cohesion	0,170*	0,084	47	Very weak
Noaberschap	0,212*	0,045	47	Weak
Well-being	0,248*	0,021	48	Weak

Table 14 shows that all of the p-values except for the dimension of self-reliance are below the alpha level of 0,1. The correlation coefficients all indicate a positive relationship and four of the relationships can be characterized as weak because their correlation is below 0,4. The relationship with the dimension of neighborhood cohesion is below 0,2 and can be characterized as very weak. The hypothesis can be partially accepted for the dimensions social interaction, loneliness, neighborhood cohesion, noaberschap and well-being and it must be rejected for the dimension of self-reliance.

H7: The longer volunteers have been active at the community centre, the more they experience an improvement in the social impact dimensions

The length of time that a volunteer has been active at the community centre has been tested with the experienced improvement in the social impact dimensions via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 15: Correlation between length of time active at the centre and the experienced improvements in the social impact dimensions for the volunteers

Social impact dimension	Correlation	Significance	N	Strength relationship
Social interaction	0,052	0,333	47	N/A
Loneliness	0,089	0,254	46	N/A
Self-reliance	0,025	0,423	48	N/A
Neighborhood cohesion	0,113	0,192	47	N/A
Noaberschap	0,181*	0,084	47	Very weak
Well-being	0,088	0,245	48	N/A

Table 15 shows that only one of the p-values is below the alpha level of 0,1 which is the social impact dimension noaberschap. The correlation coefficient is 0,181 meaning that the relationship is positive and can be classified as very weak. This hypothesis can be partially accepted only for the social impact dimension noaberschap and must be rejected for the other dimensions.

H8: Volunteers that are participants at the community centre as well or that have been participants in the past experience more improvement in the social impact dimensions than the volunteers that have never been active as a participant

This hypothesis was tested with the Mann-Whitney U test. The respondents were separated into two groups: the respondents that are currently active as a participant at the Doesgoor or that have been in the past and the respondents that have never been active as a participant. The Mann-Whitney U test was used to determine whether or not the differences between these two groups are statistically significant. Table 16 displays the number of observations, the mean rank and the sum of the ranks per grouping variable. The grouping variable in this case is whether or not the respondent is or has been a participant at the centre. The table shows that the largest difference between the groups is with the dimension loneliness ( $28,05 - 15,74 = 12,31$ ). The Mann-Whitney U test shows whether or not this difference or any of the others are statistically significant, the results of this test are displayed in table 17.

Table 16: Rankings Mann-Whitney U of whether or not are/been a participant and the experienced improvements in the social impact dimensions for the volunteers

	Participant as well?	N	Mean Rank	Sum of Ranks
<b>Social interaction</b>	No, never been	18	19,39	349,00
	Yes, currently or in the past	29	26,86	779,00
	Total	47		
<b>Loneliness</b>	No, never been	17	15,74	267,50
	Yes, currently or in the past	29	28,05	813,50
	Total	46		
<b>Self-reliance</b>	No, never been	18	20,28	365,00
	Yes, currently or in the past	30	27,03	811,00
	Total	48		
<b>Neighborhood cohesion</b>	No, never been	18	22,03	396,50
	Yes, currently or in the past	29	25,22	731,50
	Total	47		
<b>Noaberschap</b>	No, never been	18	21,19	381,50
	Yes, currently or in the past	29	25,74	746,50
	Total	47		
<b>Well-being</b>	No, never been	18	20,53	369,50
	Yes, currently or in the past	30	26,88	806,50
	Total	48		

Table 17: Results Mann-Whitney U of whether or not are/been a participant and the experienced improvements in the social impact dimensions for the volunteers

	Social interaction	Loneliness	Self-reliance	Neighborhood cohesion	Noaberschap	Well-being
<b>Mann-Whitney U</b>	178,000	114,500	194,000	225,500	210,500	198,500
<b>Z</b>	-1,826	-3,199	-1,732	-0,831	-1,170	-1,605
<b>Exact sig. (2-tailed)</b>	0,068	0,001	0,085	0,416	0,239	0,111
<b>Exact sig. (1-tailed)</b>	0,034	0,001	0,042	0,208	0,119	0,055

Because there is only one direction of interest in the hypothesis the p-values of the one-tailed results must be used. The results show that for four dimensions the difference between the groups is statistically significant, which are social interaction (0,035), loneliness (0,001), self-reliance (0,042) and well-being (0,055) because their p-values are below 0,1. The p-values for neighborhood cohesion (0,208) and noaberschap (0,119) are above 0,1 and so are not statistically significant. This means that the hypothesis can be partially accepted for the dimensions of social interaction, loneliness, self-reliance and well-being and it must be rejected for neighborhood cohesion and noaberschap.

The hypotheses H9 and H10 are based on the goal tree of the community centre and suppose a relationship between several dimensions. The correlations of these dimensions have been tested via the Kendall's tau test and the table of the results is located in appendix G. This table shows that most of the significant correlations indicate a weak or moderate relationship.

H9: The more volunteers experience improvement in the foundation (social interaction), the more they experience improvement in the intermediary and/or the end goal  
The experienced improvement in the social impact dimension social interaction was tested for correlation with the experienced improvement in the other social interaction dimensions via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 18: Correlation between the experienced improvements in social interaction and the experienced improvements in the other social impact dimensions for the volunteers

Social impact dimension	Correlation	Significance	N	Strength relationship
Loneliness	0,455*	0,000	46	Moderate
Self-reliance	0,322*	0,002	47	Weak
Neighborhood cohesion	0,279*	0,008	46	Weak
Noaberschap	0,424*	0,000	46	Moderate
Well-being	0,476*	0,000	47	Moderate

Table 18 shows that all of the found correlation coefficients between the foundation social interaction and the intermediary goals and the end goal are significant as all of the p-values are (well) below the alpha level of 0,1 and they are all positive correlations. There is a weak relationship between social interaction and self-reliance (0,322) and between social interaction and neighborhood cohesion (0,279). The relationships between social interaction and loneliness (0,455), noaberschap (0,424) and well-being (0,476) are moderate. The hypothesis can be accepted.

H10: The more volunteers experience improvement in the intermediary goals, the more they experience improvement in the end goal.

The experienced improvement in the intermediary goals were tested for correlation with the experienced improvement in the end goal (well-being) via a one-tailed Kendall's tau test. The results are displayed in the table below.

Table 19: Correlation between the experienced improvements in the intermediary goals and the experienced improvements in the end goal (well-being) for the volunteers

Social impact dimension	Correlation	Significance	N	Strength relationship
Loneliness	0,528*	0,000	46	Moderate
Self-reliance	0,594*	0,000	48	Moderate
Neighborhood cohesion	0,354*	0,002	47	Weak
Noaberschap	0,588*	0,000	47	Moderate

Table 19 shows that all of the found correlation coefficients between the intermediary goals and the end goal are significant as all of the p-values are (well) below the alpha level of 0,01 and they are all positive correlations. The relationship between neighborhood cohesion and well-being is weak (0,354). The relationships between loneliness and well-being (0,528), between self-reliance and well-being (0,594) and between noaberschap and well-being (0,588) can all be classified as moderate. The hypothesis can be accepted.

H11: There is a difference between the participants and the volunteers in the improvements that they experience in their social impact dimensions

The mean score of each variable for the participants and for the volunteers is displayed in a bar chart in figure 30. The white numbers represent the scores of the participants and the black numbers those of the volunteers. The sample sizes are displayed between brackets below the dimensions where the first number is the sample size of the participants and the second number is the sample size of the volunteers.

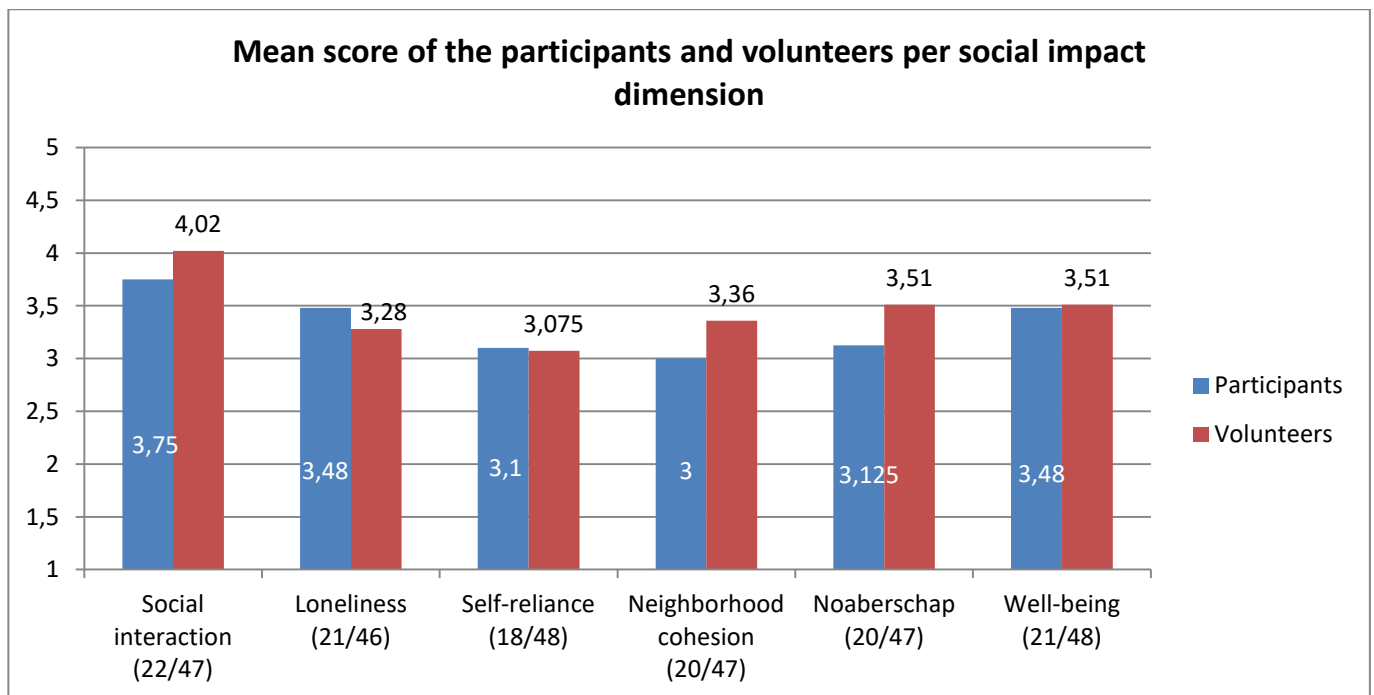


Figure 30: Bar chart of the mean score per social impact dimension of participants and volunteers

The differences in scores between the participants and the volunteers was tested for statistical significance via the Mann-Whitney U test. The mean scores of the social impact dimensions were compared and the results are displayed in tables 21 and 22. The alpha level for this hypothesis is 0,1.

Table 21: Rankings Mann-Whitney U of participant/volunteer and the experienced improvements in the social impact dimensions

	Participant or volunteer	N	Mean Rank	Sum of Ranks
<b>Social interaction</b>	Participant	22	33,32	733,00
	Volunteer	47	35,79	1682,00
	Total	69		
<b>Loneliness</b>	Participant	21	35,86	753,00
	Volunteer	46	33,15	1525,00
	Total	67		
<b>Self-reliance</b>	Participant	18	32,92	592,50
	Volunteer	48	33,72	1618,50
	Total	66		
<b>Neighborhood cohesion</b>	Participant	20	26,73	534,50
	Volunteer	47	37,10	1743,50
	Total	67		
<b>Noaberschap</b>	Participant	20	25,30	506,00
	Volunteer	47	37,70	1772,00
	Total	67		
<b>Well-being</b>	Participant	21	33,60	705,50
	Volunteer	48	35,61	1709,50
	Total	69		

Table 22: Results Mann-Whitney U of participant/volunteer and the experienced improvements in the social impact dimensions

	Social interaction	Loneliness	Self-reliance	Neighborhood cohesion	Noaberschap	Well-being
<b>Mann-Whitney U</b>	480,000	444,000	421,500	324,500	296,000	474,500
<b>Z</b>	-0,481	-0,555	-0,158	-2,117	-2,561	-0,401
<b>Exact sig. (2-tailed)</b>	0,636	0,583	0,878	0,034	0,010	0,693
<b>Exact sig. (1-tailed)</b>	0,318	0,292	0,440	0,016	0,005	0,348

This hypothesis does not suppose a direction as explained in chapter 6 and therefore the two-tailed results must be used for the testing of this hypothesis. Table 22 shows the difference between the participants and the volunteers is statistically significant for two social impact dimensions as their p-values are below 0,1,. These dimensions are neighborhood cohesion with a p-value of 0,034 and noaberschap with a p-value of 0,010. There is no significant statistical difference between the groups for the other dimensions, meaning that the hypothesis is partially accepted for the social impact dimensions neighborhood cohesion and noaberschap. The volunteers experience more improvement in the social impact dimensions of noaberschap and neighborhood cohesion than the participants do. Possible explanations for this are given in chapter 10 in the discussion.

### 9.2.3 Conclusion

All of the hypotheses have now been tested and they can all be partially accepted or fully accepted. The results show that for both the participants and volunteers an increased intensity of contact with the community centre does not necessarily equate to increased effects. The hypotheses that tested this assumption could only partially accepted. Furthermore the results of the hypotheses showed that for both the participants and volunteers all of the correlations between the social impact dimensions in the goal tree of the community centre are statistically significant and indicate positive relationships. Most of the relations are moderate or weak. The strongest relationships that were found are between social interaction and loneliness and social interaction and well-being, both for the participants. Table 23 gives an overview of the outcome of the hypotheses that were tested.

Table 23: Overview outcomes of the tested hypotheses

Hypothesis	Accepted/rejected	Hypothesis	Accepted/rejected
H1	Partially accepted	H6	Partially accepted
H2	Partially accepted	H7	Partially accepted
H3	Partially accepted	H8	Partially accepted
H4	Accepted	H9	Accepted
H5	Accepted	H10	Accepted
		H11	Partially accepted

### 9.3 Social infrastructure of the community

As stated in the previous chapter the social impact of the Doesgoor on the social infrastructure of its community is measured by interviews. These interviews were conducted with two cooperating partners of the centre: the principal of an elementary school and the principal of a high school, both located in the borough of the centre (de Whee). An interview with the general coordinator of the centre and the parents of the special education children that participate in the sports activity at the centre was conducted as well. The results of these interviews are outlined in paragraph.

This research examines the extent to which the intended goals of the community centre have been realized. It presumes that there are certain effects on the participants and volunteers of the centre as well as the social infrastructure of the community. A possibility is that the effects on the participants and volunteers have a spillover effect to the neighborhood and the community as a whole. Furthermore the effects that were measured for the participants and the volunteers could have an effects on the community as well. Due to their activity at the centre the participants and volunteers could feel better about themselves, they become more competent and active, not just at the Doesgoor but they might do other activities with other people as well, which could be a spillover effect on the neighborhood and the community. However due to time constraints and the small sample size of this research no data was collected to be able to support this assumption.

Chapter 3 made it clear that the social infrastructure is important for the health of a community as it contributes to the quality of life. Social infrastructure has been defined by Engbersen and Sprinkhuisen (1998) as: *'the whole of organizations, services, facilities and relations that enable people to live together in social bonds (neighborhoods, groups, networks, families) and to participate in society.'* The conducted interviews revealed that there are three ways in how the Doesgoor has a positive effect on the social infrastructure of its community:

- 1) Connecting role in the community
- 2) Provides a place for citizens to realize their ideas or come to with problems
- 3) Good cooperating partner

In the remainder of this chapter each of these ways in which the community centre has a positive impact on its social infrastructure is described and examples are provided for illustration.

### 9.3.1 Connecting role in the community

The interviews that were conducted paint a picture of an involved community centre that wants to facilitate and make connections within the community. The goal tree of the community centre in figure 8 shows that one of the ways the Doesgoor wants to increase social cohesion is by connecting organizations with each other and by connecting residents with each other.

#### *Connecting organizations*

The general coordinator of the centre stated in her interview that the centre believes that cooperation with other organizations and making connections with them and between them is very important. The centre believes that when you do not make these connections, then people and organizations do not know (of) each other and then you cannot refer people to each other or help one another. When someone has signaled something, for example that a person is struggling, and they do not know the organizations and the organizations do not know each other then it is more difficult to help the person that is struggling. By connecting organizations with each other you make the lines between them shorter and they can more easily find each other, which will make it easier to help people more effectively and efficiently. Examples of how the centre attempts to achieve these connections are given below.

An example of how the centre attempts to connect organizations is that in 2017 the Doesgoor organized a vitality market where 41 organizations were present to provide information to people by answering question or giving presentations regarding the subject of vitality (Tubantia, 2017). There were many different organizations present such as sports associations, health organizations, a grocer, a music school, etc. for whom the market was a great opportunity to expand their network. An example of this is a moving coach that coordinates moving for people that are unable to do this themselves who via the vitality market came into contact with several welfare organizations. These organizations now know of the coach's existence and can contact her when they encounter someone that might need her help and vice versa (Tubantia, 2017). Through the vitality market organizations that are all active in the same area, namely vitality, that might have been working past each other all along had an opportunity to meet each other and expand their networks.

During the interview with the general coordinator of the centre she gave another example of how they connect different organizations with one another. The centre was approached by a physical therapist (who had come into contact with the centre via the vitality market) that had a client that was extremely socially isolated and really only had contact with their physical therapist. Upon hearing this the centre involved the welfare organization Mediant, which is the organization that organizes the coffee walk-in activity at the centre, and they then made a house call to the client. With time the client was persuaded to attend one of the activities at the Doesgoor and they now are a participant in the eating activity and have broken out of their isolation.

A final example is the organization of the King's games, which is a yearly activity at the Doesgoor where in its most recent edition 500 children participated. In the Netherlands the birthday of the king is celebrated each year on King's day and the Friday before this day all elementary schools organize King's games for their students. The goal is to promote healthy eating and physical movement via a communal healthy breakfast and all kinds of sporting activities. For four years now the King's games have been organized at the community centre, in which the children of three elementary schools participate as well as the children from two childcare organizations and toddlers. The students of the high school help with the organization as well. During the games the children all get mixed together so that they can get to know other children and learn to play and work with children they do not know. The importance of this activity was stressed by the principal of the elementary school as well. She made the following statement regarding the King's games:

*'Look of course you (the schools) are each other's competition, but you also want to work together where possible, at least that is what we would like. And the King's game were a great starting point to do something together with all of the children of de Whee because there is another elementary school here in the borough. So we have all three elementary schools here and the childcare organizations here in the borough and the toddlers as well and our common goal is a shared activity for all of the children of de Whee. Because you have your own school with your own culture, but you are of course one school in a borough. And the children see each other in the neighborhood and at the sports associations and everywhere so you have to be able to deal with each other in a good way. So how great is it when you know each other, then this is a lot easier. So yes this is a common goal.'*

This quote shows that in this example the community centre is a facilitator so that the schools and the child care organizations have the possibility to work together. This example of the King's game and the quote from the principal highlights as well the wish to connect residents with each other, in this case the children, and the remainder of this paragraph expands on this wish to connect residents.

