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PARTICIPATORY COMMUNITY

MDES IN DESIGN INNOVATION AND ENVIRONMENTAL DESIGN

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INTRODUCTION

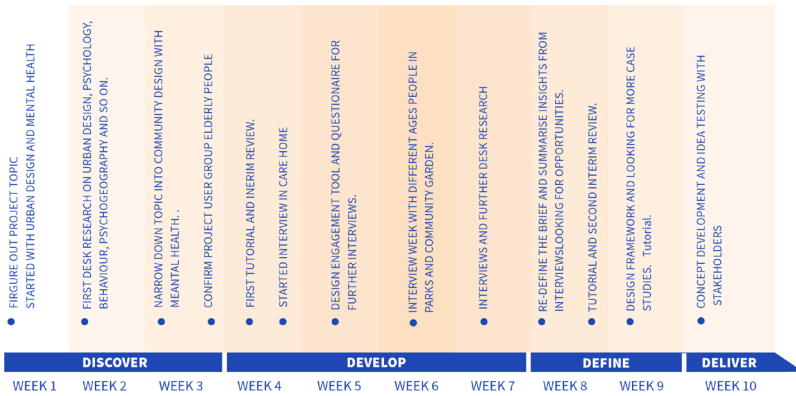
This project is about how to deliver a sense of social care into community by building at the neighbourhood level. Follow my desk research, interviews and research methods to promote a community communication system for residents and stakeholders.

People are encouraged making more interaction with their neighbours in order to improve their neighbourhood and decrease their isolation emotion by improving communication and community spare public space using through a series of collaborative workshops.

People will be encouraged using their sensory to re-understanding their community by using diverse ways to develop a sculpture or others (not limited by the forms) which are basic on what they found on their journey. Also, this system could used for stakeholders like urban designers to understand their users mental demands.

In this project process journal I will explain my desk research that how to discover my topic and research areas. Secondly, illustrate my develop process which including interviews and further understanding on this project. After that, I will explain my project concept and how to deliver it.

PROJECT PROCESS MAP



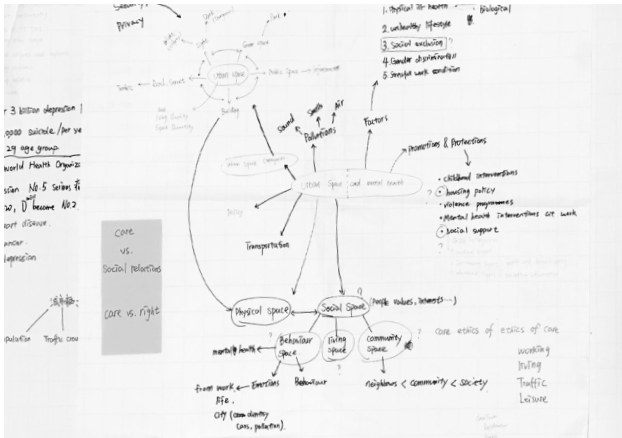
DESK RESEARCH



Picture from ifeng.com

In the earlier desk research period, I was investigating that how urban environment affect people behaviour or mental health(depression). Because the number of people suicide is increasing every years especially people who living in city will face more difficulties than sub-urban.

Many people want to move to city for getting better services, at the same time they will get problems such as property and unemployment. In addition, the physical living environment is a key factor as well, for example, people living in a busy city will meet vehicles and population crowded everyday and it will effect people well-being. **How urban design can change people behaviour on a demography level?**



I was looking at and theories and articles about the relationships between urban space and mental health and started considering how the city can affects mental health and how mental health affects the city?

According to Urban Design and Mental Health reports, we can know that 1 in 4 people will have a mental health disorder in their lifetime, and this can occur at any age. The physical and social en-

vironment of urban life can contribute both positively and negatively to mental health and well-being.

Many mental health problems are more common in cities: an almost 40% higher risk of depression, over 20% more anxiety, and double the risk of schizophrenia, in addition to more loneliness, isolation and stress. These will direct and indirect costs to the city amount over 4% of GDP such

as care, physical health problems, employment and homelessness.

Furthermore, Good mental health can improve people's enjoyment, employment, housing and economic potential, help reduce physical health problems, ease healthcare and social care costs, build social capital and decrease suicides.

The physical and social environments of urban life can contribute both positively and negatively to mental health and wellbeing. Also, pre-existing risk factors, social factors and environmental factors are the main reasons that why people in cities may have increased mental health problems. (Source from urbandedesignmentalhealth.com)

I was attracted by "social exclusion" when I think I need to narrow down to a specific area which I need to research on and define my user group. "Social exclusion is a complex and multi-dimensional process, it is what can happen when people or areas suffer from a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime, poor health and family breakdown" (United Kingdom Office of the Deputy Prime Minister, 2004, p.2)

People who are excluded from the society may be divided into a few types: political, economic, social, cultural. For example, people lack of access to labour market credit and other forms of capital assets, also people have diverse values, norms and ways of living are accepted and respected.

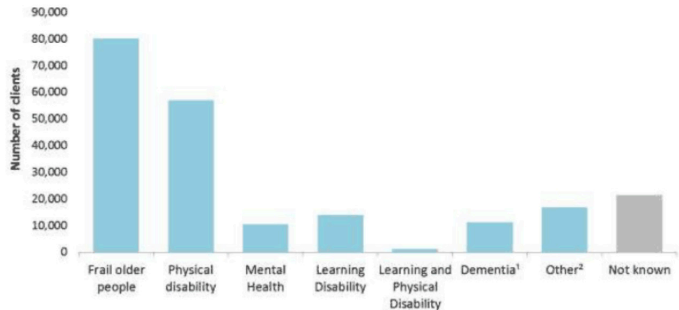
In traditional urban planning, government planning the city as a high productivity space, they normally divided space for people working and infrastructures for workers such as hospitals and schools. At the mean time, the original planning are not satisfy residents demands when the society facing the problem of Ageing. Basic on this situation I was try to looking at elderly in urban.

