



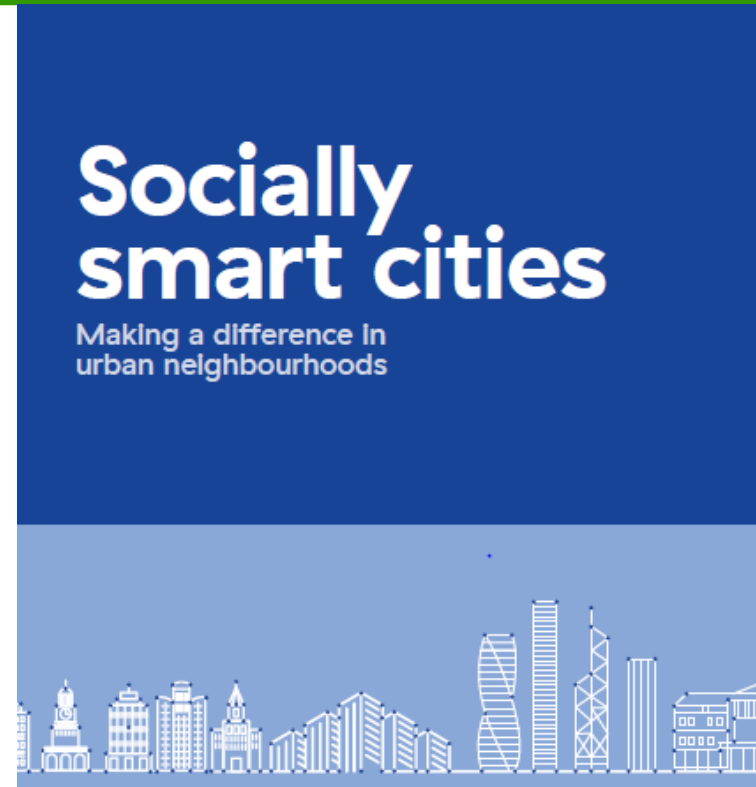
Adaptive capacity of smart urban intermediaries

Merlijn van Hulst & Maaike Matelski

What came before

- Theme: people who are perceived to make a difference in urban neighborhoods – social entrepreneurs, active citizens, and others
- Best persons research – 2009-2012, 5 Dutch cities, interviews, shadowing
- Smart Urban Intermediaries research (pilot: 2013-2015) 2017-2019, 4 (North-west) European cities – interviews, shadowing, labs

What came before



Products best persons:

Van Hulst, M., De Graaf, L., & Van den Brink, G. (2011). Exemplary practitioners: A review of actors who make a difference in governing. *Administrative theory & praxis*, 33(1), 120-143.

Van Hulst, M., De Graaf, L., & Van den Brink, G. (2012). The work of exemplary practitioners in neighborhood governance. *Critical Policy Studies*, 6(4), 434-451.

De Graaf, L., Van Hulst, M., & Michels, A. (2015). Enhancing participation in disadvantaged urban neighbourhoods. *Local Government Studies*, 41(1), 44-62.

Durose, C., Van Hulst, M., Jeffares, S., Escobar, O., Agger, A., & De Graaf, L. (2016). Five ways to make a difference: Perceptions of practitioners working in urban neighborhoods. *Public Administration Review*, 76(4), 576-586.

Products SmartUrbl: pod-cast, website, blogs, videos, report, policy recommendations

Pop-up! Puzzle & RQ

- *Observation: The practices/projects of urban intermediaries are not easy to sustain. Financial and other pressures endanger their survival.*

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- *Observation: The practices/projects of urban intermediaries are not easy to sustain. Financial and other pressures endanger their survival.*
- *How do urban intermediaries develop (innovative) practices in order to live up to environmental demands in the short and long run? What is the adaptive capacity of urban intermediaries?*
- *How can institutions and organizations support the adaptive capacity of intermediaries?*

Partners, cases and methods

- Partners: LSA bewoners, BZK, Amsterdam, Utrecht, Leeuwarden
- Cases: intermediaries in Amsterdam, Utrecht, Den Haag, Leeuwarden & Zwolle
- Methods: document analysis, interviews, living lab meetings

Q&A

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Also see www.smart-urban-intermediaries.com