### *Connecting residents*

In addition to wanting to connect organizations with each other the centre also wishes to connect residents with each other and facilitate connections between groups that typically have (very) little contact with each other in their day-to-day lives as this will increase social cohesion in the borough (Wijkvoorziening 't Doesgoor, 2017). The interviews with the general coordinator of the centre and with the principals of the elementary - and high school have indicated this as well.

The relationship of the elementary school and the community centre encompasses the King's games, the social service weeks and the sportinstuiven at the centre after school. The goal of the relationship is to motivate children to be active after school with sports and exercises. In addition to this the interns of the community centre teach gym classes at all of the elementary schools. Later in the interview with the principal of the elementary school she made the following statement regarding what activities the school and the centre organize together:

*'The pancake day needs to be added as well. That is young and old mixed together which is great, we do that with all of the children of group 8 of all the three elementary schools and they bake pancakes for their grandparents or someone else. And the cooking crew of the Doesgoor helps them, well how good do you want it as an elementary school. And that does something with the borough as well, towards parents, towards grandparents.'*

This quote illustrates how an activity such as the pancake day can facilitate connections between the children, their grandparents and the cooking crew of the centre that assists with the baking. According to the principal this can bring about something in the borough as well. When asked what she views as the most concrete added value of the Doesgoor in how they can complement the schools she stated that she believes that the connecting role in the borough is the most concrete added value of the centre.

A way in which the centre attempts to connect residents with each other is through the activities of the service learning (maatschappelijke stage) where the Doesgoor attempts to connect young and old with each other. This activity was described in chapter 5. During these service learning days a class of the high school organizes and helps with activities at the Doesgoor so that they can come into contact with the community centre and different groups of society that they normally do not see in their daily life. The principal of the high school feels that the service learning activity is very important for his students as this way they can meet (lonely) elderly, statusholders, etc. who they normally do not come into contact with and that is an essential something according to him. He calls the service learning 'real-life learning'. This meeting of the students with the elderly was identified as well during the observations that were done for orientation purposes. A number of the high school



children assisted the elderly during their Ipad/tablet and laptop course. The elderly appeared to enjoy the assistance of the children as they were very attuned to the Ipads and tablets. A few of the students joined the walking group and one of the students was surprised that older people were so funny as one of the participants was making jokes. Later in the afternoon the bingo activity took place with mostly elderly people and a few of the children were very excited to help with the activity and to be allowed to call out the bingo numbers. The participants appeared to enjoy the presence of the children as well. These are all observed examples of children interacting with elderly people and connecting with each other.

The principal of the high school believes that the Doesgoor plays an important role in the community in terms of connecting residents as he responded with the following statement when asked about the connecting role of the community centre:

*‘Well I think that the Doesgoor plays an important part in that, even separate from the Waerdenborch. Of course they don’t only organize activities with the Waerdenborch, they just have so many more activities and well I think it is a very nice way in how you play an important part in the middle of a community, de Whee here.’*

Another manner in which the centre connects residents with each other is a result of the location of the Doesgoor itself, which is at a football club. During the observations for orientation purposes at the eating activity this was noticed as well. While the participants of the eating activity were eating and having coffee or tea after dinner, the people that train or watch the training at the football club would come in and greet the participants (the activity takes place in the canteen of the football club). The football club is important in the town as many people are members of the club or come to watch the games and this way these people can come into contact with the participants and volunteers of the community centre as well and can interact with them. The general coordinator mentioned in her interview that it is very important as well for the community centre to have the support of the community and to maintain this support (draagvlak). For example before the coffee walk-in activity could get started the centre had to ensure that they had the support of the community first as for some people there is a stigma on the patients that the care organization that organizes the coffee walk-in (the Mediant) generally treats. The activity has now been running for several years and has been going well. This has helped to reduce the stigma of people who might be mentally struggling.

### **9.3.2 Provides a place for citizens to realize their ideas or come to with problems**

In chapter 3 it was described that one of the characteristics of a community centre is that the local community can go there to realize their own ideas and that the centre can respond to signals from the community. The conducted interviews confirmed that this characteristic is present at the Doesgoor. The general coordinator has stated that the community centre is open to everyone that has an idea for an activity. This is evidenced by the now weekly activity of sports for special education children. When asked during the interview with the parents how the activity got started the response was that one of the parents had messaged the Doesgoor on Facebook with the question if it would be possible to do something for the special education children as well. The centre organizes a sportinstuif twice per week for the children aged 4 through 12, however this activity starts soon after school at three o’clock (the schools finish at 14.30). The special education children do not go to school in Goor, but they attend school in other cities that are located approximately a half hour drive from Goor. This means that they are never home in time to be able to participate in the sportinstuif at the centre because this starts too soon for them. Another reason why participation in the sportinstuif or other sports activities in Goor is difficult for the special education children is that they typically lag behind their peers, socially and physically. The municipality does offer an option of an activity for these children, however the facility where the activity would take place is in Boekelo, which is located 30 minutes from Goor by car and an indication from the municipality is required. This means that before the children can participate first their intended goals

have to be established and a schedule has to be made, meaning extra (paper)work and more hassle. This requirement of an indication feels to the parents as another hurdle that they would have to take of which for them there are many already. Because of these reasons one of the parents decided to reach out to the centre to ask if something could not be organized for their children as well. The community centre was receptive to this request and got to work with it. A neighbourhood sports coach now leads a sports activity every Wednesday for the special education children, which would not have happened if they had not been approached by one of the parents. One of the parents stated during the interview:

*'I think that this is the strength of the community centre that it is very friendly, open and very accessible. And it is very versatile, that is also true, it is not only the special sports activity, that is our part, but there is actually so much to do here and that is nice.'*

Another one of the parents stated that they feel like their children are being forgotten and that everything that is organized in Goor is only for the elementary school children in Goor and so they are very happy and appreciative that the Doesgoor is doing something for their children.

Other activities at the centre would not have existed either without the initiative and idea of a citizen, examples of this are the healthy living activity and the tai chi course. The people that lead this activity approached the centre on their own initiative with the proposal of organizing the activity and the Doesgoor agreed to make room available for this. In these cases the centre is mostly a facilitator that offers space for the activity. During the interview with the principal of the high school a question was asked regarding the connecting role of the community centre. His response was that he believes the Doesgoor plays an important role in the middle of the community. After this response the following statement was given:

*'You know you're not very concerned with lonely elderly at our age. But the funny thing is that on the one hand there are all of these tools, as the internet is a good way to have contact with each other but I think it is exactly the opposite that some people just live completely isolated. And well the Doesgoor plays an important part in this and I think it is a lot of fun for the elderly as well. When you are in the process of working you are very busy and you have social contacts in that way but when you are completely out of this process, or as someone who is unemployed or a statusholder, well I feel that they play an important and good role in this. So I think that the Doesgoor provides for a need.'*

This statement shows that the principal feels that it is a good thing that elderly people who have the problem of being lonely or isolated can go to the community centre where activities are offered that can help with this problem.

### **9.3.3 Good cooperating partner**

The parties that were interviewed were very satisfied with the Doesgoor as a cooperating partner. When asked at the conclusion of the interview with the parents if they had anything else they wanted to share their response was that they wanted to say that they appreciate very much all the effort that is being put into the activity. The day of the interview there were less children than usual, only 3, and the parents said that the centre could have just cancelled the activity because there are too few children but they did not. The parents appreciated very much that even for 3 children the activity would still take place. The general coordinator of the centre stated that this is something that they are committed to and in order to make the activity a success it must be structural. Therefore it is very important that it takes place every week if you want it to become a success.

One of the parents stated during the interview that they have noticed that many times in other instances nothing really happens. That yes suggestions are made and yes there are ideas for all kinds of things but then ultimately nothing is done with these suggestions and no action is taken.

According to the parents you have to be very active as a parent to get things done and many of them give up eventually. The following statement is then made, which supports the previous paragraph as well in that the centre is a place where citizens can go to with their ideas or problems:

*'And here it was immediately very open, like can I call you and do you have time now and yes I'm here, okay then come on over. And there is coffee ready and you talk to each other and that is very different and then I think you are immediately more open'*

This was mentioned by the principal of the elementary school as well who made the following statement about the centre during the interview:

*'I think that they have an important social function and for all the different target audiences as well. And the intention of the people that work there, that is just so great and so powerful, that commitment that makes it get off the ground. And that is something that I experience as very pleasant, because you often have ideas and you want to do many things, but then you actually have to go do it yourself and that is fine as well, but it is very pleasant that your ideas are heard and let's do this together. And having this feeling that you can just do it together, that is really what I believe is the strength of the Doesgoor in cooperation with our school.'*

This quote illustrates that the principal is appreciative of the fact that they now do not have to execute all of their ideas on their own but that they have a partner that they can cooperate with and they can do things together. The principal of the high school was very happy with the cooperation with the Doesgoor as well and he noted that you of course start with organizing one activity together. And when this activity is a success and you get to know your partner better than you can cooperate even more because you then you know each other's capabilities better and you understand each other more.

#### **9.3.4 Conclusion**

The interviews have shown that the Doesgoor has a positive impact on the social infrastructure of its community in three ways. One way is by having a connecting role for residents and for organizations. The centre hopes to increase the social cohesion of the community by connecting residents with each other and by connecting organizations with each other it intends to ensure that organizations are more efficient. Another way that the community centre has an effect on the social infrastructure is by offering a place where residents can go to with their ideas and problems. Furthermore the Doesgoor is viewed by the interviewees as a good cooperating partner that can be depended upon and with each successfully organized activity the parties understand and know each other better which can lead to more cooperation (in possibly other areas as well).

## 10. Conclusion and discussion

This chapter contains the conclusion and discussion of this research. First the conclusion is set out in which the main research question is answered, followed by the discussion. This includes an evaluation of the expectations at the start of the research, the theoretical and practical meaning of the findings and a description of the limitations of this research as well as recommendations for further research.

### 10.1 Conclusion

This research has attempted to answer the question *‘What is the social impact of the activities of the community centre ‘t Doesgoor on their participants, volunteers and the social infrastructure of its community?’*. The answer to this question was sought by answering four sub questions. First the conclusions to these sub questions are outlined based on the results in chapters 5, 6, 7, and 9. Based on this the main research question can be answered. The data that was used to answer the sub questions was collected through observations for orientation, interviews, a survey among participants of the eating activity, a survey among the volunteers at the centre and through a focus group of five participants of the eating activity.

This research has shown that the Doesgoor organizes many activities that are structural, recurring or incidental and for all kinds of target audiences. Every one of the activities is intended to create social impact on one or more aspects of people’s lives and they all share the same basic goal, namely increasing the social interaction of people. The activities are the means through which the community centre facilitates social interaction. This social interaction is the basis of the goal tree of the Doesgoor (figure 8), which will lead to intermediary goals (loneliness, self-reliance, neighborhood cohesion and noaberschap) and the end goal to increase the well-being of residents. The goals are to be achieved through the activities that are organized. Three critical elements have been established that are required for achieving the goals, which are: 1) the easy accessibility of the centre and its activities; 2) the not labeling of people that come to the centre and 3) the non-committal nature of the centre. Other elements such as varying activities, providing a neutral and welcoming meeting place and a good location are important as well. The goals of the municipality were summarized in a goal tree (figure 13) and the ways that the municipalities attempts to achieve its goals is by stimulating and supporting associations life, subsidizing activities and initiatives that facilitate social interaction and by stimulating social neighborhood networks and support systems. When comparing the two goal trees with each other it could be concluded that they generally align and that the centre and the municipality both have similar intentions and goals. The end goal for both is the same (well-being) and the path in terms of the other goals leading to the well-being is similar between the two. There are however differences of opinion in terms of how the centre should be organized, which have created several tension areas between the community centre and the municipality. There is a commonality between these areas of tension, which is that they can each be interpreted as a result of a clash between the lifeworld that the community centre operates in and the system world that the municipality operates in.

Based on the goal tree of the community centre hypotheses were formulated and six social impact dimensions were measured. These dimensions are: social interaction, loneliness, self-reliance, neighborhood cohesion, noaberschap and well-being. In addition to these dimensions the quality of the community centre as a meeting place for both the participants and the volunteers was measured. Both the participants and volunteers were quite positive about the quality of the community centre as a meeting place as their mean score for this was 3,91 and 4,27 respectively on a 5-point scale. Figure 30 displays the results of the surveys in a bar chart in the form of the mean score of each dimension for the participants and volunteers. The figure shows that for both the participants and the volunteers the dimension of social interaction has the highest score. For the

participants this is followed by both well-being and loneliness. Noaberschap and self-reliance come next and the lowest scoring dimension for the participants is neighborhood cohesion. For the volunteers the dimensions of noaberschap and well-being are ranked below social interaction, followed by neighborhood cohesion and loneliness. The lowest scoring dimension for the volunteers is self-reliance. The volunteers scored higher on the social impact dimensions neighborhood cohesion and noaberschap and statistical analysis has shown that these differences are significant. These differences between the other dimensions were not statistically significant. The results of the hypotheses that were tested show that an increased intensity of contact with the community centre does not equate to increased effects for all dimensions as the hypotheses that tested this assumption could only be partially accepted. Furthermore the results of the hypotheses showed that for both the participants and volunteers all of the correlations between the social impact dimensions on the goal tree of the community centre are statistically significant. They all indicate positive relationships and most of the relations are moderate or weak. The strongest relationships that were found were for the participants, which are between social interaction and loneliness and between social interaction and well-being. During the focus group the participants were asked whether or not they agreed with the lower scores for self-reliance and noaberschap, which they did. This shows that even though the results of the survey indicate a statistically significant positive correlation between social interaction and neighborhood cohesion and between social interaction and self-reliance this does not mean that this applies to all of the participants. This was mentioned in paragraph 3.4 (the third place) as well that a third place is not a guarantee for anything and that the effects are not linear and sequential. Every person is different and the participation in an activity and being a volunteer at the Doesgoor can have a different effect per person: some will experience more improvements on one social impact dimension and another person will experience these improvements on another social impact dimension and the degrees of improvement can vary per person as well.

The supervisors of the eating activity stated that the effects of the eating activity on the participants that they have observed is that people come out of their isolation. This is not only due to the activity but to the participants themselves as well as they have similar life experiences and they really listen to each other. This was supported by the results of the focus group as well. In addition to this the supervisors feel that the activity adds structure to the lives of the participants and that the healthy meal once or twice a week is important for some participants as well. This too is supported by the results of the focus group. Other findings of the focus group were that the participants enjoy the atmosphere and conviviality of the eating activity and that the effects are predominantly experienced in terms of social interaction and social contacts. A healthy meal is important for some as well, but for most this is a (very important) secondary issue. Furthermore the low costs of the activity are important as this ensures that the activity is easily accessible and if the costs were to rise then a number of participants would likely stop participating. Finally the surveys showed that more than 80% of both the participants and volunteers stated that the Doesgoor is important to them.

These results all taken together show that the Doesgoor has a positive social impact on most of the measured dimensions for its participants and volunteers. The largest impact is on the social interaction of both the participants and volunteers. This increased social interaction subsequently has a positive relationship with the other social impact dimensions that were measured with the strongest relationships being between social interaction and loneliness and between social interaction and well-being for the participants.

The findings of the interviews show that there are three ways in which the Doesgoor has a positive social impact on the social infrastructure of its community. One of these ways is by having a connecting role in the community for both organizations and for residents. Another manner is by offering a place where residents can go to with their ideas, initiatives and problems and that something is done with them. Furthermore the Doesgoor is viewed by the parties that were interviewed as a good cooperating partner that can be depended upon.

## 10.2 Discussion

This paragraph offers an evaluation of the expectations at the start of this research, sets out the theoretical and practical meaning of this research and describes its limitations and recommendations for further research.

### *Expectations*

In paragraphs 3.8 and 6.4 the expectations regarding the outcome of this research based on the theoretical framework and the policy theory of the community centre (the goal tree) were described. The expectations were that the community centre would have a positive effect for the participants and volunteers on each of the measured social impact dimensions. This was based on the literature that states that a community centre facilitates social interaction through activities and according to the theory of change this social interaction should lead to other effects such as a decrease in loneliness or an increase in well-being. Therefore a positive contribution of the community centre to these aspects is expected. The expectations regarding the hypotheses were that all of the alternative hypotheses could be accepted. This means that it was expected that when the intensity of the contact with the centre increases that the experienced improvement on the social impact dimensions would increase as well. In addition to this the expectation was that the lines in the goal tree that connect the goals with each other all represent a statistically significant positive relationship. For the final hypothesis the expectation was that there would be a statistically significant difference between the participants and the volunteers in their experienced improvement in the social impact dimension. However it was unclear in what direction this difference would be, for the participants or the volunteers, as theoretically a case could be made for both.

The results in the previous chapter have not confirmed all of these expectations. Figure 30 shows that for the participants the experienced improvements on the social impact dimensions self-reliance, noaberschap and neighborhood cohesion are minimal. For the volunteers the effects on the social impact dimension self-reliance was minimal. One explanation for the minimal effect on the dimension self-reliance for the participants was given during the focus group where one of the participants stated that they felt that there was a lot more to self-reliance than just cooking. An explanation for the minimal effect on self-reliance for the volunteers is that they are already on the fourth step of the participation ladder (unpaid work, see figure 7) and so they are likely already quite self-reliant.