What can we do for elderly who do not have working ability and poverty to improve their living quality anymore and they are placed in the low status in society and there are more and more news about elderly abused in care home and it gave me inspiration that why these situations will happen?

Maybe we also need to consider care workers mental health and if I decide to promote a social care community, how do we need to balance the resource for elderly and care workers? Then I confirmed they are my user group and consider how elderly and care workers connected to urban space.

According to some articles, I would like to develop a social care community for disadvantaged people such as elderly or disability people because urban space are connect to lots of areas I need to confirm a area to continue the project development. Community is a public platform that people will contact with everyday, people can enjoy the services at first time if deliver social care into community and I need to look at some data about social care and services in Glasgow, it helps to understand the problem currently.

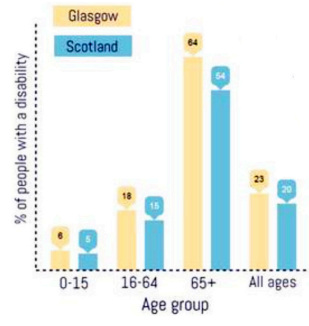
DATA ANALYZE



Source: Scottish Government Social Care Survey 2017.

The First bart chart shows people who receiving social care services in Glasgow 2017. You can see that the most of people are frail older people and then are people who got physical disability problem.

First diagram on the top, it illustrates the disabilities in Glasgow and Scotland in 2017.



Source: Understandingglasgow.com

It shows the levels of disability increase with age and Glasgow has a higher percentage of people with a disability at all ages than the national figure. And Glasgow also has the highest level of disability compared to other Scottish cities.

CURRENT SERVICES



Source: Age Concern and the Mental Health Foundation, 2006

I was looking for social care services in Glasgow such as what kind of media that people can get information from, what types of services they providing.

It normally organised by these three organisations: Glasgow City Council, NHS, Glasgow City Social Care Partnership. They summarised all social information together and share it on their website. But there are also other organisations are provide social care services as well, I would like to understand how the social service working first and then to do further development.

Provide Information and Guides:

The guides bring together information and links about organisations that may be able to help them to look after themselves and information on coming into care homes.

Financial Advice:

Organizatio will provide some sources of help, guiding people how to apply government support and advice on managing their money and benefits advice.

Social activity-Lunch Club:

Lunch clubs are social clubs run by local volunteers. Generally they are based in a community or church hall, and provide hot meals for older people. The clubs provide an opportunity for older people to socialise, particularly if they live alone or feel isolated.

These are social care organisations hosting social care services, I think Glasgow already got a completely care services nowadays, but I noticed that these information are normally illustrate on internet. How elderly people can get the information without the internet? Are they can access physical information like booklet or flyers from community centre? If it is unconvinced for elderly to get information in their life, how could I improve this?

CASE STUDY

SUMIMAMEKAFE



Find a case study which is quite similar with what I want to do. This Sumimamekafe is create by Create Care which is a Japanese Company. They provide a space for carers to talking their care experience and sharing information. Have some professional carers as a coffee operation team to help other organization staff. They would like to sharing knowledge about ageing and health care by using people's spare time. Sumimamekafe as a social care community platform, they will organise activities and event to promot the medical and health information for elderly group.

SOCIAL EXCLUSION

LITERATURE REVIEW

“ A process that deprives individuals and families, groups and neighbourhoods of the resources required for participation in the social, economic and political activity of a society as a whole”

(Pierson, 2002)

The most of time 'Poverty' is the main reason cause people are excluded by the society but there are also other factors: Age, Health, Gender, disability, ethnicity, religion, migration status, place of residence and sexual orientation.

As my understanding on Social Exclusion is that it describes as a state in which individuals are unable to participate fully in economic, social, political and cultural life and people are treated un-respective, unequal access to reesource and participation.

Social Exclusion is the key factor in my project, a clue for me that how to develop social care for people in their community on a demography level.

SOCIAL INCLUSION

LITERATURE REVIEW

“The process of improving the terms of participation in society for people who are disadvantaged on the basis of age, sex, disability, race, ethnicity, origin, religion, or economic or other status, through enhanced opportunities, access to resources, voice and respect for rights.(...)To promote social inclusion requires tackling social exclusion by removing barriers to people’s participation in society”

(the United Nations, 2016)

Social inclusion is about we need to provide a platform for disadvantage groups to take part into society, developing an inclusive environment for people living with dignity when people are excluded by the physical or mental environment.

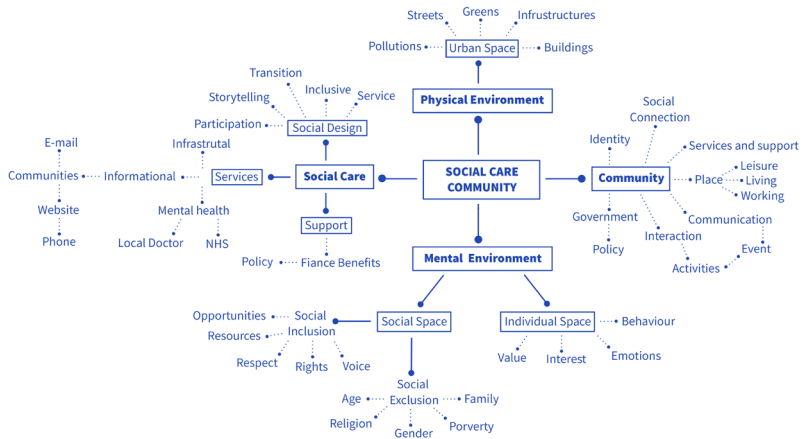
UNDERSTANDING ON SOCIAL CARE

LITERATURE REVIEW

Social care should not only focus on distributive welfare, but on support in social relationships.

