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Biweekly COVID-19 overview  
Impact & Response Team, Resilient Rotterdam

# KNOWLEDGE AND INSPIRATION

29 april 2020



**Gemeente Rotterdam**



# Food for thought

This document aims to inspire you and increase your knowledge about the strategy and recovery from the current COVID-19 crisis. Here you will find examples of the measures that cities in Europe and other parts of the world are taking in response to the COVID-19 outbreak. Different domains are covered in the selection process of examples; those most relevant to Rotterdam have been given special consideration. Besides, the document includes sections linked to the different phases of the crisis. We hope to contribute to the process towards a more resilient and robust city.

Based on demands, the structure and content of this knowledge & inspiration update will be developed in the coming weeks.

For specific requests or suggestions regarding future updates on COVID 19, please contact the ImpactopRotterdam team: [impactoprotterdam@rotterdam.nl](mailto:impactoprotterdam@rotterdam.nl)



During a  
crisis.



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# International examples



## [Nice](#)

- The municipality of Nice gives free masks to residents. Residents can also use their tax form to apply for a face mask. Read more [here](#).

## [Florence](#)

- The municipality of Florence joins forces with local stakeholders and active residents by launching a crowdfund initiative. Revenues will go to the education and culture sector. Curious about the projects? Read [here](#).

## [Cheminz](#)

- The municipality of Cheminz, together with the local cinemas, has made a "Drive-in" cinema possible. This format is perfect for the current circumstances. Read more about it [here](#).

## [Espoo](#)

- The municipality of Espoo uses a smartbot, a self-learning a.i. to answer corona-related questions. Read [here](#)

## [Dusseldorf](#)

- Municipality of Dusseldorf distributes free hygiene kits. The kit includes a mouth and nose protection mask (MNS) and instructions for wearing. The aim is to increase the use of face masks by the population. Read more [here](#).

## [Gent](#)

- After the cancellation of Ghent's biggest festival, the municipality of Ghent invites the organisers to come up with an alternative for 2020. They also contribute financially to the event of 2021. Read more [here](#)

## [Tel Aviv](#)

- The Municipality of Tel Aviv is launching an overview of corona measures taken, including a section entirely dedicated to opportunities in a post-corona world. Read the document [here](#)

## [Nantes](#)

- The public transport in Nantes is equipped with "smart" hand sanitizers, so that they can be immediately replenished when they are empty. Read [here](#)





# Featured

## Cities involve residents in building the "New Normal"

- Through an online platform, the municipality of Nice opens a dialogue with its citizens to build a new future together. Read more [here](#)
- Tel Aviv City Council and Global Resilient Cities Network organized a Hackaton in which the city was invited to come up with creative solutions to various Corona challenges. Winners came up with inspiring solutions!

Some examples:

- 1) BildInn - tool to gain insight into the needs of companies.
- 2) CoLu - purchase from local entrepreneurs is rewarded with a digi-mint.
- 3) InStock - website provides up-to-date insight into stocks of medicines at pharmacies.
- 4) Roadsense - using Smartradars provides insight into safe zones within the city.

Check for more info: [Resilience Hackaton Tel Aviv](#)



# What can we learn from the fireworks disaster in Enschede?



## Crisis Expert

### Interview with Wethouder Arjan van Gils

Councilman of Gils was town clerk at the time of the fireworks disaster in Enschede.