A possible explanation for the minimal effects on the social impact dimension neighborhood cohesion for the participants is that it could be due to the fact that 39% of the respondents indicated that they do not reside in the neighborhood where the community centre is located. Additionally nearly a quarter of the respondents (23%) indicated that they live more than 5 kilometers from the centre. When asked about the low score for this dimension during the focus group the participants indicated that they felt the questions did not apply to them as they do not reside near the Doesgoor. On one of the surveys the entire block of questions regarding the measurement of neighborhood cohesion was crossed out and the words 'do not reside in the neighborhood' were written next to it. The volunteers scored higher on this dimension and this difference between the participants and the volunteers was tested as statistically significant. More than half of the volunteers (56%) indicated on the survey that they do not reside in the borough of the Doesgoor either. However 23% of the participants indicated that they live more than 5 kilometers from the community centre as opposed to only 6% of the volunteers. Another possible explanation for the difference between participants and volunteers could be the age of the participants: 48% of the participants is aged 75 or older as opposed to only 12% of the volunteers. It is possible that the participants get out of the house less due to their age and health and so they could be less sensitive to neighborhood cohesion.

A possible explanation for the minimal effects on the social impact dimension *noaberschap* for the participants is their age. As stated above 48% of the participants is 75 or older and 36% is between 65 and 74. This means that most are not in perfect health and they have few opportunities to feel like they can help their neighbors with something. The score for the dimension *noaberschap* was higher for the volunteers than for the participants and this difference was tested as statistically significant. A possible explanation for this could be that volunteering can be considered as a form of *noaberschap* because when you do volunteer work you are selflessly helping your fellow man. By this reasoning it is not unexpected that the volunteers would score (significantly) higher on this dimension than the participants since less than half of the participants (42%) does volunteer work.

The expectation that a higher intensity of contact with the Doesgoor would increase the experienced improvements on the social impact dimensions could not be fully confirmed in this research as the hypotheses that tested this assumption could only be partially accepted. For example there was a statistically significant difference only for the dimension *noaberschap* between the participants that participate in one or less activity per week and participants that participate in two or more activities per week and not for the other dimensions. Furthermore the expectation was that all of the lines in the goal tree would represent statistically significant positive relationships. This expectation was confirmed as all of the hypotheses regarding this expectation were accepted. The relationships do however vary in their strength.

The expectations regarding the social impact on the social infrastructure of the community of the Doesgoor were that the centre would have a positive impact. This was expected because the Doesgoor offers citizens a location to come to with their initiatives and problems. These expectations were confirmed as the results showed that citizens do in fact come to the Doesgoor with their own initiatives, as evidenced by the sports activity for special education children and the tai chi course. Examples of the King's games, the vitality market and the service learning show that the Doesgoor is successful in connecting organizations with each other and connecting residents with each other.

#### *Theoretical meaning*

The findings of this research regarding the alignment of the goals (chapter 7) present a good example of the clash between the system world and the life world. It shows that even though two organizations can have nearly the exact same goals for a project, they can still have several areas of tension due to the differences between their two worlds. In addition to this the findings of this research offer a good example of the importance of a third place. The community centre provides a third place for people where they can participate in activities or volunteer at the activities which facilitates social interaction. This research has shown that the social interaction has a statistically significant strong relationship with well-being and with loneliness and so the participants and volunteers benefit from the Doesgoor as a third place. Furthermore the results support the theory of change as all of the lines in the goal tree that were measured that connect the goals with each other were shown to have statistically significant relationships.

When evaluating the effects of a community centre the focus is typically on the participants of the activities as it is believed and claimed by some that they benefit the most from a community centre. However this research has shown that the volunteers experience significant effects from their volunteer work at a community centre as well. The results of this research even indicate that in regards to the dimensions *noaberschap* and neighborhood cohesion the volunteers experience statistically significant more improvement than the participants.

Additionally this research offers more insight through the use of qualitative research methods as opposed to quantitative on the extent to which a community centre can have an impact on the participants and volunteers, measured by the six social impact dimensions and whether or not these dimensions have a correlation with each other as well.

### *Practical meaning*

In chapter 1 the societal relevance of this research was described and it was stated that one of the social problems in the town Goor is loneliness among the elderly. This was mentioned in chapter 6 as well as one of the motivations of the municipality to invest in initiatives such as the Doesgoor. This research has measured whether or not the participants and volunteers feel less lonely due to their activity at the Doesgoor. Figure 21 displays the results to the statement in the survey 'Due to my participation in an activity/volunteer work at the Doesgoor I feel less lonely' for the participants and figure 28 displays the results for the volunteers. Of the surveyed participants 29% agreed with the statement and 19% strongly agreed with the statement. This means that nearly half of the participants (48%) indicated that they feel less lonely due to their participation. Of the surveyed volunteers 33% agreed with the statement and 9% strongly agreed, meaning that 42% of the volunteers indicated that they feel less lonely due to their volunteer work at the Doesgoor. In addition to this the mean score of the dimension social interaction for the participants is 3,75 (see figure 22) and for the volunteers it is 4,02 (see figure 29) and it is the highest scoring dimension for both of them. Furthermore the participants of the focus group clearly stated that they feel that the community centre is predominantly effective for them in terms of social interaction and social contacts. This social interaction and these social contacts are an important means towards reducing loneliness. These results show that the community centre 't Doesgoor can and is contributing to a solution to the social problem of loneliness in Goor.

Another way in which this research has practical meaning is as an evaluation of the work and impact of the Doesgoor. The community centre now, due to the findings of this research, has a clearer picture of the extent of their goal realization for their participants and volunteers as well as their social impact on the social infrastructure of their community. This not only benefits the community centre, but the municipality as well since they now can have a better understanding of what exactly they are funding with their resources. This is important for the government to know as their resources are not limitless and a large portion of it is money from the taxpayers. This research has shown that the goals of the municipality generally align with those of the Doesgoor and that they both strive for the same things (a greater well-being of citizens, increase in social interaction, decreasing loneliness, etc.) and it has made clear that their differences predominantly due to the differences between their two worlds, the system world of the government and the life world of the Doesgoor. As was established in chapter 7 as a result of these differences there are a number of tension areas between the Doesgoor and the municipality. Differences in opinion will likely always be present as their worlds are at odds with each other. As long as the community centre remains dependent on the funding from the municipality it will have to interact with their system world and play by its rules. Essentially the Doesgoor has three options:

- 1) Become independent of the municipality. This will reduce the interactions with the municipality and resolve a number of tension areas.
- 2) Continue on the current path of attempting to operate between both worlds, which will very likely continue to result in areas of tension as a result of the clash between the two worlds.
- 3) Adapt to the municipality's system world and accept the fact that there will likely be certain tension areas between them as a result of the clash between the two worlds and learn to navigate these areas and cope with them.

This element of learning to navigate and coping with the tension areas in the third option is absent in the second option as in this option the fact that tension areas are highly likely due to the differences between the two worlds has not been fully accepted.



### **10.2.1 Limitations of the research**

Limiting conditions are unavoidable in any research design according to Punch (2006) and in chapter 8 a number of potential limitations concerning this research were described. These limitations concerned the research design and the small sample size. The limitation regarding the research design is the absence of a baseline measurement. This meant that there was no possibility of a before – and after measurement and no possibility to compare the results of the measured social impact dimensions from after the intervention (participation or volunteering at the Doesgoor) to the situation of the respondents before their intervention. Because of this the results of the participants and volunteers in this research are based on the feelings and experiences of the respondents and the extent to which they have assessed themselves to have experienced an effect.

A second limitation of this research is the small sample size. The small sample size is a limitation as there can be a risk of variability, which can be measured through the standard deviation of the population. The higher the standard deviation, the less accurate the results might be as a small sample size could possibly not be representative of the entire population. The small sample size was mostly due to the fact that the surveys were filled in on paper and could not be done online as the Doesgoor does not keep any registration on its participants. Also the fact that the data collection period coincided with a two-week vacation did not help. According to the Doesgoor there are more participants in the winter time, however this research was conducted in the spring. Related to this limitation is the fact that this research has only examined the participants of one of the activities, the eating activity, and as has been described in chapter 5 the Doesgoor is much more than this.

Another limitation of this research is the difficulty in providing substantiated data for the produced social effects. The theory of change (the if...then reasoning) is important in this research, however this theory largely takes place in people's minds and is difficult to make explicit. Statistically significant correlations have been found between all of the measured social impact dimensions with varying degrees of strength in their relationships, however these established correlations do not guarantee that they are present for each participant and each volunteer.

Other limitations concern the natural limitations of the research methods (conducting interviews and surveys) regarding self-reported data and a possible (unconscious) bias of the respondents and interviewees. These limitations were described in chapters 4 and 8.

### **10.2.2 Recommendations for further research**

A number of recommendations for further research that can be made stem from the limitations that were mentioned in the previous subparagraph. One of the larger limitations of this research that was described is the absence of a baseline measurement to compare the measured effects with. When in the future the Doesgoor, or any community centre, wishes to establish the social impact of an activity, it will be easier to do so and the results will be more conclusive when there is a baseline measurement to compare the results to. However this can be difficult to achieve in regards to the easy accessibility of the activities and as to not deter (future) participants or volunteers. The centre believes that easy accessibility for the centre itself and its activities is crucial not only in terms of low costs, but in providing a welcome feeling as well. A reliable baseline measurement for the participants, and if necessary the volunteers, must be established before the intervention which is the activities that they will participate in or before the volunteers begin their volunteer work. The centre is worried that it could potentially scare the participants and/or volunteers off if they are first required to do a short interview or fill out a (small) survey to establish a baseline measurement for them. However a baseline measurement would significantly strengthen any future research and measurements and so a recommendation is to examine whether or not it is possible to establish this in one way or another.

Another recommendation for further research is to include the incidental and/or recurring activities, such as the King's games, the courses, the week against loneliness, etc. because the Doesgoor does much more than only the structural activities that were examined in this research and these other (important) aspects of the community centre should be taken into account as well. Furthermore two goals on the goal tree of the Doesgoor were not examined in this research: social participation and development of youth. A recommendation for further research is to measure these goals as well. The Doesgoor organizes many activities for children and is very active for this target audience and as such these activities should be examined as well. This will also diminish the problem of a small sample size for further research if more activities are examined.

A final recommendation is to not rely too heavily on the research method of surveys. The target audience of the activity that was examined in this research, the elderly, had some trouble with the surveys as many were not filled out properly and a few of the participants of the focus group felt that the survey was too long with too many similar questions. For further research a smaller questionnaire is recommended or if possible to use a different data collection method such as interviews or focus groups.

<b>List of references</b>
---------------------------

- Awati, K. (2013). *The system and the lifeworld: a note on the gap between work and life* (webblog post). Retrieved on August 20<sup>th</sup> 2018 from <https://eight2late.wordpress.com/2013/02/07/the-system-and-the-lifeworld-a-note-on-the-gap-between-work-and-life/>
- Babbie, E.R., (2010). *The practice of Social Research (12<sup>th</sup> edition)*. Belmont, CA: Thomson Wadsworth.
- Bedford Borough Council, (n.d.). *Community centres and facilities*. Retrieved on June 7<sup>th</sup> 2018 from [http://www.bedford.gov.uk/community\\_and\\_living/community\\_centres.aspx](http://www.bedford.gov.uk/community_and_living/community_centres.aspx)
- van Beuningen, J.& de Witt, S. (2016). *Eenzaamheid in Nederland*. Centraal Bureau voor de Statistiek, Den Haag, the Netherlands.
- de Boer, N., & van der Lans, J. (2011). *Burgerkracht: De toekomst van het sociaal werk in Nederland*. De Raad voor Maatschappelijke Ontwikkeling, Den Haag, the Netherlands.
- Burdge R.J. and Vanclay, F. (1996). *Social impact assessment: A contribution to the state of the art series*. Impact Assessment, vol. 14, pp. 59-86.
- Centers for Disease Control and Prevention, (2018). *Well-being concepts*. Retrieved April 13<sup>th</sup> 2019 from <https://www.cdc.gov/hrqol/wellbeing.htm>
- Clark, C., Rosenzweig, W., Long, D. & Olsen, S. (2004). *Double bottom line project report: Assessing social impact in double bottom line ventures*. Center for Responsible Business, University of California Berkeley.
- De Groot, N. & Mateman, H. (2014). *Zicht op effect. Een overzicht van instrumenten om zelf het effect van je aanpak te meten*. Movisie, Utrecht, the Netherlands.
- De Veaux, R.D., Velleman, P.F., & Bock, D.E. (2008). *Stats: Data and Models (Second Edition)*. Boston: Addison Wesley.
- Detollenaere, J., Willems, S., Baert, S. (2017). *Volunteering, income and health*. PLoS ONE 12(3): e0173139. Retrieved April 14<sup>th</sup> 2019 from <https://doi.org/10.1371/journal.pone.0173139>
- Denters, S. A. H., Bakker, J., Oude Vrielink, M., & Boogers, M. (2013). *Burgerinitiatieven in Overijssel: een inventarisatie*. Provincie Overijssel.
- Emerson, J., Wachowicz, J. and Chun S. (2000). *Social return on investment: Exploring aspects of value creation in the non-profit sector*. The Roberts Foundation, San Francisco.
- Engbersen, R. and Sprinkhuizen, A. (1998), *De noodzaak van investeren in de sociale infrastructuur*, in de Staatscourant, nr. 142, 30 juli 1998.
- Evans, J. D. (1996). *Straightforward statistics for the behavioral sciences*. Brooks/Cole Publishing, Pacific Grove, California.
- Freudenburg, W.R. (1986). *Social impact assessment*. Annual Review of Sociology, vol.12, pp.451-478.

- Gemeentebld Hof van Twente, (2018). *Subsidieregels Hof van Twente 2019 beleidsterrein Zorg*. Gemeentebld 2018 nr. 13430526 juni 2018.
- Gentile, M.C. (2000). *Social impact management, a definition. Discussion Paper II Aspen ISIB: The Aspen Institute*
- Griep, Y., Hanson, L.M., Vantilborgh, T., Janssens, L., Jones, S.K., Hyde, M. (2017). *Can volunteering in later life reduce the risk of dementia? A 5-year longitudinal study among volunteering and non-volunteering retired seniors*. PLoS ONE 12(3): e0173885. Retrieved April 14<sup>th</sup> 2019 from <https://doi.org/10.1371/journal.pone.0173885>
- Habermas, J. (1984) [1981]. *The theory of communicative action. Volume 1: Reason and the rationalization of society*. Translated by Thomas A. McCarthy. Boston, Mass: Beacon Press
- Hickman, P. (2012). *“Third places” and social interaction in deprived neighborhoods in Great Britain*. Springer Science and Business Media B.V.
- Hof van Twente, (2010). *Hof van Twente – Zicht op 2030*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2012). *Beleidskader Welzijn 2014-2017, richting voor het uitvoeringsprogramma*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2013). *Beleidsnotitie accommodaties “2014-2017”*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2014). *SAMEN, economie, duurzaamheid en zorg voor elkaar. Collegeprogramma 2014-2018*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2017). *Basisinfrastructuur Hof van Twente 2018-2022*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2017). *Raadsbrief Opdrachtverlening brede Welzijns-instelling Salut en rolverdeling/afbakening tussen Salut en wijkvoorzieningen (zoals Doesgoor)*. Gemeente Hof van Twente, Goor, the Netherlands.
- Hof van Twente, (2017). *Overzicht inwonersaantallen Hof van Twente per 1 januari 2017 (voorlopig)*. Retrieved on June 4th 2018 from [https://www.hofvantwente.nl/fileadmin/files/docs/wonen\\_en\\_leven/publiekszaken/overzichten\\_in\\_woneraantallen\\_per\\_1-1-2017.pdf](https://www.hofvantwente.nl/fileadmin/files/docs/wonen_en_leven/publiekszaken/overzichten_in_woneraantallen_per_1-1-2017.pdf)
- Kearns, A. & Forrest, R. (2000). *Social cohesion and multilevel urban governance*. Urban Studies, volume 37 (5/6), p. 995-1017.
- Klein Bramel, G. (2009). *‘Met vier man kun je de kist niet dragen’. Over traditioneel noaberschap in de 21<sup>e</sup> eeuw*. University Utrecht, the Netherlands.
- Kruiter, H., Kruiter, A.J. & Blokker, E. (2015). *Hoe waardeer je een maatschappelijk initiatief? Handboek voor publieke ondernemers*. Wolters Kluwer, Deventer.
- Kvale, S. (1988) *The 1000-page question*. Phenomenology and Pedagogy, 6(2), p. 90-106.

- Latané, B. (1981). *The psychology of social impact*. American Psychologist, vol. 36, no. 4, pp. 343-356.
- Maas, K., & Liket, K. (2011). *Social Impact Measurement: Classification of Methods*. In R. Burritt, S. Schaltegger, M. Bennett, T. Pohjola, & M. Csutora (Eds.), *Environmental Management Accounting and Supply Chain Management* (pp. 171-202). Springer Netherlands.
- Miller, J. G. (1978). *Living systems*. McGraw-Hill Book Company, New York.
- Larsen, V. & de Boer, L. (2011). *Werken aan maatschappelijk rendement: Een handreiking voor opdrachtgevers van MKBA's in het sociale domein*. Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, Den Haag, the Netherlands.
- Movisie, (2015). *De voordelen van de participatiesamenleving*. Retrieved on June 13<sup>th</sup> 2018 from <https://www.movisie.nl/artikel/voordelen-participatiesamenleving>
- Movisie, (2017). *Participatiesamenleving anno 2017: volop kansen. Hoe staat het met de participatiesamenleving?* Retrieved on June 13<sup>th</sup> 2018 from <https://www.movisie.nl/artikel/participatiesamenleving-anno-2017-volop-kansen>
- Oldenberg, R. & Brissett, D. (1982). *The third place*. Qualitative Sociology, 5(4), p. 265-284.
- Oldenburg, R. (1989). *The great good place. Cafés, coffee shops, community centers, beauty parlors, general stores, bars, hangouts and how they get you through the day*. New York: Paragon House.
- Oostra, M.A.R., (2013). *Lectorale rede ruimtelijke transformaties. Lokale energie-initiatieven*. Hanzehogeschool, Groningen, Netherlands.
- Punch, K.F. (2006). *Developing effective research proposals*. London: Sage Publications.
- Putnam, R. D. (2000). *Bowling alone: The collapse and revival of American community*. New York: Simon & Schuster.
- Rijksoverheid, (2013). *Troonrede 2013*. Speech presented at the Ridderzaal, The Hague, the Netherlands. Retrieved on June 14<sup>th</sup> 2018 from <https://www.rijksoverheid.nl/documenten/toespraken/2013/09/17/troonrede-2013>
- Rijksoverheid, (n.d.). *Wet maatschappelijke ondersteuning (Wmo)*. Retrieved on June 28<sup>th</sup> 2018 from <https://www.rijksoverheid.nl/onderwerpen/zorg-en-ondersteuning-thuis/wmo-2015>
- Rijnenberg, M. (2013). *Eenzaamheid en bewegingsarmoede onder de 65-plussers Goor. Een adviserend onderzoeksrapport om eenzaamheid en bewegingsarmoede tegen te gaan onder de 65-plussers in Goor*. Hanze Hogeschool, Groningen, the Netherlands.
- Scholte, A. H. (2006). *Ontmoetingsplekken. "Een onderzoek naar het sociologisch belang van ontmoetingsplekken en de behoefte aan voorzieningen en accommodaties van inwoners van de Wijk"*. University of Groningen, Groningen, the Netherlands.
- Schmeets, H. & Arends, J., (2017). *Vrijwilligerswerk: Wie doet het?* Centraal Bureau voor de Statistiek, Statistische trends. Den Haag, the Netherlands.