Following social exclusion and inclusion, I thought social connection would be a key factor in social care. Every public space in the social care community can develop their support on disadvantaged groups, to construct people's basic cognition on public space and a social inclusive environment.

Deliver a sense of social care for people by choose social place that people would use a lot that they can easier to contact with. Social care community not to build up a physical environment is more about how to develop is on demography level.



KNOWLEDGE MAP

I summarised my desk research and produced this knowledge map. I confirmed my topic was social care community and divided it into four parts: physical environment, mental environment, social care and community which is to help me to understand what I can do for my project and how to link together.

Physical environment is about how to develop a physical construction such as green space, infrastructure and building. While mental environment is concerned about social space and individual space, it is environment could affects people behaviours and emotions, they need a environment to share their values and interest. At the mean time, some of them might excluded by the society with different reasons.

In addition. social care is about what kind of social care services we could provide for the society and what is community doing it character in this project. In this project, community become a platform for people to get a sense of social care from society to make the social connection with others by the public space, event and activities interactions.

To knowledge could help me to analyse what I want to do or improve basic on currently exciting services and resources. A guide for me to continue my next steps.



STAKEHOLDERS MAP

Then I analysed this stakeholders map from the knowledge map. It was separated to four parts as well: social connections, community centre, government and organisations. I will follow this stakeholders map to contact with them, to ask permissions to do a interview and also looking for some elderly people in care home as my interview starting point.

FEEDBACKS

From first tutorial and first iterim review

For the first tutorial with James, I was explain my project with him, and James suggest me I need to looking at a specific area to do my project and I need to think about people issues and as a community it could suitable for everyone not only limited for elderly.

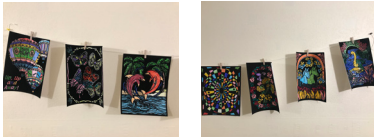
For the first presentation, I was present to Maflada about how is the project going and I got some suggestions from her.

For example, I need to arrange engagement workshop to speaking with people and to understand what is the issues they think to find insights. If social connection is my project centre I will need to develop research more on that.

As I mentioned that "Social Inclusion", I could develop my engagement tool with inclusive for elderly people also it is a way to show my research outcome and how I understand Inclusive by designing something for people understand. After these feedbacks, I adjusted my research and next step directions, started to design engagement tool for my future interviews.

FIRST INTERVIEW

ALMOND COURT CARE HOME IN GLASGOW



Before I start doing engagement tool design, I went to Almond Court Care Home in Glasgow to do my first interview with elderly people and a care assistant.

I observed the environment first and found they have higher number of women than man and the atmosphere in care home is so depressed. Then I asked 4 elderly people some general questions and I knew that they normally **staying the care home for 1 year to 3 years but only staying inside the building** did not use the public space outside the building because they have different level of physical health pr-

-blem also it cause we have communication barriers, sometimes are quite hard to interact with them. In the period of communicate with elderly I noticed that they have strong **negative emotion** on them-self because they thought they are useless and this point is same with what I am research before, people feel they are excluded and isolate by the society which cause they have depress and negative emotion. In addition, they have **homesick and desire have connection with outside** even they already have some drawing activity which were organised by the care home but it only happen inside the building, did not connect with the society.

Also, from the interview with care assistant I know that they working 12 hours everyday. He thought they do not have any communication problem with elderly but If carers could have mental health care service and lesson for them, could be good for them to understand their client more deeply.

After this interview, I need to expand my user group who not only in the care home and then find more possibilities in publics interview people in the community with my engagement tool which could help me to understand their opinion more than this time.

DESIGN ENGAGEMENT TOOL

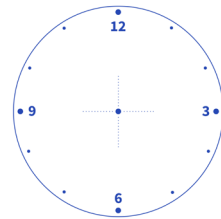
Basic on the first interview with elderly and the suggestions from presentation, I considered how to develop a inclusive engagement for my user group.

And then, I have develop a clock map for elderly which ask people to mapping down their daily routine on the clock by using some stickers. How to make elderly can understand this tool? I printed it as A3 paper which is easier to look and mentioned the time on the clock for them and also this is the reason that why I would use a clock as my tool is because I thought clock is the most common thing that elderly use a lot in their life, I can use this tool as start to communicate with elderly and then continue topics when they explain their daily life.

For develop social care community I would like to know how my users feel about the current community services they used before to evaluate the current social care system in order to find the possibilities . Also, I prepared my general questionnaires around their life and community experience and a circle map for people to map down their distance with their families, friends and neighbour in order to looking for what kind of relationships they want to improve more .

Mapping your Daily Routine

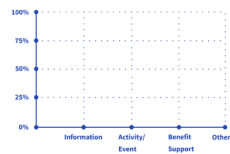
Please chose stickers which can be presented about your daily routine and then stick them onto the clock.



Mapping your distance with your family, friends and neighbours.



Evaluate the Community Service



Comments:

INTERVIEWS

BOTANIC GARDEN AND KEVINGROVE PARK



I started using my engagement tool to interact people in different parks they are 4 elderly and other 6 people age around 30-50.