#### Guiding principle

- 1) Make a clear separation between response work and repair work; each phase needs its own mindset.**
- 2) Make use of the energy generated by the crisis.**
- 3) Reconstruction phase requires a different mindset.**
- 4) Think about the future; do it together with the residents and use creativity and take them seriously.**
- 5) Formulate principles for the reconstruction phase and stick to them**

Interview on 16 April by :Arnoud Molenaar,  
Madelon van der Kemp & Naomi Sonneveld

# Crisis Expert

Councilman Arjan van Gils

## **1) Make a clear separation between response work and repair work**

*"It is necessary to have a clear separation in the organisation between acute response work (short term; emergency relief) and reconstruction work (medium & long term focused on rehabilitation and transformation). Realize that these worlds require different competencies, pace, work style, skills and mindsets. Make sure there is a connection between these two worlds, they should not be too far apart; they should fit together. Also pay attention to the sensitivity that exists between the acute response work and the reconstruction work".*

## **2) Make use of the energy generated by the crisis.**

*"New energy is created during a crisis. Make sure you give room for that and let colleagues commit themselves to tasks that make them enthusiastic".*

## **3) Reconstruction phase requires a different mindset**

*"Learning to think and act differently is important. In Enschede, civil servants were explicitly trained in this. You don't think: "what should we do", but ask yourself: "what do we make possible as a municipality". In this way you create much more imagination, implementation power and lobbying power"*

## **4) Think about the future; do it together with the residents and use creativity and take them seriously.**

*"In Enschede, the lead in the reconstruction phase emphatically lay with the residents themselves. They determined what the new Roombeek would look like. For us as a municipality it was important to collect stories from the city. Questions such as "what characterised this district" and "what made this district special" provided very important information. Involving residents in the reconstruction phase is crucial. Providing space for creative ideas, has really made Enschede stronger".*

## **5) Formulate principles for the reconstruction phase and stick to them.**

*"During crises, you're faced with other sort of dilemmas. Short-term interests may conflict with long-term objectives/visions. Being sharp and clear in your priorities and principles is crucial here. One element that will still play a role is the question: "When will we be allowed to go back to normal? It's hard to go all the way back to normal. It is very important to keep measuring temperature and sentiment. Just like in Enschede, a crisis comes in phases. There's still a grim period coming, be alert to that."*

*What can we learn from the fireworks disaster in Enschede?*



## Crisis Expert

**Interview with Jan van Dieren, Manager BMC**

*At that time part of the project organisation focused on the Social and Physical task "Reconstruction of Roombeek in Enschede"*

### Guiding Principles

- 1) Exceptional situations call for flexibility.
- 2) Set up a project organization.
- 3) Show understanding for opposing interests.

# Crisis Expert

BMC Manager, Jan van Dieren

## **1) Exceptional situations call for flexibility.**

*After the disaster had occurred, the municipal organisation's reflex was to comply very strictly with the rules when issuing permits. This created friction between the residents and the municipality, as the municipality rejected the building plans submitted by the residents to rebuild their homes. While it was precisely during this special period that the standard procedures had to be deviated from.*