Sociaal Werk Nederland, (2016). *De klant-effectvragenlijst. Momentmeting*. Sociaal Werk Nederland, Utrecht, the Netherlands.

Tweede Kamer de Staten-Generaal, (2006). *Nieuwe regels betreffende maatschappelijke ondersteuning (Wet maatschappelijke ondersteuning)*. 2005-2006, 30 131, nr. 65, toelichting op het amendement dat heeft geleid tot invoering van de compensatieplicht in de Wmo.

Tubantia, (2017). *Vitaliteitsmarkt in Goor blijkt schot in de roos*. Retrieved May 17<sup>th</sup> 2019 from <https://www.tubantia.nl/hof-van-twente/vitaliteitsmarkt-in-goor-blijkt-schot-in-roos~a9555d21/>

Turner, J.H. (1988). *A theory of social interaction*. Stanford University Press Stanford, California.

van Tilburg, T.G., & de Jong-Gierveld, J.(2007). *Zicht op eenzaamheid: Achtergronden, oorzaken en aanpak*. Van Gorcum, Assen, the Netherlands.

Van Urk, R.G.H. (2016). *How can a community center contribute to social cohesion?* University of Twente, Enschede, the Netherlands.

Vereniging van Nederlandse Gemeenten (2010). *Meetlat van participatie. Eenvoudig en eenduidig - voor en door gemeente*. Vereniging van Nederlandse Gemeenten, Den Haag, the Netherlands

Vos, L. (2010). *Noaberschap: een onderzoek naar de invloed van sociaal kapitaal op de gezondheid en het gezondheidsgedrag van ouderen in Overdinkel*. University of Twente, Enschede, the Netherlands.

Weiss, R.S. (1973). *Loneliness: The experience of emotional and social isolation*. MIT Press, Cambridge, Massachusetts.

Weiss, C. H. (1995). *Nothing as Practical as Good Theory: Exploring Theory-based Evaluation for Comprehensive Community Initiatives for Children and Families*. In New Approaches to Evaluating Community Initiatives: Concepts, Methods, and Contexts, ed. James Connell et al. Washington, DC: Aspen Institute.

Wijkvoorziening 't Doesgoor, (2017). *Van pilotproject naar een sociaal duurzame wijkvoorziening*. Wijkvoorziening 't Doesgoor.

Wu, H. (2011). *Social Impact of Volunteerism*. Points of Light Institute.

## Appendices

Appendix A	Document 'Van pilotproject naar een sociaal duurzame wijkvoorziening'
Appendix B	List of partners of the Doesgoor
Appendix C	Goal trees Doesgoor and municipality matched
Appendix D	Survey participants
Appendix E	Survey volunteers
Appendix F	Survey Sociaal Werk Nederland
Appendix G	Distribution of the social impact dimensions
Appendix H	Correlation tables social impact dimensions of participants and volunteers



## Van Pilotproject naar een Sociaal Duurzame Wijkvoorziening

### Pilotproject Wijkvoorziening 't Doesgoor

Als basisvoorwaarden voor de pilot is door de gemeente aangegeven dat er 35 deelnemers 2 keer per week deel moeten nemen aan een activiteit.

Bij de start van de Pilot was er een eetgroep met 4 deelnemers.

Het aantal deelnemers dat deelneemt aan de activiteiten staat op meer dan 200 per week en groeit nog wekelijks.

Het aantal vrijwilligers is gegroeid van 10 tot een aantal van 72 en groeit nog structureel door. Het totaal aantal vrijwilligers op het Doesgoor incl. wijkvoorziening bedraagt inmiddels ca. 300.

Er kan dan ook worden geconcludeerd dat de pilot meer dan geslaagd is, dus alle redenen voor een duurzame wijkvoorziening.

### Overbruggingssubsidie

Om te zorgen dat er vanaf 1 januari 2018 een duurzame wijkvoorziening komt is er een overbruggingssubsidie nodig voor de periode van 1 september, afloop Pilotproject 2<sup>e</sup> jaar, tot 1 januari 2018.

Uitgaande van de beschikbaar gestelde pilot subsidie en de voor waarde waarin staat beschreven dat er nog een optie is voor een 3<sup>e</sup> jaar mag worden geconcludeerd dat er een afgerond bedrag van € 30.000,- beschikbaar/gelabeld is voor deze periode.

### Uitstraling en leereffect van model Doesgoor

-Het project model Doesgoor heeft ook de aandacht van sportclubs ( binnen en buiten de hof) en ander gemeentes (politiek en bestuurders).

-Het leereffect is groot. We hebben vele geïnteresseerden ontvangen op het Doesgoor en van informatie mogen voorzien.

-We krijgen daarbij veel positief commentaar op het feit dat er een goede structuur in het project zit en dat er korte lijnen zijn ontstaan tussen sport, welzijn en gezondheidsinstellingen.

-Men is onder de indruk dat een bottom-up project professioneel kan werken zonder enige aansturing van vaak ineffectieve top down organisaties. In andere gemeentes speelt ook het probleem van onbereikbaarheid van de in de pilot benoemde doelgroepen. -Model Doesgoor is volgens velen een menselijk kosteneffectief antwoord op dit probleem.

-Men is positief over de opstelling van de gemeente in het pilottraject, de gemeente Hof van Twente heeft de verantwoordelijkheid lokaal neergelegd. Wij merken dat deze trend onder lokale randvoorwaarden door andere gemeentes wordt overgenomen.

-De combinatie van bottom-up projectinrichting, verantwoordelijkheid en betrokken vrijwilligheid is een sterke kosteneffectieve formule met als doel een sociaal vangnet voor alle doelgroepen

-Vanuit de andere gemeenten wordt ook de interactie van Model Doesgoor met basisscholen, andere sportclubs, middelbaar onderwijs, andere actoren in het welzijn en zorgdomein positief ontvangen. (een groot aantal stagiaires van verschillende onderwijsinstellingen (voortgezet, mbo en hbo) hebben project Doesgoor als stagebasis)

-Resultaten en ervaringen uit het Model Doesgoor wordt opgenomen als praktijkonderdeel in de leerstof



-Binnen het project Doesgoor is samen met de ondernemersvereniging een re-integratie traject geïnitieerd en ontstaan.  
 -Inmiddels heeft het Oranjefonds, Rabofonds, provincie Overijssel en de Cruyff foundation als bijzonder project beoordeeld en ook gestimuleerd

#### Wie vertegenwoordigd de Wijkvoorziening

##### **1)De gemeente Hof van Twente**

De wijkvoorziening is een pilotproject in de gemeente Hof van Twente , gefaciliteerd door de gemeente met een subsidie vanaf 1 september 2015.

Mooi hierbij is dat het een project is gebaseerd op vertrouwen.

Ondanks het feit dat vanuit de wijkvoorziening is gezegd. Sorry gemeente maar wij richten ons niet alleen op de kwetsbaren. Wij geloven in een wijkvoorziening voor iedereen. De gemeente toch in vertrouwen het subsidie aan SV Hector heeft gegund. SV Hector de klankbordgroep en de professionele coördinatoren van de wijkvoorziening het vertrouwen heeft gegeven om een wijkvoorziening vorm te geven..

Door de wijkvoorziening wordt dit ook altijd uitgedragen.

##### **2)De deelnemers van de Ouderenvereniging Goor.** De oudervereniging Goor is vertegenwoordigd in de klankbordgroep en maakt deel uit van de projectgroep

##### **3) Mediant, koffie inloop**

##### **4) Al onze deelnemers,** uit Goor, Markelo, Ambt Delden en Delden

##### **5) Al onze vrijwilligers,** die zich zelf hebben aangemeld en die zijn gekomen via de gemeente in het kader van participatie en arbeidsparticipatie

##### **6) Bewegen werkt,** vanuit de gemeente voor participatie en arbeidsparticipatie

##### **7) Wijkbewoners**

##### **8) Wijkkinderen**

##### **9) Basisscholen OBS Puntdak, Wiekslag en KBS Albatros,** diverse activiteiten

##### **10) De Waardenborch,** maatschappelijke stages

##### **11) de Zonnebloem,** picknick, gezellige middagen, NL Doet

##### **12) Humanitas Twente Tandem en PO,** feestavond voor deelnemers, NI doet, deelnemers bij koffie inloop en activiteiten wijkvoorziening.

##### **13) Vluchtelingenwerk,** maatschappelijke stages, taalondersteuning deelnemers

##### **14) Brandweer,** voorlichting en doorverwijzing, samenwerking bij vragen

##### **15) Politie, wijk- en verkeersagenten,** voorlichting en doorverwijzing, samenwerking bij vragen.

##### **16) Verschillende Fysiotherapeuten, Mensendieck,** doorverwijzen, valpreventie, gezondheidschecks.

##### **17)Huisartsenpraktijk Goor,** doorverwijzen

##### **18) ROC van Twente Sport en Bewegen ,** leerplek voor verschillende leerjaren

##### **19) ROC Landstede Zwolle, Sport en bewegen,** leerplek voor 4<sup>e</sup> jaars studenten

##### **20) Hogeschool Saxion, Enschede en Deventer,** diverse opleidingen, 2<sup>e</sup> en 4<sup>e</sup> jaars studenten

##### **21) Hogeschool Windesheim,** Sociaal Juridische dienstverlening, 2<sup>e</sup> jaar studenten

##### **22) Sportservice Overijssel,** diverse projecten en ziet ons als voorbeeldproject voor deelnemers

##### **23) Verschillende organisaties / ondernemers op het gebied van vitaliteit en gezondheid, (41 deelnemers) ,** vitaliteitsmarkt

##### **24) Dag van de Dialoog,** locatie voor de dag van de dialoog

##### **25) Kleurrijk in de Hof,** deelnemer

##### **26) Muziekschool en Creatief Centrum Hof van Twente,** workshops van docenten om wijkkinderen kennis te laten maken met muziek, dans en cultuur.

**Resultaten t.o.v. de subsidie voorwaarden**  
**Beschreven in de subsidieovereenkomst**

**Doel van de subsidie en activiteiten**

Met het gesubsidieerde bedrag organiseert SV Hector, in samenwerking met vrijwilligers en professionals, activiteiten die toegankelijk zijn voor met name kwetsbare wijkbewoners met het doel het versterken van hun zelfredzaamheid, participatie en voorkomen van isolement. Genoemde activiteiten vallen onder de "Wijkvoorziening 't Doesgoor"

**Doelgroep**

- Mensen die er zelf graag heen willen, waaronder:
- Mensen (uit de wijk) die voor zichzelf geen daginvulling kunnen organiseren
- Mensen die problemen op het gebied van zelfzorg en/of zelfredzaamheid hebben
- Mensen met lichamelijke en psychische klachten, verkeren in een sociaal isolement

**Opmerking Wijkvoorziening :**

Bovenstaande doelgroep omschrijving hoort nog bij de oude visie van zorgverlening, terwijl er nu anders wordt gekeken naar mensen.

We praten over mensen met eigen regie die zelf bepalen wat ze wel en niet willen. Wel of geen zorg, wel of geen sociale interactie. Het is wel mogelijk mensen te stimuleren. Door de projectgroep van de wijkvoorziening wordt dit dagelijks gedaan.

**Missie Wijkvoorziening 't Doesgoor**

"Noaberschap" terug in de wijk, waarbij de wijkvoorziening een centrale plek inneemt als ontmoetingscentrum voor alle wijkbewoners.

**Visie Wijkvoorziening 't Doesgoor**

Volgens wijkvoorziening 't Doesgoor is het bereiken van mensen in kwetsbare posities alleen mogelijk als er een wijkvoorziening ontstaat die voor alle wijkbewoners uit Goor, jong en oud, open staat en wordt gezien als een plek waar je naar toe gaat voor een kopje koffie of een gezellige, sportieve of leerzame activiteit. Er wordt geluisterd naar de wijkbewoners, zodat er flexibel en snel kan worden omgegaan met hun wensen en behoeften van de wijkbewoners. Wijkvoorziening 't Doesgoor gelooft dat juist de combinatie van kwetsbare en niet kwetsbare, actieven, inactieven, jong en oud, ervoor zal gaan zorgen dat er continuïteit en draagvlak blijft ontstaan. Hierdoor ontstaat er sociale cohesie en wordt "het Noaberschap" teruggebracht in de wijk.

**Opmerkelijk**

De wijkvoorziening is een voorliggende voorziening, een plek voor iedereen zoals bovenstaand staat beschreven.

Als je openstaat voor iedereen komen ook mensen in een kwetsbare positie, omdat je dan gewoon "één" van de velen bent.

**Praktijk**

Heel belangrijk is dat de activiteiten laagdrempelig moeten worden aangeboden, zodat iedereen deel kan nemen.

De kosten voor de activiteiten bestaan vaak uit het kosten (€ 1,-) voor een kopje koffie /thee. Anders worden alleen de kosten in rekening gebracht die direct met de activiteit te maken hebben, zoals voor de eetgroepen, kortdurende cursussen en de eenmalige activiteiten. In de praktijk komt het voor dat mensen er soms voor kiezen om geen koffie /thee te drinken omdat ze dan niet mee kunnen doen aan een activiteit. (stille armoede.)

Ook de aanwezigheid van het Jeugdsport- en cultuurfonds wordt door ons onder de aandacht gebracht.

### Onderzoek

In opdracht van de gemeente Hof van Twente is een grootschalig onderzoek gedaan naar eenzaamheid en bewegingsarmoede onder 65 plussers in Goor. Dit onderzoek is verricht door buurtsportcoach Maikel Rijnenberg. Uit dit onderzoek blijkt dat 55 % kampt met eenzaamheidsgevoelens, 58 % heeft overgewicht, 13 % is inactief en ruim 10 % is niet zelfredzaam.

Uit het onderzoek (Eenzaamheid en bewegingsarmoede onder de 65-plussers in Goor, 2013) is gebleken dat;

- Vier op de tien respondenten hebben aangegeven dat ze één keer per maand of zelfs nooit op bezoek gaan. Naar mate men ouder wordt zal dit aantal toenemen.
- 2013-2033 stijgt het aantal 75+-ers in Goor naar verwachting met 72%.
- Er is een positieve relatie tussen sport en eenzaamheid.
- Te weinig bekendheid over het activiteitenaanbod bij zorgprofessionals.
- Er is geen goede signaleringsprocedure ontwikkeld voor kwetsbare doelgroepen.
- Sociaal geïsoleerde worden onvoldoende bereikt.
- Vrijwilligerswerk als maatschappelijke participatie. Bijna 70% geeft aan nooit vrijwilligerswerk te doen of verenigingsactiviteiten

Dit geldt ook voor wijk de Whee. Voor meer informatie verwijzen wij naar:

<http://buurtinbeweging.nisb.nl/files/project/36/Scriptie%20Maikel%20Rijnenberg.pdf>

In de praktijk merken wij dat dit zeker van toepassing is. Ook de signalen van de Oudervereniging Goor versterken dit. Er is veel eenzaamheid onder de mensen en er is een grote behoefte aan o.a. de wijkvoorziening die zorgt voor een plek om laagdrempelig naar toe te kunnen gaan.

Dit is natuurlijk te merken bij de eetgroepen, maar ook bijvoorbeeld bij de wandelgroep. Mooi hierbij is dat als mensen niet kunnen wandelen door o.a. ziekte of omdat ze herstellend zijn, ze toch even komen koffie drinken, zodat de sociale interactie weer plaatsvindt.

Alle activiteiten dragen bij aan een groter welbevinden bij de deelnemers en soms ook bij mantelzorgers die hun partner brengen bij een activiteit en dan zelf even de handen vrij hebben. Geregeld horen de professionele coördinatoren van de wijkvoorziening, "Ik kan me er de hele dag op verheugen dat ik mag komen eten, of lekker wandelen of gewoon koffie kan komen drinken"

Ook mensen die werkeloos zijn geworden zitten in een kwetsbare positie, je inkomen daalt flink, je bent je structuur en je collega's vallen weg, je zit thuis en nu? Wij merk dat o.a. de wandelgroep(en) voor veel mensen een fijne plek is om aan deel te nemen. Het geeft structuur, je leert andere mensen kennen, je kunt je verhaal kwijt of gewoon een praatje maken.

Daarnaast is het een laagdrempelige manier om andere mensen te ontmoeten en de Nederlandse taal in de praktijk te oefenen, zoals voor statushouders.

Als we hierbij kijken naar de participatieladder, kan worden geconcludeerd dat de wijkvoorziening treden 1 tot en met 4 aanbiedt.

Naast de deelnemers waarvan de mensen in een kwetsbare positie (eenzaam, werkeloos, ziek) tot trede 3 of 4 kunnen worden gestimuleerd en geactiveerd, biedt de wijkvoorziening ook een plek aan mensen met achterstand tot de arbeidsmarkt. Dit betreft mensen die een uitkering hebben via het UWV, of WIA, maar ook die vanuit een bijstandsuitkering weer worden gestimuleerd gemotiveerd en geactiveerd, om deel te nemen aan de maatschappij en structuur krijgen door middel van vrijwilligerswerk. Hierbij is dus ook trede 1 tot met 4 van toepassing.



Deze manier van participeren kan ook worden toegepast bij statushouders. Er is al een begin gemaakt bij de maatschappelijke stage in 2017 zal er ook een plek komen voor niet leerbare statushouders in samenwerking met SV Hector. Zodat sport ook als middel kan worden ingezet.