For example one of my interviewer **KEITH**, he is 87 years old and moving from London to Glasgow over 10 years. I used the clock map as starting point to communicate with him. I can understand his daily routine from this

map, he normally hang out after his breakfast and then walk round in the city centre or in the park which will depend on the weather. In the afternoon he would like go to church for socialise. He would like to have more chance could communicate with others but there are not too many platform for him or he did not know.

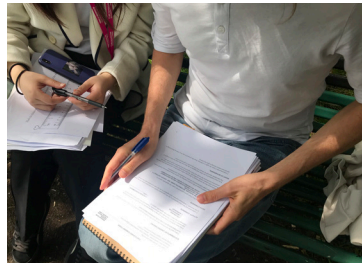
I found Keith did not know what is social care service when I asked him to evaluate the current social care services. He do not use internet so the way for him to access information are newspaper or go to library reception. Also, he do not want to stay in care home in the future but he did not get married and without any children, Keith is worried about the future problem when he could not take care himself.

There are another example, a man called **GERARD MONAGHAN**. He is totally different with Keith, to summarise what he mentioned that he do not need any socialisation with others. He would like to do anything and only do things for his family so he keep a positive lifestyle like gym every morning and hang out with grandchildren at afternoon. He thought he do not need social care services.

For young people interviews , I did not ask them to finish the clock map, while prepared a questionnaire for them to know about how much they know the community services with social care and how they interact and communicate with elderly(in community and with their family).

I summarised the most common things like this: Young people did not spend lot of time with their family because of distance or work. They did not know what is community services are and would like to communicate with elderly but it depends on their time and lack of the motivation to do that. They have negative attitude on put their family into care home because they think care home is expensive and is the 'room for people waiting died', they prefer to look after their family by themselves if they can.

There are two women which one is a nurse another one is volunteer on sports. They mentioned that, the society need more platform or channel for people to understand vulnerable groups and helping them. We can have more activities for people interact with. They believe that build the human contact is important for everyone not only for elderly



like start with some movie night, music concert, exercise first. Meditation also could be a option for people to improve their mental health.

After these, I tried to contact with community organisations in order to do mo interviews and listen different types people opinions to gain the insight and opportunities.

WOODLANDS COMMUNITY

ECO-PRINTING WORKSHOP IN COMMUNITY GARDEN



This eco-printing workshop is organised by Betty and happened in Woodlands Community Gardens every Wednesday. This is a community project and is a free charge activity for adults and children, all working towards recording the seasons in the garden through print. At the end, Betty will all of the eco-printing artwork in the woodlands community meeting room as an exhibition in this October.

In this workshop, also talked with local people who attend this workshop as well. They are all retired and desire to have more space in the

community to interact with others and they would like to develop their art talents so this is the reason why they joining this workshop.

This workshop experience lead me to observe the environment, how the garden operating their works in community and how to gather people together. As I know the woodlands community garden, they rent wood box for local people to plant their vegetations and rent space for people to do barbecue or pizza inside the garden.

They are welcome artist and designer to host different workshop in their garden and organise art meeting day with them to make the decisions. In addition, Woodlands Community also have a Woodlands Community Cafe which opened in 2014. Since then it has provided a welcoming space where 70-80 local people meet on a Monday evening to share a healthy, home-cooked meal and get to know others in their community.

However, this interview and workshop experience gave me a inspiration that how can I connect people in the community through this operation mode.

WINGHONG COMMUNITY

AN ASIAN ELDERLY COMMUNITY CENTRE

Wing Hong Community is a profit Asian elderly organisation which provide socialise activity for Asian Elderly. People are charge 26 pounds per month as membership fee, they can come to this community centre from 9am to 3pm every working day. People can interact with others by playing Mahjong or Chinese Opera. Sometimes, the centre will organise day trip for elderly around the Scotland area and cooking event.

However, In this interview in Wing Hong, I interviews with 3 elderly people. Through a series questions I can know that their living experience in Glasgow, they were immigrant from HongKong to Glasgow over 40 years, even they stay here for a long times but they still have communication with their neighbours and also language also is the problem that limited their interaction with their community.

From their stories, Racial discrimination and different personality also are the problem for people who want to have communication with others and this one of the point I need to think about-that. How to gather people interact with basic on a multicultural environment. What kind of design can improve this situation in



order to decrease the isolation which cause by language barrier. Also, even they have language problem but they still would love to share their stories with others rather than speak with their family about their feeling and emotions.

How to develop people's trusting with their families and community also could be possibility in my project. I need to looking for more research on that and summarise my interviews and desk research to find the next step possibility in order come out a roughly concept.

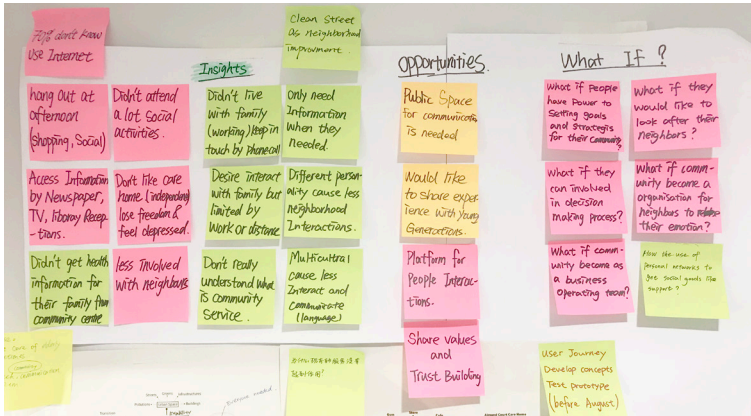
INTERVIEWS SUMMARISE

I spent almost 4 weeks to engaging, did interview with different ages people and went to 3 different organisation to observed their operating mode, speak with over 20 people.

I thought most of elderly people have positive attitude on their life even they living not that so well. They would like to share their stories with me and provide clues for me to do next interview like who I can contact in community garden and what kind of community event will happen and what it is.

For young generations, they did not pay attention onto social care or information how to look after elderly. Because they living far way with their family for working or studying and Most of them said that, they only will access information when they needed. I think it provide a possibility that promote a social care education for young generation in cafe or bookshop by using a small booklet, may be they can use it in the future.

During this 4 weeks, I am starting to consider that, why cause people do not care about people around them, while spend lots of time on internet. Also, how can I deliver a sense of social care into community? What is social care and community means in my project?



INSIGHTS AND OPPORTUNITIES

Initial insights from desk research and interviews

People have different personality, interest and living in a multicultural environment but there are not enough community public space and activities for people to contact with others and it causes people are less involved with their neighbours, could not fully take part into community or society.

Half of elderly only get information from newspaper and television, it is a service we need to

improve for elderly people access information. Then, most of people would not like to stay at care home or hire day care services because they worried about the care services and financial issues .

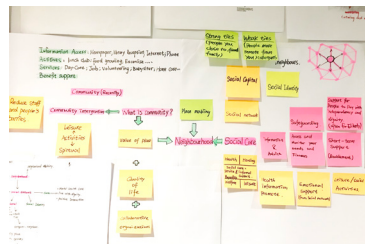
Some of them have the self-negation attitude, would not like to involved with other because they are not confident on their ability and age. Also, There are lack of mental health care services for care workers and platform for them to share their information and experience.

To considered the opportunities, have more public space for people' s communication is needed. Have a platform for elderly to share their emotions, experience with others and building their trust in the society.

What if we develop a social network for people to interact with their neighbours in order to helping each other? What if encourage young people and stakeholders to experience a daily routine of elderly, to promote social care education for young people and understand their feeling? Could we using business operation system to improve community social care?

When I mentioned how to develop Social Network, I though that I still confuse on what is social network? and what is the definition of social care and community in my project? What is the relationship between social care and community? How to link them together? I think I will need to re-develop my research basic on these questions.

DEVELOP RESEARCH



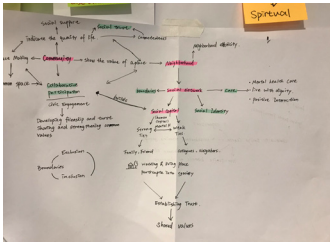
First of all, I did a map for myself to understand what is community and social care in my project, to consider their relation. In my project, Community is a place that people would like to share their values, also it is a place that people to show their values and indicate the quality of their life. Community is using place making for people to develop their friendship and trust sharing in order to strengthening their common values. Also, community need to have a completely social support services such as information access,

hosting social activities, provide care and beneficial support.

On the other side, social care is about how to deliver a sense of social care into society instead of investing more and more services. Social care is to support people to live with independency and dignity, we can try to develop it basic on neighbourhood development which is a way to improve people communication in order to deliver a sense of social care in society.

FURTHER UNDERSTANDING

Beyond the Geography level, what is the meaning of social care and community?



“Social capital I mean features of social life-networks, norms and trust- that enable participate to act together more effectively to pursue shared objectives”.

(Putnam 1996:56)

I am looking for what is social network and what is the relation between social capital and social network. As my understanding on Putnam definition on social capital is: social network is people deliver their values by their friendship network and this social contacts could affect on individuals and groups.

“Social capital exists within family, but also outside the family, in the community”.

(Coleman 1990:334)

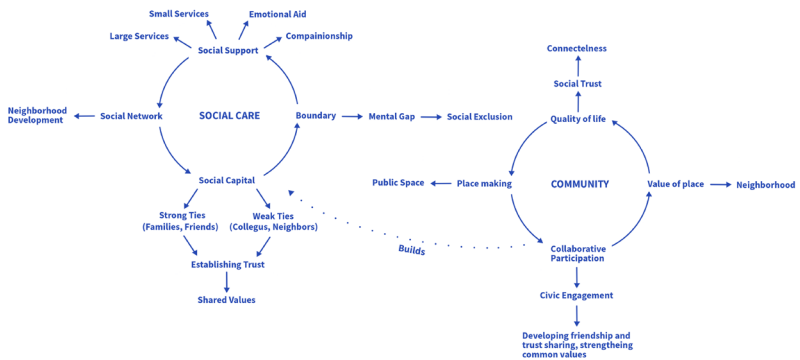
The philosophers would like to use a metaphor to describe social capital. 'Strong Ties' is people who we are close like family and friends, and it helps us to get by. 'Weak Ties' is people who more remote from us like neighbours and colleagues, it helps us to get ahead. Why neighbours is belong to weak ties in our life, neighbour is people most closer group in their life but most of people did not know their neighbour a lot even a name of their neighbours.

“Because people lack of access to resources and hence the need for people to turn to their neighbours, and the experience of neighbourhood attachment: using neighbourhood facilities and informal neighbouring is the basis for attachment for those who want it and that is not everyone”(Slovak's 1986:583)

‘The centre idea of social capital is that social networks are a valuable asset, social network encourage people to cooperate with another, not just with people they know directly’.(Field, 2008) Community also is connected to our social identity basic on how we use community to re-shape identity by using their relations with others. How to develop community participation in order to decrease the

barriers of people mental gap? To connect people's social network by develop their neighbourhood could be a clue for my project.