#### Participatieladder



#### Zeer opmerkelijk

##### “Pilot in de pilot”

In samenwerking met Mediant is net gestart met een pilot binnen de wijkvoorziening. De professionele coördinatoren van de wijkvoorziening zijn benaderd door een fysiotherapeut in de buurt met een grote praktijk. Hij komt veel bij de mensen thuis en het valt hem op dat op dat er veel eenzaamheid is onder deze mensen. Hij verwijst deze mensen door naar de wijkvoorziening maar hij merkt dat de drempel om daadwerkelijk te gaan heel hoog is. In samenwerking met Mediant zijn we gedrieën een pilot gestart. De fysiotherapeut, geeft informatie over de wijkvoorziening, een medewerker van Mediant gaat op huisbezoek, begeleiding gedurende de koffie inloop en de coördinatoren van de wijkvoorziening, zorgen voor extra informatie en begeleiding naar de diverse activiteiten. Trots zijn we erop dat dit al direct een succes is.

#### Een heel mooi voorbeeld van wat er kan ontstaan in de praktijk door de wijkvoorziening als verbindende factor in te zetten.

#### Praktijk:

##### Wat vinden de deelnemers:

Navraag bij deelnemers die de wijkvoorziening bezoeken leert dat zij geen behoefte hebben aan dagbesteding voor een hele dag. Zij zijn zelfstandig willen zelf bepalen waar ze naar toe gaan en wat ze gaan doen. Het komt wel voor dat ze s 'morgens komen wandelen en daarna komen eten, of zich aanmelden voor andere of éénmalige activiteiten.

Bij Wijkvoorziening 't Doesgoor wordt geen “label” op je geplakt. Je kunt er binnen komen als mens met al zijn mooie en minder mooie kanten. Dit zorgt er voor dat de mensen zich eerder thuis voelen bij de wijkvoorziening.

Het is niet altijd makkelijk voor mensen om de drempel over te gaan en te gaan deelnemen aan een activiteit. Soms is hier een steuntje bij nodig. De eerste ontvangst is daarom erg belangrijk.

#### Wat zorgt ervoor dat mensen blijven komen naar de wijkvoorziening:

- vooral het niet labelen wordt als een groot voordeel gezien
- de eerste ontvangst is zeer belangrijk
- vaste gezichten bij de activiteiten
- afwisselende activiteiten
- een makkelijk bereikbaar locatie
- voldoende parkeergelegenheid

#### **Resultaten:**

Uit de pilot zal moeten blijken

- Of de activiteiten t.b.v. de doelgroep structureel kunnen worden uitgevoerd door vrijwilligers;
- Of professionele inzet zich kan beperken tot begeleiding van vrijwilligers en coördinatie van de activiteiten;
- Wat is de grens van vrijwilligerswerk t.o.v. professionele inzet is;

#### **Praktijk:**

#### **Er is een belangrijke vraag hier overgeslagen namelijk, hoe kom je bij een pilot project aan vrijwilligers?**

De belangrijkste mensen bij de wijkvoorziening zijn de vrijwilligers.

Vrijwilligers zijn bij alle activiteiten aanwezig.

De projectgroep werft de vrijwilligers. Vacatures voor vrijwilligerswerk zijn ook uitgezet bij Salut. Tot nu toe zijn de vrijwilligers vanzelf en door toedoen van de projectgroep bij de wijkvoorziening gekomen. Heel belangrijk is hierbij de bekendheid vergroten en altijd uitdragen dat we opzoek zijn naar vrijwilligers.

De meeste vrijwilligers zijn 55+, maar sinds kort melden zich ook jongere vrijwilligers aan voor bepaalde projecten of bijzondere doelgroepen. Hierdoor is het ook mogelijk arbeidsre-integratie trajecten aan te bieden. (eerste trajecten zijn inmiddels opgestart)

Dit wordt door alle projectgroep leden uitgedragen, daarnaast wordt besproken hoe om te gaan met bepaalde situaties. Het vrijwilligerswerk moet goed aansluiten bij de visie en missie van de wijkvoorziening. Bij alle activiteiten is een projectgroep lid op dit moment aanwezig.

#### **Aantallen op dit moment:**

Aantal vrijwilligers bij start project:	2
Aantal vrijwilligers wandelgroepen:	2
Aantal vrijwilligers eetgroepen:	15
Aantal vrijwilligers hobbymiddag:	2
Aantal vrijwilligers bingo	2
Aantal vrijwilligers kaartmiddag	2
Aantal vrijwilligers computercursus	2
Aantal vrijwilligers tablet en iPad cursus	2
Aantal vrijwilligers via arbeidsparticipatie Hof Werkt	4
aantal vrijwilligers ouder kind ochtend	2
Aantal vrijwilligers klusgroep	25
Aantal vrijwilligers jubileumjaar Ouderenvereniging	10
Aantal vrijwilligers gemiddeld per week voor bijzondere activiteiten	2
Totaal	<u>72</u>

### Praktijk:

Wat willen de vrijwilligers?

De meeste vrijwilligers melden zich aan en geven direct aan: **Ik ben wel vrijwilliger en zo wil ik mijn vrijwilligerswerk ook uitvoeren!** Er kan een beroep op hun worden gedaan, maar velen willen niet elke week een vaste taak hebben.

Hieruit blijkt al dat de activiteiten niet alleen door vrijwilligers kunnen worden uitgevoerd. Bij elke activiteit is een projectgroep lid aanwezig. Dit is ook heel belangrijk om de normen en waarden van de wijkvoorziening neer te zetten, zodat het wordt overgenomen door de vrijwilligers. Gezien de vele activiteiten en het de korte tijd die de wijkvoorziening nog maar bestaat is het ook nog niet mogelijk om de activiteiten alleen door vrijwilligers te laten draaien. De vrijwilligers willen graag direct terug kunnen vallen op professionele coördinatoren van de projectgroep.

Er is een pilot gestart met 1 groep van de eetgroep om die alleen, zonder professional te laten draaien. De professional is er nog wel om de deur van de locatie te open en te sluiten. De professional is wel telefonisch en op loopafstand bereikbaar.

Het draait goed, maar dit vraagt wel extra inzet van de professional op het gebied van begeleiden, d.m.v. extra gesprekjes, bemiddelen etc.

Zeer belangrijk zeker om de normen en waarden van de wijkvoorziening te bewaken.

De grens van vrijwilligerswerk t.o.v. professionele inzet ligt duidelijk bij de verantwoording. Vrijwilligers willen niet de eindverantwoording hebben over de activiteit. Dit is gedurende en als er vragen, opmerkingen etc. komen met betrekking tot de activiteit.

### **Resultaten:**

Uit de pilot zal moeten blijken

- Waar de grens ligt dat mensen deelnemen aan activiteiten van een algemene voorziening (Wijkvoorziening 't Doesgoor) en wanneer overdracht moet plaatsvinden naar geïndiceerde dagbesteding

### Praktijk:

Tot nu toe is nog niemand die als deelnemer van Wijkvoorziening 't Doesgoor gebruikt maakt overgegaan naar geïndiceerde zorg. De professionele coördinatoren van de projectgroep van de wijkvoorziening houden een vinger aan de pols bij mensen die in een extra kwetsbare positie zitten. Bij een aantal deelnemers hebben wij onze zorg medegedeeld aan de wijkverpleegkundige, die hebben daarop actie ondernomen. Dit heeft ervoor gezorgd dat de deelnemers gebruik kunnen blijven maken van de wijkvoorziening. Ook als dit soms ander gedrag laat zien wordt het verantwoord opgevangen bij de wijkvoorziening.

**“Storytelling”** Er zijn erg veel verhalen te vertellen, bijna elke deelnemer heeft zijn eigen mooi, bijzondere of verdrietige verhaal, daarom hier een kleine greep uit heel veel verhalen van deelnemers van de wijkvoorziening

Onze oudste deelnemer, 93 jaar, is overleden. Zijn zoon vertelde tijdens het condoleren, dat hij zo blij was dat zijn vader bij de wijkvoorziening is gaan eten. Voor die tijd maakte de familie zich ernstige zorgen over het welbevinden van hun vader. Hij ging nergens meer naar toe, zat een beetje thuis en was alleen maar verdrietig. De familie hield er rekening mee dat vader binnen afzienbare tijd moest worden opgenomen in een verzorgingstehuis.

De zoon had gehoord van de wijkvoorziening en is de eerste keer met vader meegegaan. Volgens de zoon heeft dat een hele grote invloed gehad op het laatste jaar van vader. Hij leefde op. Ging weer zelf boodschappen doen, ging weer naar mensen toe, had weer zin in het leven. Vader kon gewoon thuis blijven wonen en is na een kort ziekbed overleden.



Een deelnemer die volgens zichzelf depressief en sociaal geïsoleerd leefde, is bij de wijkvoorziening terecht gekomen en heeft de laatste 1,5 jaar van zijn leven nog zelfstandig kunnen wonen zonder geïndiceerde dagbesteding. Hierbij was een mooie samenwerking tussen de wijkverpleging en de wijkvoorziening. De sociale contacten bij de wijkvoorziening hebben er mede voor ervoor gezorgd dat hij het leven weer een beetje aankon, doordat zijn welzijn werd vergroot, door het luisterende oor dat er altijd was bij de wijkvoorziening.

Een deelnemer ging van begeleid weer naar zelfstandig wonen en was bang om weer in oud gedrag te vervallen. Door deel te nemen aan de activiteiten van de wijkvoorziening is het mogelijk een invulling in zijn leven te krijgen die ervoor zorgt dat hij geen terugval krijgt.

#### Mooi voorbeeld van samenwerken en laagdrempeligheid van de wijkvoorziening

Een dame met een migratieachtergrond komt bij de wijkvoorziening wandelen. Op een gegeven moment geeft zij aan dat haar zoon gepest wordt op school en dat haar man erg eenzaam is, naast werken heeft hij bijna geen aansluiting bij anderen. Wij vragen haar, haar zoon bij de sportinstuif te laten komen zodat hij mee kan helpen. De zoon doet dit, hij wordt fijn opgevangen door een stagiaire, de professionele coördinatoren van de projectgroep weten dat hij dit goed kan, hij helpt mee je ziet zijn lichaamshouding veranderen. De stagiaire is ook trainer bij de voetbal, hij nodigt de zoon uit diezelfde avond te komen kijken. De zoon doet dit, het bevalt, de zoon, gaat voetballen en de vader gaat elke week kijken bij de training, de wedstrijden en heeft elke week contact met anderen. Het hele gezin leeft op.

#### Alles zonder dat er maar 1 gespecialiseerde zorgprofessional is ingezet.

#### **Resultaten:**

- Hoe zijn de kosten opgebouwd en zich verhouden tot het aantal deelnemers

#### Praktijk:

Er zijn een aantal betaalde krachten die samen 1 Fte bemannen. Door een grote enthousiaste inzet van professionele coördinatoren van de projectgroep die naast hun betaalde uren ook heel veel onbetaalde uren hebben ingezet is het mogelijk geweest de wijkvoorziening op deze manier neer te zetten. Voor het inlopen van de structurele professionele ondercapaciteit (op basis van de toenemende groei in deelname vanuit de doelgroep) in de projectgroep, continueren en uitbouwen van Wijkvoorziening 't Doesgoor zullen 4 Fte's nodig zijn.

Gemiddeld komen elke week meer dan ca. 200 mensen bij Wijkvoorziening 't Doesgoor (de vele niet wekelijkse activiteiten zijn hierin niet meegenomen) om deel te nemen aan de verschillende activiteiten. Op jaarbasis zijn deze 210 mensen \* 51 weken \* 4 uur = 42.840 uur in actie. Ongeveer 81, senioren, daarvan kan worden aangemerkt als mensen in een direct kwetsbare positie. En veel groter deel als indirect kwetsbaar in diverse leeftijdsgroepen. Daarnaast is het aantal zgn. niet kwetsbaar fors toegenomen.

#### Cijfers

#### Wijk de Whee

Wijkvoorziening richt zich primair op de wijk de Whee maar secundair op iedereen die behoefte heeft om of deel wil nemen aan, de activiteiten.

Wijk de Whee is de grootste wijk in de Hof van Twente met 4100 inwoners met de meeste diversiteit op het gebied van leeftijd, inkomens en mensen met een migratieachtergrond.

Er zijn 3 basisscholen, 1 middelbare school, bungalowwijken, nieuwbouwwijken, sociale woningbouw, bejaarden woningen, woonzorgcentrum en allerlei andere variaties.

Wijk de Whee, Goor, heeft de eigenschappen van een "stadswijk". Dit betekent dat er bijna geen sociale verbanden zijn, geen Noaberschap, men elkaar in de straat niet kent en vrijwilligerswerk niet vanzelfsprekend is.

### Praktijk

Er wordt op dit moment door de professionele coördinatoren van de projectgroep 100 uur ingezet om de wijkvoorziening vorm te geven, verbindingen te leggen met alle welzijn en zorgorganisaties, eerstelijnszorg, wijkverpleging, scholen etc. Er is voor 40 % van de uren een kleine onkostenvergoeding beschikbaar uit de pilotsubsidie

Om structuur en fundament te leggen voor een sociaal duurzame wijkvoorziening is het noodzakelijk dat er structureel 144 uur betaalde inzet wordt gefaciliteerd op basis van een CAO loon.

Van de gemiddeld 210 deelnemers per week die op dit moment gebruik maken van de wijkvoorziening zijn gemiddeld 77% mensen in een kwetsbare positie. Dit betreft dus 162 mensen. Hiervan zijn zeker 135 mensen ouder dan 65 jaar en daarvan is gemiddeld 60%, is 81, ouder dan 70 jaar. Deze mensen zullen minder snel een beroep gaan doen op de zorg omdat hun welzijn sterk is verbeterd. Dat betekent dat er een grote besparing plaats vindt voor de gemeenschap.

Van de 210 deelnemers passen 135 senioren ouder dan 65 jaar, 7 jeugdigen en 20 volwassenen jonger dan 65 jaar, binnen de voorwaarden van de subsidie.

Wonen in een verzorgingshuis met lichte zorg, kost per persoon gemiddeld € 70, - per dag x 365 dagen is € 25.550, - (maatschappelijke prijslijst, door veel gemeenten in Nederland gehanteerd, van [www.effectencalculator.nl](http://www.effectencalculator.nl)).

Als 1 persoon dus 1 jaar langer thuis blijft wonen, zorgt dit voor een enorme besparing. Bij 3 personen is de subsidie van € 70.000 al terug verdiend. Bij 81 personen ( senioren ouder dan 70 jaar )betekend dit een besparing van x € 70 per dag x 365 dagen is € 2.069.550, -.

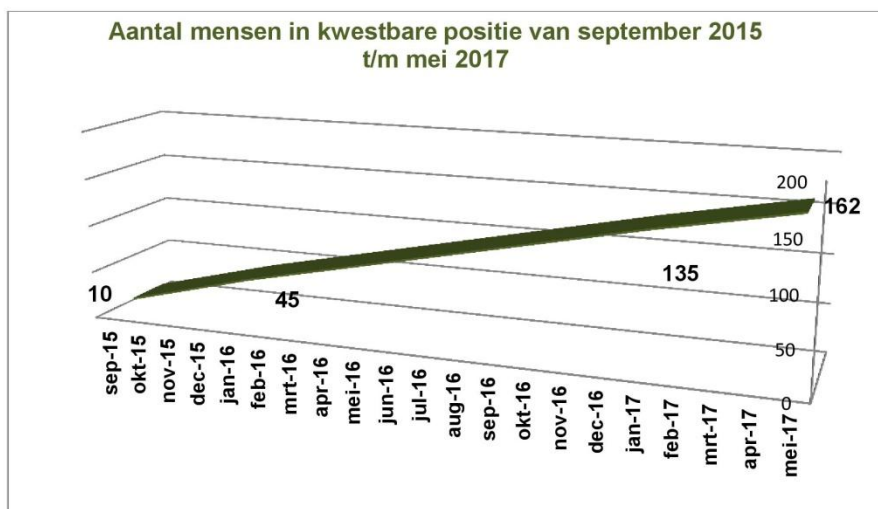
Bovenstaande is natuurlijk een indicatie maar het geeft wel aan wat een groot effect een voorliggende voorziening zoals de wijkvoorziening kan hebben op besparing voor de gemeenschap.

Hierbij hebben we de positieve effecten voor de wijk, de plaats Goor en toename van sport medegebruik/zelfwerkzaamheid van wijkbewoners uit alle leeftijden op het complex niet meegenomen. Op dit moment zijn er nog aanvragen van meerdere potentiële medegebruikers, door de steeds grotere belasting van de professionele coördinatoren van de projectgroep en de onduidelijkheid over de voortgang van het project is het moeilijk om hierop in te gaan.

### Opmerkelijk

Bij de enquête onder 65+ uitgevoerd door de stagiaires van Saxion, kwam het volgende naar voren. Een grote groep heeft aangegeven nu nog geen behoefte te hebben om naar de wijkvoorziening te komen, omdat ze nog een partner hebben. Maar in de toekomst hier zeker gebruik van zullen gaan maken. (continuïteit is dus gegarandeerd mits juiste voorwaarden voor handen.)





- Hoe zijn de kosten opgebouwd en hoe verhouden die zich tot het aantal deelnemers

Als voorwaarde in de pilotsubsidie overeenkomst is als minimale basisvoorziening door de gemeente aangegeven dat er activiteiten moeten worden aangeboden voor ten minste 35 kwetsbare deelnemers gedurende 2 dagen per week.

Dit aantal afgezet tegen de subsidie van € 70.000. Dan betekent dit dat de kosten per deelnemer mogen bedragen € 70.000 gedeeld door 35 is € 2.000, - per persoon.

#### Evaluatie: met terugwerkende kracht?

De huidige pilotsubsidie als minimale basisvoorziening door de gemeente aangegeven, bedraagt € 70.000 gedeeld door 35 is € 2.000, - per persoon in een kwetsbare positie (beschreven doelgroep in de pilot overeenkomst).

€ 2.000, - Per deelnemer in een kwetsbare positie, zoals gesteld in de voorwaarden van de subsidie. Dan had dit een bedrag moeten zijn bij 162 mensen in een kwetsbare positie € 324.000, - = € 2.000, - maal 162 kwetsbare deelnemers.

Deze bedragen afgezet tegen de eerder genoemde bedragen van de effectencalculator. Betekent dit dat de gemeente Hof van Twente door het pilot project en de grote inzet van alle mensen die erbij betrokken zijn en de onbetaalde uren inzet van de professionele coördinatoren van de projectgroep een bedrag heeft kunnen besparen voor de gemeenschap van € 2.069.550, - min € 70.000, - = € 1.999.550, -.

#### Probleem

Er gaat een probleem ontstaan bij de borging van de activiteiten omdat de inzet van de professionele coördinatoren van de projectgroep onder druk komt te staan. Door de grote groei in een zeer korte tijd (in deelnemers en activiteiten) wordt er heel veel uren inzet gevraagd van de professionele coördinatoren van de projectgroep. Door het krappe budget kan de uren inzet niet worden betaald

Door het krappe budget kan er nu zeker geen CAO salaris worden uitbetaald.

De betaalde uren inzet bedraagt op dit moment 1 Fte.  
Terwijl er een uren inzet nodig is van 4Fte.

(inmiddels heeft de gemeente besloten om Buurtsportcoach Maikel ook gemeente breed in te zetten, daardoor is de druk op onze professionele coördinatoren van de projectgroep nog groter geworden).

#### Toename gebruikersuren

Gebruikersuren zijn het totaal aantal uren dat mensen gebruik maken van de locatie 't Doesgoor. Deze uren worden per activiteit berekend en omgerekend naar jaaruren. In 2013 waren het aantal gebruikers uren 100.000 uur per jaar, in 2016 is dit 200.000 uur per jaar. Een toename van 100.000 uur. De verwachting is dat dit in 2017 nog meer zal toenemen.



#### Bezetting

63% van de dagdelen wordt overdag gebruikt. Er is dus duidelijk nog groei mogelijk. De dagdelen zijn berekend over de drie ruimten die kunnen worden gebruikt op de locatie. Als we sportactiviteit, medegebruik, openbaarheid (kinderen/volwassenen uit de buurt) dan meenemen dan wordt het Doesgoor meer dan 95 % van de beschikbare tijd in de avonden en weekenden gebruikt.

<u>Samenvatting in cijfers</u>			
	<u>Start Pilot</u>	<u>Afgeleid van Pilot</u>	<u>2018</u>
Subsidie	70.000	324.000	270.000
voor aantal kwetsbaren	35	162	162
gemiddelde aantal uur aanwezig per week	2	4	4
aantal bezoekers	10	210	210
aantal vrijwilligers	2	72	72
aantal activiteiten per week	10	60	60
aantal weken per jaar	44	51	51
aantal uren per jaar	440	3.060	3.060
totaal activiteit uren per jaar	880	42.840	42.840
kosten per uur per deelnemer	80	8	7
totaal activiteit uren per jaar kwetsbaren		33.048	33.048
kosten per uur per deelnemer kwetsbaren		10	9

#### **Resultaten:**

- Welk effect deelname van zorgaanbieders in de stuurgroep van de wijkvoorziening heeft op de samenwerking met vrijwilligers en andere deelnemende partijen.

#### **Praktijk:**

-Korte lijnen is een vanzelfsprekendheid geworden.  
 -Wijkverpleegkundige direct aanspreekbaar  
 -Tijds winst voor oplossing van problemen  
 -Bekorten isolémentssituatie  
 -De deelname van de zorgaanbieders in de stuurgroep heeft ervoor gezorgd dat 0,2 FTE buursportcoachuren die zijn toegewezen aan Carintreggeland zijn ingezet voor de wijkvoorziening.

#### **Praktijkvoorbeeld:**

Door de korte lijnen is het mogelijk dat iemand die licht dementerend is als deelnemer bij de wijkvoorziening mee kan blijven doen bij eetactiviteiten en dat deze persoon nog zelfstandig thuis kan wonen zonder dat er intramurale opvang nodig is bij een zorginstelling.

**Welke belemmeringen en mogelijkheden de gemeente ondervindt als zij geen sturende rol heeft op het functioneren van de wijkvoorziening.**

### Praktijk

Voor de gemeente hoeft dit geen directe belemmering te zijn, maar kan wel mogelijkheden bieden voor besturen of meedenken op afstand.

Het is wel belangrijk voor de gemeente om te blijven klankborden bij de wijkvoorziening.

### Resultaten en Voorwaarden subsidie

#### **Resultaten puntsgewijs:**

Uit de pilot zal moeten blijken

- Of de activiteiten t.b.v. de doelgroep structureel kunnen worden uitgevoerd door vrijwilligers;

- Alleen met een fundering van professionele projectgroep

- Of professionele inzet zich kan beperken tot begeleiding van vrijwilligers en coördinatie van de activiteiten;

- Ja, mits direct geschakeld kan worden met zorginstanties

- Wat de grens van vrijwilligerswerk t.o.v. professionele inzet is;

- Rechtstreeks overleg met zorginstantie/eerstelijnszorg

- Hoeveel professionele uren nodig zijn voor de begeleiding en coördinatie van hoeveel vrijwilligers;

In 2018 verwachten wij een toename van het aantal vrijwilligers met 20

7488 uur minimaal nodig

Voor 92 vrijwilligers = 1.5 uur per week per vrijwilliger

- Waar de grens ligt dat mensen deelnemen aan activiteiten van een algemene voorziening (wijkvoorziening Doesgoor), en wanneer overdracht moet plaatsvinden naar geïndiceerde dagbesteding;

- In onderling overleg met de professionele coördinatoren van de projectgroep wordt de grens aangegeven.
- Grens ligt bij intramurale opname
- Vervoer is een groot probleem minder mobiele potentiële bezoekers
- Gevolg hiervan is dat er een isolement ontstaat

- Hoe de kosten zijn opgebouwd en zich verhouden tot het aantal deelnemers;

- Welk effect deelname van zorgaanbieders in de stuurgroep van een wijkvoorziening heeft op de samenwerking met vrijwilligers en andere deelnemende partijen;

- Er ontstaan hele kort directe lijnen van de wijkvoorziening en zorgaanbieders worden direct kort efficiënte communicatie ten voordele van alle partijen.
- Het vertragende administratie traject wordt uitgeschakeld ten voordele van de belanghebbende.
- De eerstelijnszorg zoekt steeds meer de samenwerking met het Doesgoor op om frustrerende lange administratieve niet efficiënte indirecte trajecten in zorgcircuit te voorkomen.

- Welke belemmeringen en mogelijkheden de gemeente ondervindt als zij geen sturende rol heeft op het functioneren van de wijkvoorziening.

- Geen directe belemmering voor de gemeente
- Mogelijkheid voor besturen of meedenken op afstand

- Belangrijk voor de gemeente te blijven klankborden

#### **Voorwaarden**

- De pilot richt zich op wijkbewoners en met name de kwetsbare wijkbewoners;
- De activiteiten worden uitgevoerd door vrijwilligers. Professionele ondersteuning beperkt zich tot begeleiding van de vrijwilligers en coördinatie van de activiteiten;
- De activiteiten zijn gericht op het sociaal versterken van de wijk en geven daarmee een impuls aan het zelfregulerend vermogen van de wijkbewoners;
- De pilot heeft een tijdsduur van 2 jaar en kan met maximaal 1 jaar verlengd worden als voor het behalen van de resultaten nog een jaar nodig blijkt;
- De pilot levert ervaringen en gegevens op voor het organiseren van een algemene voorziening met vrijwillige inzet;
- Jaarlijks vindt een inhoudelijke evaluatie plaats en een financiële verantwoording van de kosten. Monitoring vindt plaats ten aanzien van het aantal deelnemers aan de dagbesteding, hoe zij bij Doesgoor terechtkwamen, aan welke activiteiten ze deelnemen en hoeveel dagdelen, het aantal betrokken vrijwilligers en het aantal uren professionele begeleiding;
- De activiteiten bieden plek voor ten minste 35 deelnemers van de doelgroep gedurende 2 dagdelen per week per jaar (42 weken);
- Gedurende de pilotperiode vindt elk kwartaal een ambtelijk overleg plaats. In deze gesprekken wordt de stand van zaken en de voortgang besproken, zowel financieel als inhoudelijk.



<u>Wijkvoorziening 't Doesgoor</u>								
<u>Begroting voor een Sociaal Duurzame Wijkvoorziening</u>								
<u>Begroting vanaf 1 januari 2018</u>						<b>2018</b>		
						€		€
<b>Baten</b>								
Eigen inzet vrijwilligers op vrijwillige basis						675.000		
Subsidie Gemeente Hof van Twente						270.000		
Bijdragen						10.000		
Incidentele projectsubsidies (extern)						10.000		
<b>Lasten</b>								
Coördinatiekosten								165.000
Arbeidsparticipatie Hof Werkt								0
Vrijwilligerskosten								10.000
Huisvestingskosten								29.000
Activiteiten kosten								11.000
Organisatiekosten								5.000
Onvoorzien								5.000
Bijzondere kosten								10.000
<u>Nieuwe activiteiten:</u>								
Vervoersvoorziening								25.000
Oprichting Stichting								
Uitbreiden arbeidsparticipatie Hof Werkt								
Ouder en kind inloopochtend								
Vrijwilligers werven								
Kennisinstelling voor andere kernen								
Inburgeren statushouders								
Project leeftijd 12 t/m 16 jaar								
Pilot arbeidparticipatie UWV								
								30.000
Werkzaamheden vrijwilligeres 45000 uur *15 euro								675.000
<b>Totalen</b>						<b>965.000</b>		<b>965.000</b>

## **Toekomst**

### **Nieuwe activiteiten:**

#### **Oprichting Stichting**

De werkgroep entiteit is vanaf januari 2017 aan het onderzoeken welke rechtspersoon het beste past bij de wijkvoorziening. Er is nu sprake van een stichting. De werkgroep zal zich gaan buigen over de invulling van de statuten en profielen voor het bestuur.

Daarbij wordt rekening gehouden met alle betrokkenen van de locatie en met name de positie van SV Hector behoeft extra aandacht.

Als de structurele subsidie is toegekend zal voor de wijkvoorziening een stichting gaan oprichten.

### **Verwachte deelnemers aantallen**

Allerlei onderzoeken hebben al aangetoond dat de eenzaamheidsgevoelens bij verschillende doelgroepen en voor al bij ouderen erg is toegenomen de laatste jaren.

In opdracht van de gemeente Hof van Twente is in 2013 een grootschalig onderzoek gedaan naar eenzaamheid en bewegingsarmoede onder 65 plussers in Goor, uitgevoerd door Maikel Rijnberg. Dit rapport laat zien dat 55 % kampt met eenzaamheidsgevoelens, 58 % heeft overgewicht, 13 % is inactief en ruim 10 % is niet zelfredzaam. Dit geldt ook voor wijk de Whee. Als we deze cijfers vertalen naar Wijk de Whee zal er nog een verdubbeling van het aantal deelnemers kunnen volgen.

### **Vervoersvoorziening:**

Een vervoersvoorziening is essentieel voor de toekomst van de wijkvoorziening.

Veel, met name ouderen, zouden graag deel willen nemen aan de activiteiten van de wijkvoorziening, dit is voor hun niet mogelijk omdat ze niet instaat zijn zelf naar de locatie te komen.

Om dit op te lossen willen wij 1 of 2 brommobielen gaan aanschaffen. (naar het voorbeeld van het project in Utrecht, buurtmobiel om eenzaamheid te bestrijden ) Deze kunnen worden bemand door vrijwilligers. De brommobielen kunnen worden gestald bij de wijkvoorziening. Eventueel verder uitbouwen voor vervoer naar winkels etc.

### **Maatschappelijke stage**

De maatschappelijke stage voor leerlingen van de Waerdenborch structureel vorm gaan geven. 4 keer per jaar een 3 daagse maatschappelijke stage organiseren voor alle leerlingen van de Waerdenborch. De wijkvoorziening stelt het programma samen, daarna gaat de Waerdenborch bekijken welke klassen hieraan gaan deelnemen. Dit doet de wijkvoorziening in samenwerking met haar samenwerkingspartners en nieuwe organisaties en instellingen.

De bedoeling van de maatschappelijke stage is verschillende doelgroepen met elkaar verbinden. Waardoor er meer begrip en respect voor elkaar zal gaan ontstaan.

### **Arbeidsparticipatie**

Verder uitbreidend van vrijwilligersplaatsen voor mensen met een achterstand tot de arbeidsmarkt. Op dit moment zijn er 4 mensen die, via Hof Werkt, vrijwilligerswerk doen bij de wijkvoorziening.

Dit gaan uitbreiden richting het bedrijfsleven. Vrijwilligerswerk bij de wijkvoorziening gaan inzetten om mensen te stimuleren, activeren en stimuleren, zodat ze doorstromen naar betaald werk. Ook voor statushouders is dit een laagdrempelige manier om de Nederlandse taal in de praktijk te brengen als voorloper op een betaalde baan in het bedrijfsleven.

### **Ouder en kind inloopochtend:**

Iedereen woensdagochtend kunnen ouders met kinderen van 0-4 jaar bij de wijkvoorziening koffie komen drinken terwijl hun kinderen spelen. De bedoeling hiervan is sociale interactie tussen ouders bevorderen. Als het aanslaat willen we ook nog in overleg met de ouders

eventuele thema ochtenden gaan organiseren. Deze manier van ontmoeten is ook een mooie laagdrempelige manier voor statushouders om te integreren.

#### Vrijwilligers werven:

Voor toekomst zal het aantal vrijwilligers moeten worden uitgebreid. Voor 2018 is het streven de flexpool met 20 vrijwilligers uit te breiden.

#### Kennisinstelling voor andere kernen:

Wijk de Whee, Goor, heeft de eigenschappen van een “stadswijk”. Dit betekent dat er bijna geen sociale verbanden zijn, geen Noaberschap, men elkaar in de straat niet kent en vrijwilligerswerk niet vanzelfsprekend is.

Hierdoor is het succes van Wijkvoorziening 't Doesgoor niet automatisch over te hevelen naar andere kernen.

Kennis delen met andere organisaties en verenigingen uit andere kernen wordt nu al gedaan en zal nog meer gaan gebeuren in de toekomst. Er zullen meer vragen komen. Ook wil de wijkvoorziening een soort intervisie gaan opzetten met andere soortgelijke projecten.

#### Inburgeren statushouders:

- Samenwerking met vluchtelingenwerk intensiveren.
- Bij de maatschappelijke stage van de Waerdenborch is de start geweest van het deelnemen van statushouders aan activiteiten van de wijkvoorziening.
- Er zal een begin worden gemaakt met een stage van niet leerbare statushouders die een inburgeringscursus doen bij ROC van Twente.
- Statushouders met kinderen betrekken bij de kinderactiviteiten in de vakanties.
- Scholen van kinderen van statushouders benaderen voor deelname aan koningsspelen, zodat ook ouders daarbij aanwezig kunnen zijn.
- Taalproject statushouders via een vrijwilliger, voormalig docent Nederlands, wil bij de wijkvoorziening taallessen gaan geven aan statushouders
- Vrijwilligerswerk voor statushouders, zodat integreren makkelijker wordt.

#### Project leeftijd 12 t/m 16 jaar

Voor jeugdigen van 12 t/m 16 jaar zijn geen activiteiten.

De locatie Doesgoor heeft een aparte ruimte, BSO ruimte, die kan worden gebruikt voor activiteiten voor deze jeugd.

Samen met leden van SV Hector, KV Phenix 72 en buurtsportcoaches activiteiten voor deze doelgroep op gaan zetten.

Daarna in overleg met de jeugd thema- middagen/ avonden gaan organiseren.

#### Pilot samenwerking Fysiotherapeut, Mediant, Wijkvoorziening, structureel maken.

Zoals bovenstaand al is beschreven zijn we gestart met een pilot.

In samenwerking met Mediant is net gestart met een pilot binnen de wijkvoorziening.

De professionele coördinatoren van de wijkvoorziening zijn benaderd door een fysiotherapeut met een grote praktijk in de buurt. Hij komt veel bij de mensen thuis en het valt hem dat op dat er veel eenzaamheid is onder deze mensen. Hij verwijst deze mensen door naar de wijkvoorziening maar hij merkt dat de drempel om daadwerkelijk te gaan heel hoog is. In samenwerking met Mediant zijn we gedrieën een pilot gestart.

Deze pilot willen we graag structureel maken en in heel Goor met alle fysiotherapeuten uit gaan rollen.

Daarnaast gaan onderzoeken of dit ook een mogelijkheid is voor andere zorg en welzijnsinstellingen.



### Spreekuren

Voor mensen met vragen op allerlei gebied het gebied zoals o.a. Jeugdsport- en Cultuurfonds, participatiefonds, invullen van formulieren etc.

### Pilot arbeidsparticipatie UWV

Plan maken voor mensen met een WW uitkering via het UWV.

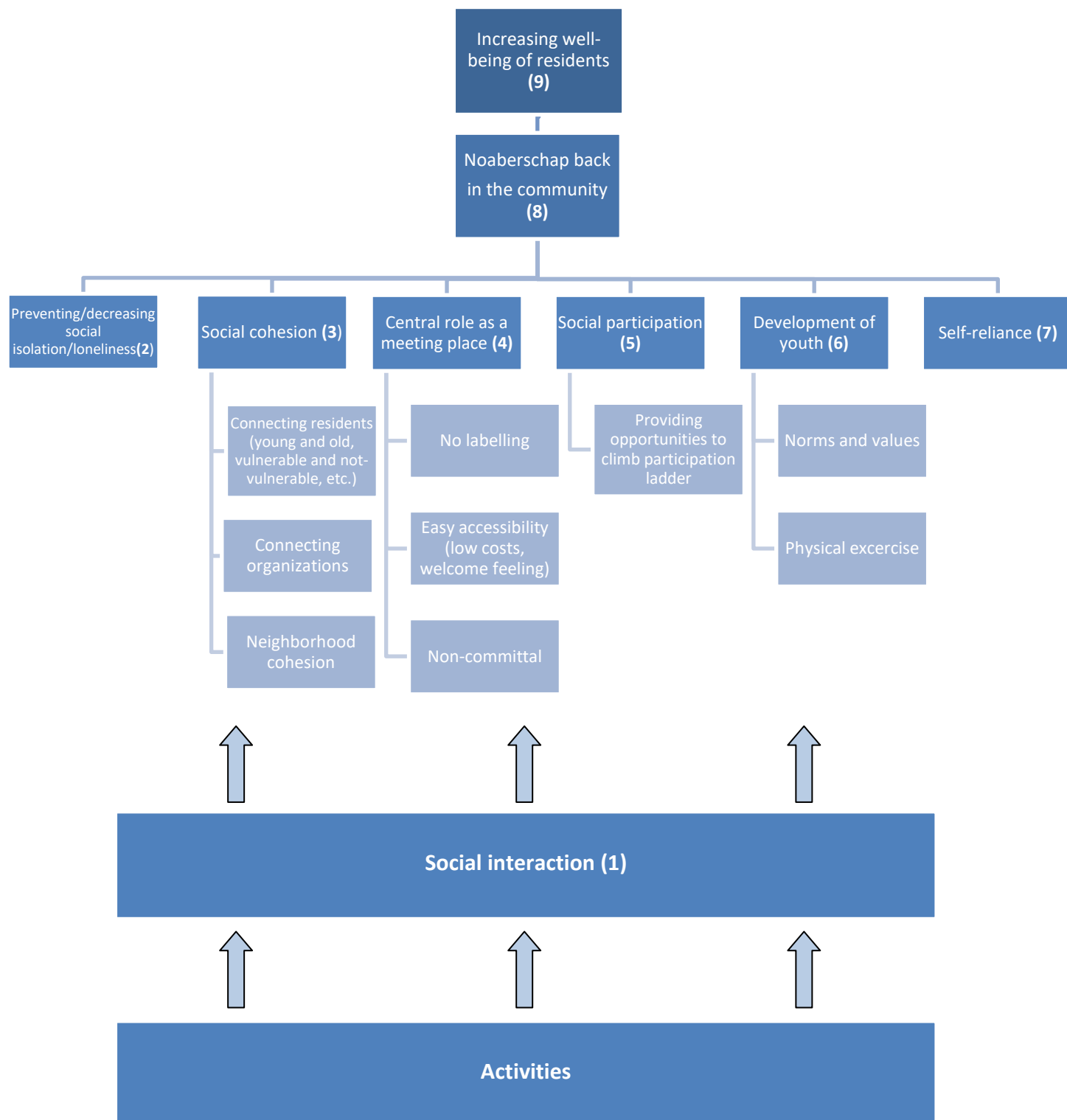
Samen met Hof werkt proberen om toegang te krijgen bij het UWV zodat ook deze mensen de mogelijkheid krijgen vrijwilligerswerk te gaan doen met behoud van uitkering. Hierdoor blijven mensen actief, kunnen hun vaardigheden inzetten en behouden hun structuur, wat weer zorgt voor betere kansen op de arbeidsmarkt.