In this research, I thought I would like to focus on how to develop collaborative participation into community, improving people neighbourhood and encourage people to share values and establishing trust. Also, I develop a map to illustrate that how I define social care and community, help myself to find the direction on what I need to improve on my project, connect community and social care together by improve residents participation.



RE-DEFINE THE BRIEF

Then I re-define the brief:

First is to Develop the community building by taking a place at the neighborhood level.

Then, improve face-to-face interaction for people to get to know each other.

Also, breaking the barriers to establish their trust and share values.

FEEDBACKS

From tutorial and second interim review

In the third tutorial with James, he suggested that I need to confirm what types of community I need to develop it and how actually to bringing people together on a demography needs.

Then the feedback from second presentation: Brian suggested me that I need to find some case studies in Glasgow to understand how they operating and see what is different with what I want to do. Develop a framework for the current resources and it can help me to look for the possibilities and build up my concept.

CASE STUDY

Flourish House in Glasgow

Membership & Wellbeing:

- Coordinating tours
- Managing all new members inductions
- Handling all incoming calls into the club house
- Recording the attendance statistics in the database

Business & Administration:

- Managing finance and petty cash
- Updating the website and social media
- Distributing the flourish times

Catering and Work & Learning:

- Prepare wonderful food for flourish cafe
- Making sure the kitchen health and safety standards
- Manage the cafe throughout the day

Work

- 1 to 1 advice and information sessions
- Job/Course searching and application support
- Managing transitional and supported employment opportunities
- Support in maintaining work, study and volunteering.



Picture from Flourishhouse.com

Flourish House is an independent Charity established in 1997 which aims to enable people with mental illness to regain purposeful lives in the community.

Flourish House is a Clubhouse that enables people with mental health difficulties to gain a sense of well-being. Members recover confidence and skills whilst achieving social, financial and vocational goal.

They divided into 4 main areas of work: Membership & Wellbeing, Business & Administration, Catering and Work & Learning. The Work is not job-specific training, but does give the opportunity to experience different kinds of work in a supportive environment.

CASE STUDY

Woodlans community in Glasgow

Woodlands Community is a community-led charity working to achieve lasting benefits for the Woodlands area of Glasgow. They Promoting the health and wellbeing of local people, learning and education within the community, Encouraging artistic and cultural activity and-protecting and developing Woodlands' natural and built environment.

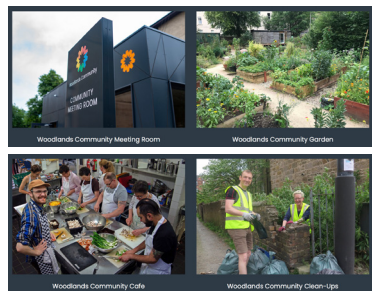
Woodlands Community Garden:

Each year, around 50 households grow their own fruit, vegetables and herbs in the garden's raised beds. And dozens of local people help them to maintain and improve the garden through our twice-weekly garden volunteering sessions. The garden is open to visitors at all times, and you don't have to have a raised bed in order to volunteer.

Woodlands Community Cafe:

The Cafe is run on a pay-what-you-can basis, and is free for people on low income. It has been really successful in helping to reduce isolation in Woodlands and supporting people going through difficult times.

Woodlands Meeting room:



Picture from woodlandscommunitygarden.com

A work space which could be booked by people who want to do workshops and events.

Woodlands Community Clean-Ups:

One of the main aims of Woodlands Community is to improve the local environment and the quality of life of residents. Woodlands Community is tackling litter and fly-tipping through local lane clean-ups and our monthly 'Don't waste Woodlands' street cleaning sessions.



-rtunities to achieve that. For the Vertical line, it presents that how community organisations operation from business area and work and learning area.

The current organisations are normally consider how to manage their business first like controlling the funding and then develop their understanding for social care support and then to provide support for people. It is a completely service system but it did not improve people interaction as first touchpoint, while it is on the last step on the current system framework. It could be a point for me to develop my concept.

CURRENT SERVICE FRAMEWORK

I analysed this framework from my case studies which about currently community operating mode and contents. The circle illustrated the details of community services providing.

For the Horizontal line, it shows how they care about people's well-being by developing individual support and group oppo-

PERSONA



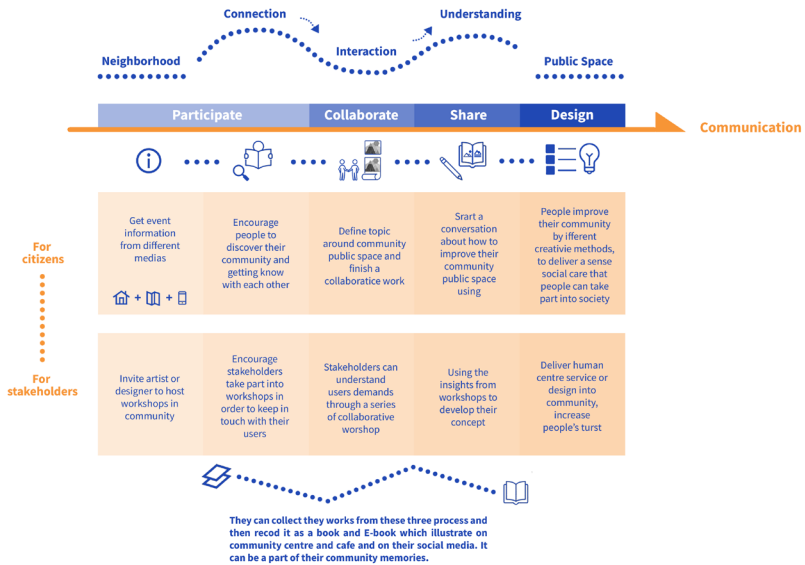
KEITH

Age: 65

Experience:

- Moving from London, now living alone at Glasgow for 14 years.
- He did not have children so he worried about his future if he get physical health problem, he does not want to stay at care home.
- He wants to cultivate his art talent after he retired. Keith attends lots of art workshop in community but did not speak with others a lot because people concentrate on their works and leaving so fast after the workshop finished.
- He want to speak with his neighbors but lack of opportunity(people busy on their work) and place to interact with them.

**WHAT IF PEOPLE CAN DEVELOP THEIR
COMMUNITY PUBLIC SPACE FOR SOCIALISE
THROUGH A COLLABORATIVE ACTIVITY?**



CONCEPT AND FRAMEWORK

I had a concept about promote collaborative workshops in woodlands community, improve people communication with their neighbours. They can have a observation tour walk as a group in the community, using the element they collect during the walking tour to make some collaborative drawing and installation together and at the end to organise a exhibition to show their works.

The most important part and main purpose for this concept is to encourage people start conversation and getting know with each other, hoping they can through the collaborative workshop improve their neighbourhood in order decrease mental gap and share their values.

I present this concept with my tutor and he suggested me that I need to develop my concept further, for example what kind of communication ways are people they prefer, not only limited on art. Think about what kind of the location can run this event? Where I collect people from? Who can be my user? Would I prefer a stable users or it can be randomly? It does not be an exhibition, other ways to present the output.

Then, I decided to develop a concept framework first for me to put my concept further and make it logically. As you see from this diagram, my project would first consider how to connect people together and then start the community interaction to improve their neighbourhood and then share or understand others values , building trust.

What is the result at the end of this project?

The result of the this process can be develop into community spare public space which also is a insight from my research, people lack of space to communicate with others. If we could put the result into a spare public space, it can enhance space using and people can have a stable place to develop their conversation and also people who do not willing to attend the workshop, they still

can enjoy the result of the workshop, have a sense of they are a part of this community.

Who can be used into my concept?

My concept could used for stakeholders to host engagement workshop with their client, in this process they are required to do a collaborative work together, share values and opinion. Also, it could used for local resident and visitors to develop their neighbourhood and encourage people using their discussion result to improve spare public space by a artworks or decoration.

Where is the place you choose, to run this workshop?

It will happen at the Woodlands Community, because they already have experience that invited artist to host a eco-printing before (one of my interview experience), and they are encouraging artistic and cultural activity in their community garden. Follow this, I believe woodlands community could be the best place for me to fulfil this concept.

What is the collaborative workshop and how it runs?

It hosts by artist or designer who invited from the community garden. The collaborative workshop does not limited by forms, but from my interviews retirement people mentioned that they would like to learn something are artistic and creative then I thought that we could choose art as starting point to develop in the future. For example, People will be separated into 3 groups, 5 people for each one and then start their observation tour in the community, using their sensory to re-understand the envi-



-ronment. Then, start communication about how to choose a topic or element from the walking tour to do a collaborative drawing. The purpose for this arrangement is improving their communication and the topic might be around how they think about the community, what is community for them and how would they share their values?

I would not design too many methods in this process to disturb people's mind what I would like to design the outcome is to provide a activity concept or starting point for them to develop their ideas into their community. The output is placed on spare public space but the forms of what they do will depends on their discussion result.



OUTCOMES

At the end, people could develop some sculptures or artworks on the public space by themselves, but the form of the outcome would not limited and it will depends on people's discussion result

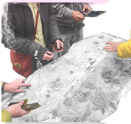


DESIGN

Follow the third part, people are organised a meeting to discussed about what they want to improve for their spare public space by using a creative way to show their ideas



SHARE



COLLABORATION

After the walking tour, peole are required to develop a collaborative stuff basic on their community re-discover journey. It aims to improve people's interaction and to explore their deeper understanding about the community environment from mentally aspect or demand.



PARTICIPATION

People divided 3 groups, 5 people for each group. And then start their community walking tour by using photography to record their sensory

People get event information from the woodlands community garden and cafe with different medias like booklet or internet

USER JOURNEY MAP



CONCEPT TESTING

JERRY HURCHINSON
(Woodlands Community
Garden Support Worker)

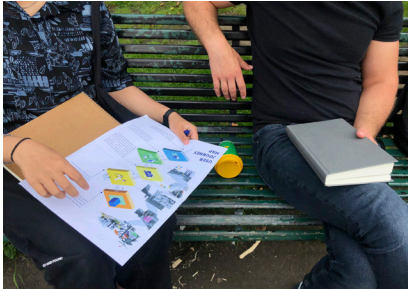
-on, If I want to design the result in public space, I need to contact with the city council or relevant government department to require for the permission, and mentioned that I can use the Garden instead of the public space.

Families and children also need to be consider into the workshop because they are the most higher using group in the community garden, for that also need to consider the security and safety problem.

I test my concept idea with Jerry who work in the woodlands community garden. He think my project is workable, he would like to promote this workshop in the Garden. He suggested that we could have pre-workshop to know what kind of workshops people are prefer to do before we promote this collaborative workshop.

And also mentioned that the garden are limited on the budget, may would not to support on people develop or build up something. In additi

CONCEPT TESTING



more interaction and communication especially for young generation and people lack of place or a trigger to social with their neighbour.

They are hoping could have more types of activities to gather people together and also bring family together for instance, parents who are normally busy on their work with their children.