<b>Appendix B. List of partners of the Doesgoor</b>
---

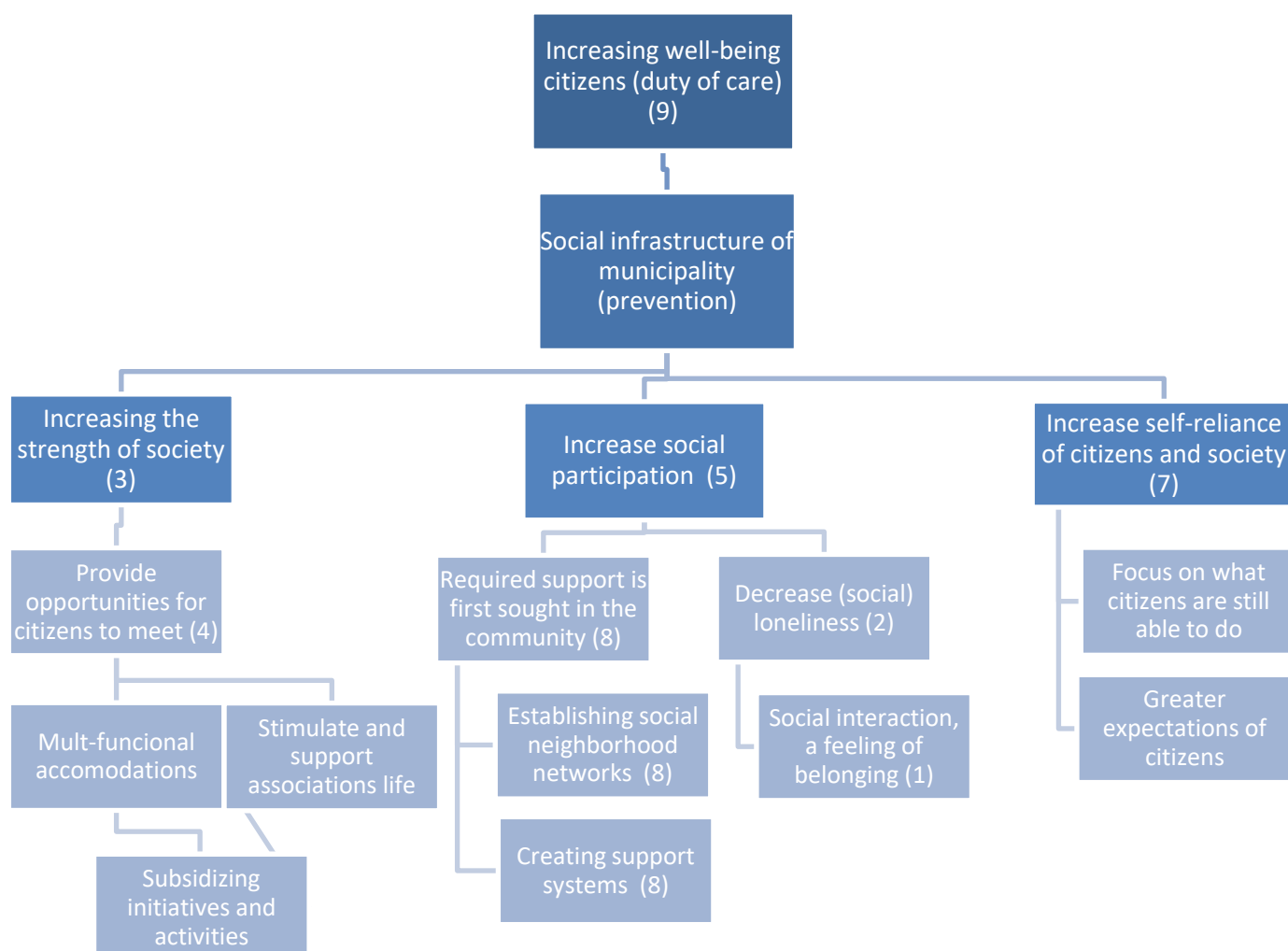
Assink Lyceum  
Basisschool Heeckeren  
Brandweer  
Buurtzorg  
Carintreggeland  
CIOS Arnhem  
Dag van de Dialoog  
Hofkerk  
Fysiotherapie Smit  
Fysiotherapeut Marloes ten Hake  
Gemeente Hof van Twente  
Hof werkt  
Hogeschool Saxion Enschede en Deventer  
Hogeschool Windesheim  
Huisartsen praktijk de Oliphant  
Humanitas PO  
KBS de Albatros  
KV Phenix  
Kinderopvang Hof van Twente  
Kinderopvang SKE Humanitas  
Kleurrijk in de Hof  
Kracht Ergotherapie  
Mediant  
Muziekschool Hof van Twente  
Moskee  
Nederland Zorgt voor Elkaar  
OBS de Wiekslag  
OBS de Whee - Puntdak  
Openbare Daltonschool 't Gijmink  
Ouderenvereniging Goor  
Praktijk Oefentherapie Roerade  
Prins Constantijn Basisonderwijs  
Politie, wijk – en verkeersagenten  
Reggesteyn  
RIBW groep Overijssel  
ROC van Twente  
ROC Landstede  
Rode Kruis  
Stadslandbouw  
Sportservice Overijssel  
SV Hector  
Twentse Noabers  
Universiteit Twente  
Verenigingen alle sportverenigingen en o.a. Scouting  
Vluchtelingenwerk  
Waardenborch, de SG  
Wijkbeheer  
Wijkverpleegkundige  
De Zonnebloem

## Appendix C. Goal trees Doesgoor and municipality matched

Goal tree of the community centre 't Doesgoor where each goal has been assigned a number, ranging from 1/9.



Goal tree of the municipality where the goals that correspond with those of the centre, the goals that are similar, have been assigned the corresponding number of the goal of the centre.



## Appendix D. Survey participants

### Doesgoor vragenlijst deelnemers

Bedankt dat u tijd wilt nemen voor het invullen van de vragenlijst. Vult u alstublieft 1 antwoord in per vraag tenzij in de vraag staat dat u meerdere antwoorden mag geven.

Privacy: Uw persoonsgegevens en antwoorden worden uitsluitend ten behoeve van het onderzoek gebruikt en daarbij anoniem verwerkt, zodat de gegevens nooit te herleiden zijn naar u als persoon.

Vrijwillige deelname: Het meewerken aan dit onderzoek gebeurt op vrijwillige basis, u hebt daarom de mogelijkheid om op elk gewenste moment te stoppen met de medewerking. We vragen u bij het invullen van de vragenlijst uw eigen situatie in gedachte te nemen en daarbij de vragen in één keer en zo eerlijk mogelijk te beantwoorden. Er bestaan geen goede of foute antwoorden. Het invullen van de vragenlijst zal ongeveer 10 minuten van uw tijd in beslag nemen.

#### 1. Geslacht

- ☐ Man ☐ Vrouw

#### 2. Woonsituatie

- ☐ Alleenstaand ☐ Samenwonend met partner ☐ Samenwonend met partner en kinderen ☐ Anders, namelijk

#### 3. Belangrijkste dagelijkse bezigheid (U mag meerdere antwoorden invullen)

- ☐ Betaald werk ☐ Huishouden ☐ Geen vaste bezigheid  
☐ Zorg voor kinderen ☐ Vrijwilligerswerk ☐ Dagopvang  
☐ Anders, namelijk

#### 4. Leeftijd

- ☐ 18 - 25 ☐ 26 - 40 ☐ 41 - 64 ☐ 65-74 ☐ 75+

#### 5. Hoe ver woont u van Het Doesgoor af?

- ☐ Minder dan 1 kilometer ☐ Tussen 1 en 3 kilometer ☐ Tussen 3 en 5 kilometer ☐ Meer dan 5 kilometer

#### 6. Woont u in de buurt de Whee of daarbuiten?

- ☐ In buurt de Whee ☐ Anders, namelijk

#### 7. Hoe bent u in contact gekomen met Het Doesgoor?

- ☐ Familie ☐ Ouderenvereniging ☐ Krant, weekblad, enz. ☐ Huisarts  
☐ Vrienden/kennissen ☐ Sportclub ☐ Overheidsinstantie ☐ Anders, namelijk

#### 8. Wanneer heeft u voor het eerst mee gedaan aan een activiteit bij Het Doesgoor?

- ☐ Korter dan half jaar geleden ☐ Tussen half jaar en jaar geleden ☐ Tussen jaar en twee jaar geleden ☐ Langer dan twee jaar geleden

9. Aan hoeveel activiteiten van Het Doesgoor neemt u meestal per week deel?

- ☐ Niet elke week
 ☐ 1
 ☐ 2
 ☐ 3 of meer

10. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Het Doesgoor....

	Zeet mee oneens	Mee oneens	Neutraal	Mee eens	Zeet mee eens
Geeft mij een welkom gevoel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geeft mij het gevoel van thuis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik een fijne ontmoetingsplaats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heeft een goede locatie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is belangrijk voor mij	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Aan welke activiteiten neemt u deel, of heeft u in het verleden deel genomen? (U mag meerdere antwoorden invullen)

- ☐ Kaarten
 ☐ Wandelgroep
 ☐ Bingo
 ☐ Jeu de boules  
☐ Eetgroep
 ☐ Ipad/Tablet/Laptop cursus
 ☐ Koffie inloop
 ☐ Anders, namelijk

12. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door mijn deelname aan een activiteit bij Het Doesgoor....

	Zeet mee oneens	Mee oneens	Neutraal	Mee eens	Zeet mee eens
Heb ik meer gezelligheid om me heen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik kennissen en/of vrienden erbij gekregen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij minder eenzaam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik meer contact met mensen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kom ik meer de deur uit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik leuke mensen leren kennen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Waarom bent u activiteit(en) bij Het Doesgoor gaan volgen? (U mag meerdere antwoorden invullen)

- ☐ Ik vind de activiteit leuk
 ☐ Ik wilde meer contact met mensen
 ☐ Het Doesgoor leek mij gezellig
 ☐ Het Doesgoor werd mij aangeraden  
☐ Ik had weinig om handen
 ☐ Ik werd uitgenodigd
 ☐ Anders, namelijk

14. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door mijn deelname aan een activiteit bij Het Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Heb ik meer zelfvertrouwen gekregen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zorg ik beter voor mijzelf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ben ik beter in staat huishoudelijke taken te verrichten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regel ik meer zelf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik het makkelijker om hulp te vragen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Hoeveel uur per week brengt u meestal door bij Het Doesgoor?

- ☐ Minder dan 2 uur per week
 ☐ Tussen 2 en 4 uur per week
 ☐ Tussen 4 en 6 uur per week
 ☐ Meer dan 6 uur per week

16. Heeft u buiten Het Doesgoor contact met mensen die u daar heeft ontmoet? En zo ja, hoe vaak komt dit meestal voor?

- ☐ Nee
 ☐ Ja, paar keer per jaar
 ☐ Ja, maandelijks contact
 ☐ Ja, wekelijks contact

17. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door de komst van Het Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Voel ik mij meer thuis in mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij meer betrokken bij mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ben ik meer tevreden over mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik de buurt gezelliger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doe ik meer voor anderen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Houd ik meer rekening met anderen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Hoe waardeert u de activiteiten die u volgt of heeft gevolgd bij Het Doesgoor op het gebied van:

	Slecht	Matig	Neutraal	Goed	Zeer Goed
Sfeer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gezelligheid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Openheid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door mijn deelname aan een activiteit bij Het Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Voel ik mij beter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij gelukkiger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij optimistischer over de toekomst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij gezonder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Zou u andere mensen aanraden om ook deel te nemen aan een activiteit bij Het Doesgoor?

☐ Ja
 ☐ Misschien
 ☐ Nee, want:

21. Bent u door Het Doesgoor vrijwilligerswerk gaan overwegen of gaan doen? (dit hoeft niet per se bij Het Doesgoor te zijn, maar vrijwilligerswerk in het algemeen)

☐ Nee, ik doe geen vrijwilligerswerk en ga dit ook niet doen
 ☐ Nee, ik was al vrijwilliger
 ☐ Ja, ik ben vrijwilligerswerk aan het overwegen
 ☐ Ja, ik ben vrijwilliger geworden

Dit is het einde van de vragenlijst. Heeft u nog vragen of opmerkingen?



## Appendix E. Survey volunteers

### Doesgoor vragenlijst vrijwilligers

Bedankt dat u tijd wilt nemen voor het invullen van de vragenlijst. Vult u alstublieft 1 antwoord in per vraag tenzij in de vraag staat dat u meerdere antwoorden mag geven.

Privacy: Uw persoonsgegevens en antwoorden worden uitsluitend ten behoeve van het onderzoek gebruikt en daarbij anoniem verwerkt, zodat de gegevens nooit te herleiden zijn naar u als persoon.

Vrijwillige deelname: Het meewerken aan dit onderzoek gebeurt op vrijwillige basis, u hebt daarom de mogelijkheid om op elk gewenste moment te stoppen met de medewerking.

We vragen u bij het invullen van de vragenlijst uw eigen situatie in gedachte te nemen en daarbij de vragen in één keer en zo eerlijk mogelijk te beantwoorden. Er bestaan geen goede of foute antwoorden. Het invullen van de vragenlijst zal ongeveer 10 minuten van uw tijd in beslag nemen.

1. Geslacht

- ☐ Man ☐ Vrouw

2. Woonsituatie

- ☐ Alleenstaand ☐ Samenwonend met partner ☐ Samenwonend met partner en kinderen ☐ Anders, namelijk

3. Belangrijkste dagelijkse bezigheid (U mag meerdere antwoorden invullen)

- ☐ Betaald werk ☐ Huishouden ☐ Vrijwilligerswerk ☐ Geen vaste bezigheid  
☐ Zorg voor kinderen ☐ Anders, namelijk

4. Leeftijd

- ☐ 18 - 25 ☐ 26 - 40 ☐ 41 - 64 ☐ 65-74 ☐ 75+

5. Hoe ver woont u van het Doesgoor af?

- ☐ Minder dan 1 kilometer ☐ Tussen 1 en 3 kilometer ☐ Tussen 3 en 5 kilometer ☐ Meer dan 5 kilometer

6. Woont u in de wijk de Whee of daarbuiten?

- ☐ In wijk de Whee ☐ Anders, namelijk

7. Hoe bent u in contact gekomen met 't Doesgoor?

- ☐ Familie ☐ Ouderenvereniging ☐ Krant, weekblad, etc ☐ Huisarts  
☐ Vrienden/kennissen ☐ Sportclub ☐ Overheidsinstantie ☐ Anders, namelijk

8. Bent u bij 't Doesgoor begonnen als vrijwilliger of als deelnemer aan een activiteit?

- ☐ Vrijwilliger ☐ Deelnemer

9. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Het Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Geeft mij een welkom gevoel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geeft mij het gevoel van thuis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik een fijne ontmoetingsplaats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heeft een goede locatie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is belangrijk voor mij	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Wanneer werd u voor het eerst actief als vrijwilliger bij 't Doesgoor?

- ☐ Korter dan half jaar  
geleden ☐ Tussen half jaar en jaar  
geleden ☐ Tussen jaar en twee  
jaar geleden ☐ Langer dan twee jaar  
geleden

11. Bij welke activiteiten bent u op dit moment vrijwilliger, of bent u in het verleden vrijwilliger geweest? (U mag meerdere antwoorden invullen)

- ☐ Kaarten ☐ Ipad/Tablet/Laptop cursus ☐ Bingo ☐ Arbeidsparticipatie  
☐ Eetgroep ☐ Sportinstuif ☐ Maatschappelijke  
stage ☐ Klusgroep  
☐ Wandelgroep ☐ Anders, namelijk

12. Waarom bent u vrijwilliger geworden bij het Doesgoor? (U mag meerdere antwoorden invullen)

- ☐ Ik had weinig om  
handen ☐ Ik wilde het Doesgoor  
helpen ☐ Ik werd uitgenodigd ☐ Het Doesgoor werd mij  
aangeraden  
☐ Ik wilde meer contact  
met mensen ☐ Ik vind de activiteit  
leuk ☐ Het Doesgoor leek mij  
gezellig ☐ Anders, namelijk

13. Hoe waardeert u de activiteiten van het Doesgoor waar u als vrijwilliger bij betrokken bent, of bent geweest:

	Slecht	Matig	Neutraal	Goed	Zeer Goed
Gezelligheid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Openheid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sfeer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door mijn vrijwilligerswerk bij 't Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Heb ik meer gezelligheid om me heen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik kennissen en/of vrienden erbij gekregen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij minder eenzaam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik meer contact met mensen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kom ik meer de deur uit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heb ik leuke mensen leren kennen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Bent u naast vrijwilliger bij 't Doesgoor op dit moment ook actief als deelnemer bij een activiteit?

- ☐ Nee, nooit geweest ☐ Nee, maar wel in het verleden ☐ Ja

16. Deze vraag is alleen van toepassing als u op de voorgaande vraag 'ja' heeft geantwoord. Zo niet dan mag u deze vraag overslaan.

Aan welke activiteiten neemt u deel, of heeft u in het verleden deel genomen?

- ☐ Kaarten ☐ Wandelgroep ☐ Bingo ☐ Koffie inloop  
☐ Eetgroep ☐ Ipad/Tablet/Laptop cursus ☐ Arbeidsparticipatie ☐ Anders, namelijk

17. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door mijn vrijwilligerswerk bij 't Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Heb ik meer zelfvertrouwen gekregen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zorg ik beter voor mijzelf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ben ik beter in staat huishoudelijke taken te verrichten	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regel ik meer zelf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik het makkelijker om hulp te vragen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Hoeveel uur per week brengt u meestal door bij 't Doesgoor als vrijwilliger?

- ☐ Minder dan 2 uur per week
 ☐ Tussen 2 en 4 uur per week
 ☐ Tussen 4 en 6 uur per week
 ☐ Meer dan 6 uur per week

19. Heeft u buiten 't Doesgoor contact met mensen die u daar heeft ontmoet? En zo ja, hoe vaak komt dit meestal voor?

- ☐ Nee
 ☐ Ja, paar keer per jaar
 ☐ Ja, maandelijks
 ☐ Ja, wekelijks

20. Wilt u aangeven in hoeverre de volgende stellingen over Het Doesgoor overeen komen met uw belevenis.

Door de komst van Het Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Voel ik mij meer thuis in mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij meer betrokken bij mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ben ik meer tevreden over mijn buurt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vind ik de buurt gezelliger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doe ik meer voor anderen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Houd ik meer rekening met anderen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Wilt u aangeven in hoeverre de volgende stellingen over 't Doesgoor overeen komen met uw belevenis.

Door mijn vrijwilligerswerk bij 't Doesgoor....

	Zeer mee oneens	Mee oneens	Neutraal	Mee eens	Zeer mee eens
Voel ik mij beter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij gelukkiger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij optimistischer over de toekomst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voel ik mij gezonder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Zou u bereid zijn om binnen 't Doesgoor meer verantwoordelijkheid op u te nemen?

- ☐ Nee, hier heb ik geen tijd voor/interesse in
 ☐ Nee, juist het vrijblijvende karakter vind ik fijn
 ☐ Ja, hier zou ik voor open staan

23. Zou u andere mensen aanraden om deel te nemen aan een activiteit bij het Doesgoor of om vrijwilliger te worden?

- ☐ Ja, ik zou allebei aanraden      ☐ Ja, ik zou aanraden om vrijwilliger te worden      ☐ Ja, ik zou aanraden om deel te nemen aan activiteiten
- ☐ Misschien      ☐ Nee, want:

. Dit is het einde van de vragenlijst. Heeft u nog vragen of opmerkingen?

## Appendix F. Survey Sociaal Werk Nederland

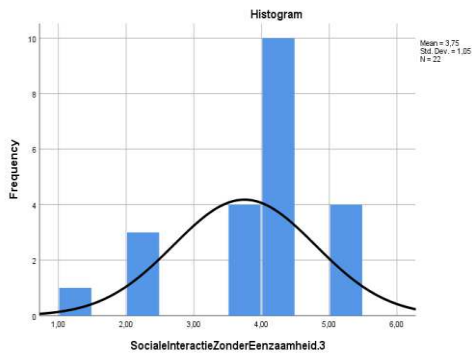
De lijst meet of de doelen zijn behaald betreffende de onderwerpen: zelfredzaamheid, maatschappelijke participatie, arbeidsparticipatie, zorgen voor elkaar (ontvangen en geven), leefbaarheid en veiligheid en gezonde leefstijl.

Klanteffectvragenlijst Sociaal Werk Nederland		Zelfredzaamheid/Eigen kracht	Participatie (maatschappelijk)	Participatie (taal)	Participatie (arbeid)	Zorgen voor elkaar (ontvangen)	Zorgen voor elkaar (geven)	Leefbaarheid en veiligheid	Gezonde leefstijl
✓	vraag voor iedereen								
✓ <sup>1</sup>	vraag alleen voor doelgroep Jeugd								
✓ <sup>2</sup>	vraag niet voor doelgroep Ouderen								
Door gebruik te maken van <<naam dienst>>									
of									
Door mee te doen aan <<naam activiteit>>									
heb ik meer zelfvertrouwen gekregen		✓							
neem ik gemakkelijker beslissingen		✓							
durf ik beter hulp te vragen		✓							
zorg ik beter voor mezelf		✓							
regel ik meer zelf		✓							
heb ik vrienden gemaakt			✓ <sup>1</sup>	✓ <sup>1</sup>					
heb ik meer gezelligheid om mij heen			✓	✓					
doe ik meer voor anderen			✓	✓					
begrijp ik de Nederlandse taal beter				✓					
heb ik mijn talenten ontdekt					✓ <sup>2</sup>				
ga ik een diploma halen					✓ <sup>2</sup>				
weet ik beter hoe ik werk moet zoeken					✓ <sup>2</sup>				
maak ik meer kans op werk					✓ <sup>2</sup>				
doe ik werkervaring op					✓ <sup>2</sup>				
leer ik meer mensen kennen die mij kunnen helpen						✓			
word ik vaker geholpen als dat nodig is						✓			
voel ik me meer gesteund door anderen						✓			
voel ik mij gesteund bij het uitvoeren van mijn taken							✓		
weet ik beter hoe ik mensen zelf kan helpen							✓		
zorg ik meer voor anderen							✓		
voel ik me meer thuis in de buurt								✓	
doe ik zelf meer om de buurt veilig en leefbaar te houden								✓	
vind ik dat de buurt er beter uit ziet								✓	
voel ik me veiliger								✓	
houd ik meer rekening met anderen								✓	
weet ik wat gezond leven voor mij is									✓
weet ik waarom gezond leven belangrijk is									✓
leef ik gezonder									✓
vind ik gezond leven leuk									✓

## Appendix G. Distribution of the social impact dimensions

### Participants

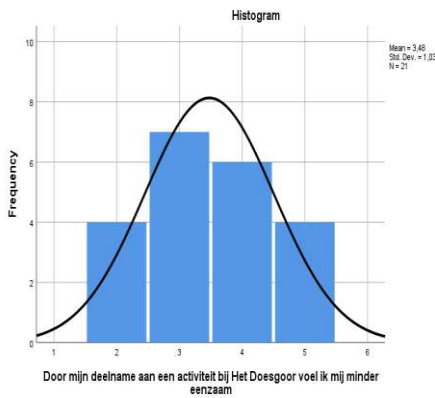
#### Social interaction



	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
SocialeInteractieZonderEenzaamheid.3	0,262	22	0,000	0,826	22	0,001

a. Lilliefors Significance Correction

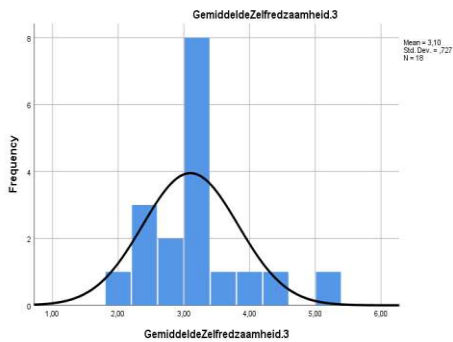
#### Loneliness



	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Door mijn deelname aan een activiteit bij Het Doesgoor voel ik mij minder eenzaam	0,202	21	0,025	0,885	21	0,018

a. Lilliefors Significance Correction

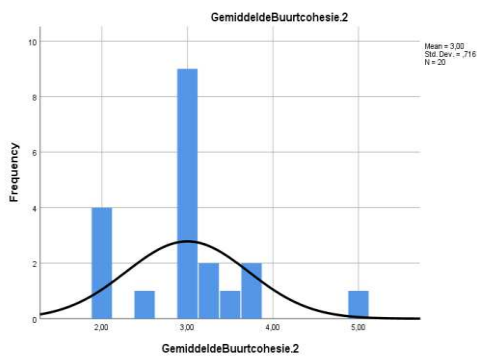
#### Self-reliance



	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeZelfredzaamheid.3	0,223	18	0,018	0,896	18	0,048

a. Lilliefors Significance Correction

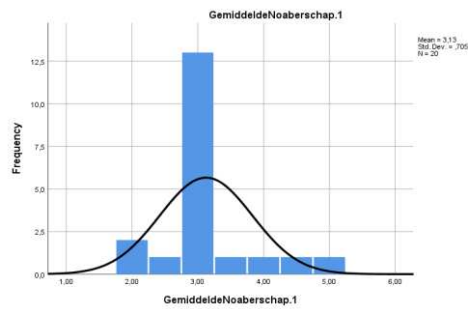
#### Neighborhood cohesion



	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeBuurtcohesie.2	0,250	20	0,002	0,864	20	0,009

a. Lilliefors Significance Correction

## Noaberschap

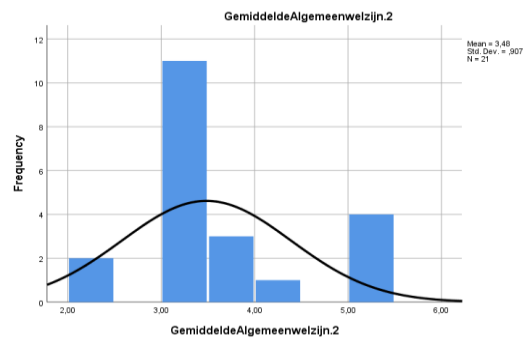


### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeNoaberschap.1	0,370	20	0,000	0,779	20	0,000

a. Lilliefors Significance Correction

## Well-being



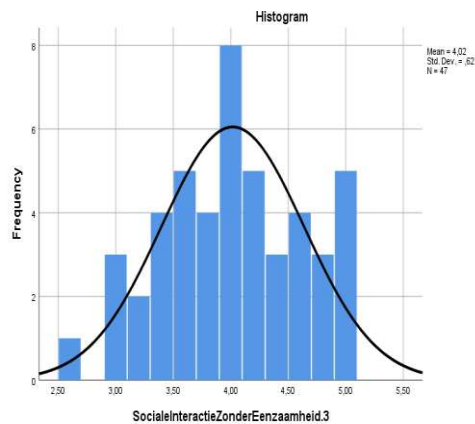
### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeAlgemeenwelzijn.2	0,202	21	0,026	0,863	21	0,007

a. Lilliefors Significance Correction

## Volunteers

### Social interaction



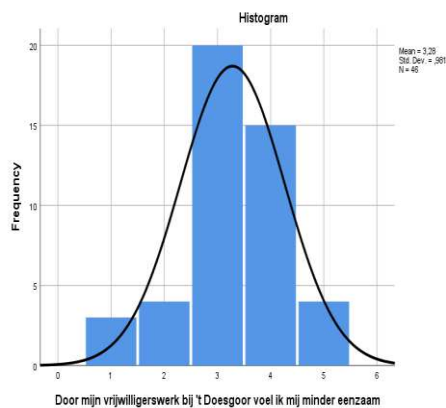
### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
SocialeInteractieZonderEenzaamheid.3	0,085	47	,200 <sup>*</sup>	0,967	47	0,196

\*. This is a lower bound of the true significance.

a. Lilliefors Significance Correction

## Loneliness



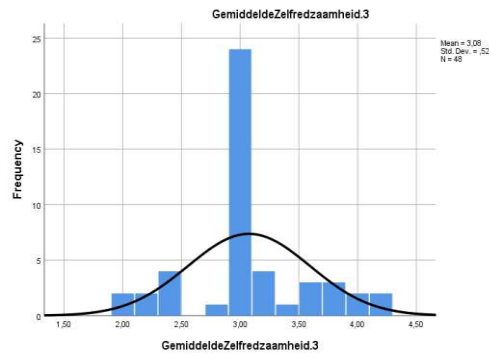
### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Door mijn vrijwilligerswerk bij 't Doesgoor voel ik mij minder eenzaam	0,234	46	0,000	0,883	46	0,000

a. Lilliefors Significance Correction



## Self-reliance

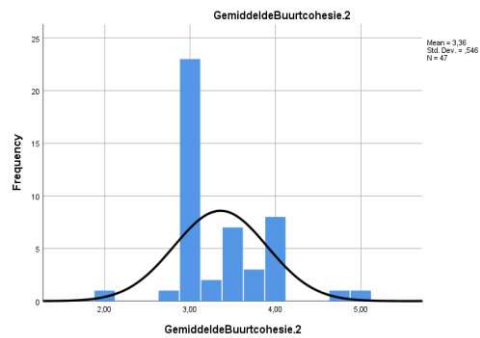


### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeZelfredzaamheid.3	0,255	48	0,000	0,894	48	0,000

a. Lilliefors Significance Correction

## Neighborhood cohesion

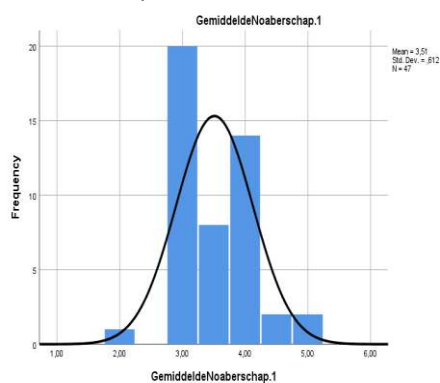


### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeBuurtcohesie.2	0,275	47	0,000	0,849	47	0,000

a. Lilliefors Significance Correction

## Noaberschap

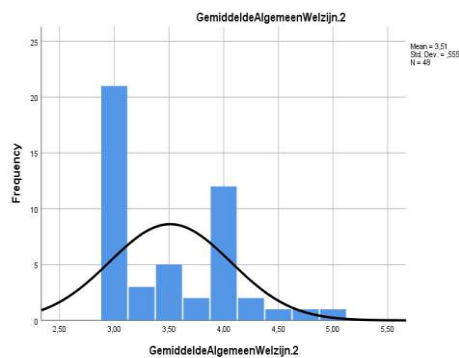


### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeNoaberschap.1	0,245	47	0,000	0,870	47	0,000

a. Lilliefors Significance Correction

## Well-being



### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
GemiddeldeAlgemeenWelzijn.2	0,258	48	0,000	0,825	48	0,000

a. Lilliefors Significance Correction

## Appendix H. Correlation tables social impact dimensions of participants and volunteers

An asterisk notes each correlation that is statistically significant and the correlations that indicate strong relationships are bold.

Participants	Kendall's Tau	Meeting place Doesgoor	Social interaction	Loneliness	Self-reliance	Neighborhood cohesion	Noaberschap	Well-being
Meeting place Doesgoor	Correlation	1,000	0,570*	0,311*	0,480*	0,258*	0,453*	0,446*
	Significance	-	0,000	0,042	0,005	0,086	0,010	0,007
	N	23	22	21	18	19	19	20
Social interaction	Correlation	0,570*	1,000	0,713*	0,539*	0,366*	0,437*	0,712*
	Significance	0,000	-	0,000	0,002	0,029	0,014	0,000
	N	22	22	21	18	19	19	20
Loneliness	Correlation	0,311*	<b>0,713*</b>	1,000	0,476*	0,341*	0,553*	0,596*
	Significance	0,042	0,000	-	0,008	0,043	0,003	0,001
	N	21	21	21	18	19	19	20
Self-reliance	Correlation	0,480*	0,539*	0,476*	1,000	0,758*	0,467*	0,545*
	Significance	0,005	0,002	0,008	-	0,000	0,009	0,002
	N	18	18	18	18	18	18	18
Neighborhood cohesion	Correlation	0,258*	0,366*	0,341*	<b>0,758*</b>	1,000	0,628*	0,457*
	Significance	0,086	0,029	0,043	0,000	-	0,001	0,008
	N	19	19	19	18	20	20	19
Noaberschap	Correlation	0,453*	0,437*	0,553*	0,467*	0,628*	1,000	0,462*
	Significance	0,010	0,014	0,003	0,009	0,001	-	0,009
	N	19	19	19	18	20	20	19
Well-being	Correlation	0,446*	<b>0,712*</b>	0,596*	0,545*	0,457*	0,462*	1,000
	Significance	0,007	0,000	0,001	0,002	0,008	0,009	-
	N	20	20	20	18	19	19	21

Volunteers	Kendall's Tau	Meeting place Doesgoor	Social interaction	Loneliness	Self-reliance	Neighborhood cohesion	Noaberschap	Well-being
Meeting place Doesgoor	Correlation	1,000	0,448*	0,152	0,183*	0,263*	0,270*	0,232*
	Significance	-	0,000	0,108	0,057	0,013	0,013	0,024
	N	48	46	45	47	46	46	47
Social interaction	Correlation	0,448*	1,000	0,455*	0,322*	0,279*	0,424*	0,476*
	Significance	0,000	-	0,000	0,002	0,008	0,000	0,000
	N	46	47	46	47	46	46	47
Loneliness	Correlation	0,152	0,455*	1,000	0,594*	0,210*	0,317*	0,528*
	Significance	0,108	0,000	-	0,000	0,049	0,007	0,000
	N	45	46	46	46	45	45	46
Self-reliance	Correlation	0,183*	0,322*	0,594*	1,000	0,287*	0,370*	0,594*
	Significance	0,057	0,002	0,000	-	0,009	0,001	0,000
	N	47	47	46	48	47	47	48
Neighborhood cohesion	Correlation	0,263*	0,279*	0,210*	0,287*	1,000	0,376*	0,354*
	Significance	0,013	0,008	0,049	0,009	-	0,001	0,002
	N	46	46	45	47	47	46	47
Noaberschap	Correlation	0,270*	0,424*	0,317*	0,370*	0,376*	1,000	0,588*
	Significance	0,013	0,000	0,007	0,001	0,001	-	0,000
	N	46	46	45	47	46	47	47
Well-being	Correlation	0,232*	0,476*	0,528*	0,594*	0,354*	0,588*	1,000
	Significance	0,024	0,000	0,000	0,000	0,002	0,000	-
	N	47	47	46	48	47	47	48