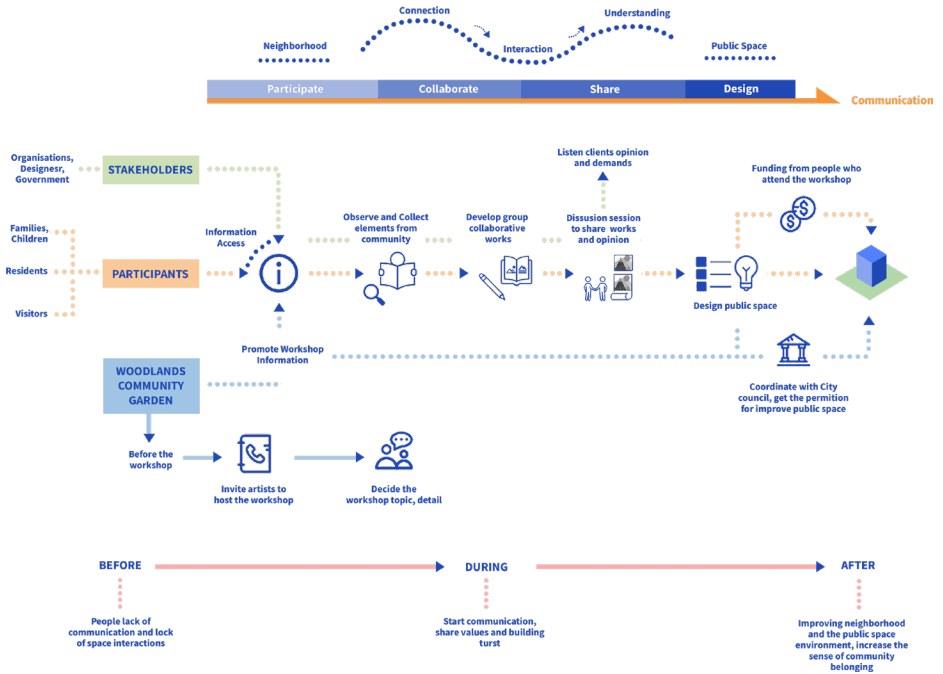
To consider users and stakeholder worries, I thought they provide some good point for me like the budget, government permission, have more workshops option. But connect to my purpose of improve neighbourhood by the “community collaborative” workshop,

It might be best to host some workshop are need to collect element from the community in order to create more chance for people start conversation and also it is connected to community and design something by themselves in order to deliver a sense of social care in the community, to others who would not like to attend social activity.

Then, I also test my concept with publics in the park. I explain my project and concept with them, they though it is a nice idea to improve neighbourhood and they also consider people need to have

Also, is best that can make the output at public space rather than the Garden is because Public space is a common place that people would like to access and it is easier for sensitive people access.

CONCEPT DEVELOP



After the concept feedback, I improve some detail basic on my original concept. It illustrated the user group and how stakeholders, participants and woodlands community garden interact in this project . Considering before the workshop happen, what Woodlands community garden need to do and give a plan about how to deal with the

funding problem and permission from city council.

Also, I summarised what the project might affects people behaviour by using **BEFORE, DURING, AFTER**. For the part of before, it is basic on my interview and desk research, people did not involved in their community a lot because they lack of motivation to interact with others and lack of a public space which can be present as a place to show the sense of community belonging.

The collaborative workshops could provide a motivation or platform for them getting know with each other and then share values and building trust. After the workshop, they are encouraged to develop a stuff which can be presented their feeling or opinion about the community or express the experience about the workshop. Place the result of the workshop in a spare public space in order to have a physical works can increase their sense of belonging with the community. As I concerned, it might make people who would like to join the workshop, they still can feel that they are a part of the community, they still can experience the output of the project, the workshop.

CONCEPT CONSIDERATIONS

I may need to organise a pre-collaborative workshop in Woodlands Community Garden first, to understand other communicate ways that people they would like interact with.

I may need to looking for some artist or designer who would like to host collaborative workshop in community and consider what is the motivation for artist to do it.

I may need to interact with city council, get information that how to get the permission from them in order to develop the public space.

I may need to have a business proposal for Woodlands Community, to motivate them to promote the workshop by themselves.

I am unable to test my concept with other community organisations, only get feedback from a few of publics and a worker in Woodlands Community Garden.

REFLECTIONS AND CONCLUSION

This project start at urban design with mental health, I was look for the relationship between human behaviour, psychology and urban design. Develop the project for vulnerable groups after a series of desk research, I wanna develop the mental living environment for them that they live with dignity and involved into the society.

This participatory community project is aims to provide a platform for people to improve their communication with neighbours in order to improve neighbourhood. Try to considered a valuable ways, they can learn something from the workshop also deliver the sense of social care into community, to develop an inclusive living environment though a collaborative form. People are encouraged using their sensory to re-understanding their community by using diversity ways.

In this individual project, I thought I have developed my research skill for example, designing engagement tool for interview with publics and stakeholders. I spent most of time to engaging with people, find the insights from people real experience.

Also, tried to push myself stand on a coordinator character to consider the exciting problem, using interview to experience a daily life of my user group which can help me understand them more. Developed my skill on primary research and secondary research, how to narrow down to a specific area which I want to design for with official references.

How ever, there are things I think I need to improve in the future for example, I need to develop my critical thinking, ask more question for myself and become more initiative to contact with stakeholder rather than waiting their response.

There are still possibilities I can improve for my project but limited by the time. In addition, if I have more time on this project I would like to gather people and stakeholder to host a co-design workshop to gain more information and feedback for my concept.

All in all, this project process journal illustrated the process of how I discover the brief and how to develop and define my concept and then deliver it to community. I believe that, to develop a sense of social care into community, we need to improve people communication with their neighbours and have a stable place for people have stable interaction within the community.

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