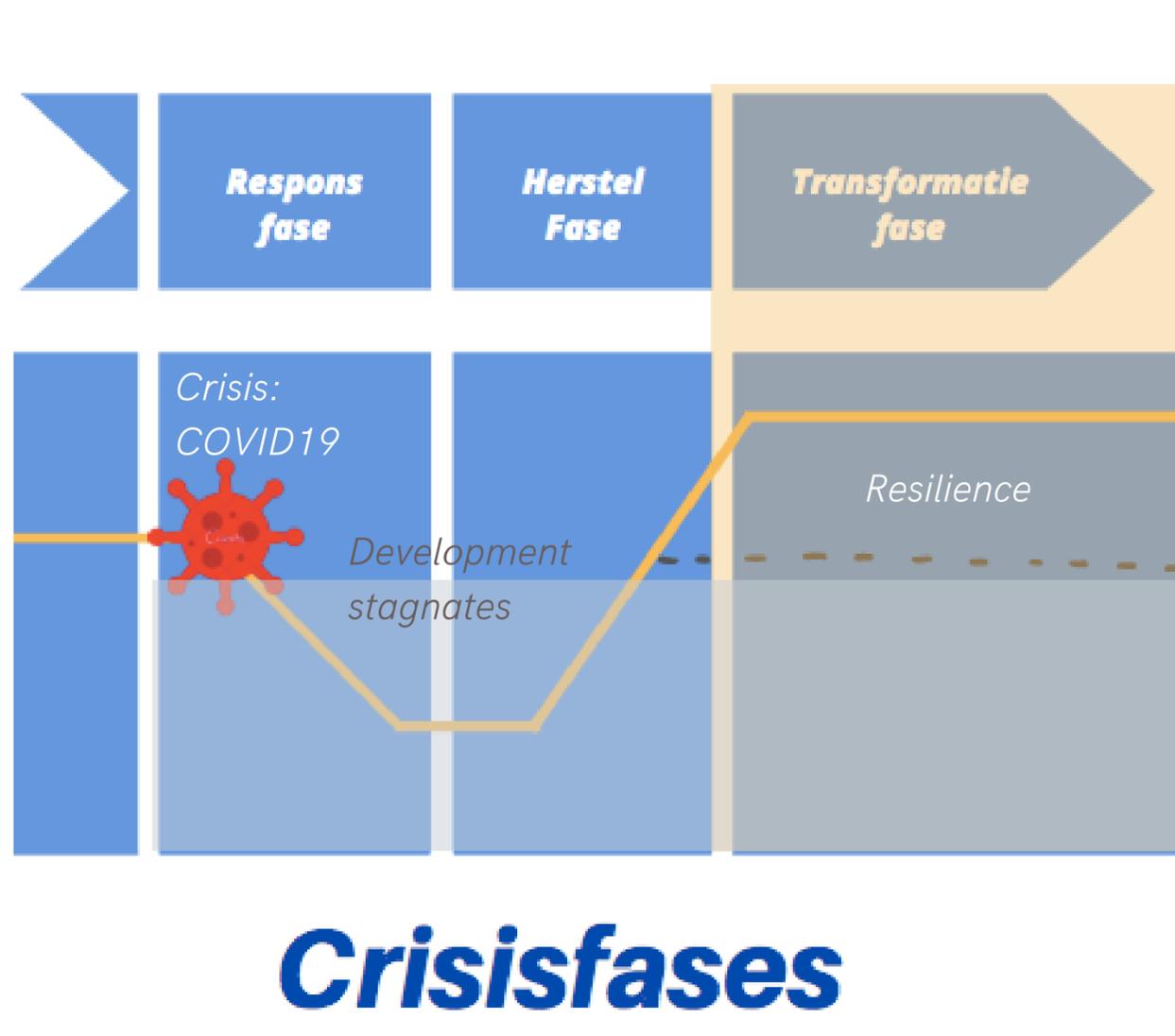
## **2) Set up a project organization.**

*"A project organization was set up and given a social and physical task. Before the disaster, the neighbourhood was already facing social problems and there were plans to improve it. Normally this would take decades. After the disaster, a physical task was suddenly added, because the neighbourhood had to be redesigned and rebuilt. This created opportunities to tackle it right away".*

## **3) Show understanding for opposing interests.**

*"It was a difficult and painful situation, there were 23 dead and 42.5 acres of destroyed city. The conflicting interests between the project organisation, the municipality and the residents meant that things did not always go smoothly. I solved this by talking to the residents as soon as possible. As soon as the land was purchased, I invited the residents to discuss the possibilities. I then held walk-in consultations every day. In this way, I was able to assess the expectations of both the residents and the municipal organisation and communicate them to the other parties. Through this first form of participation, a group feeling was created among the residents. Eventually this has resulted in the rebuilding of better quality homes, which are in cooperation with the final occupants".*

# Crisis phase



## Response phase

Focus on limiting the impact of the pandemic as much as possible.

## Recovery phase

Focus on restoring the functioning of the city within the shortest possible time.

## Transformation phase

Focus on the "building back stronger"; a city that is stronger after the crisis than before (learning & growing).

## Resilience

The ability of people, communities, organizations, businesses and systems to survive, adapt and grow, regardless of the nature and scale of long-term stresses and crises.

# Knowledge Response

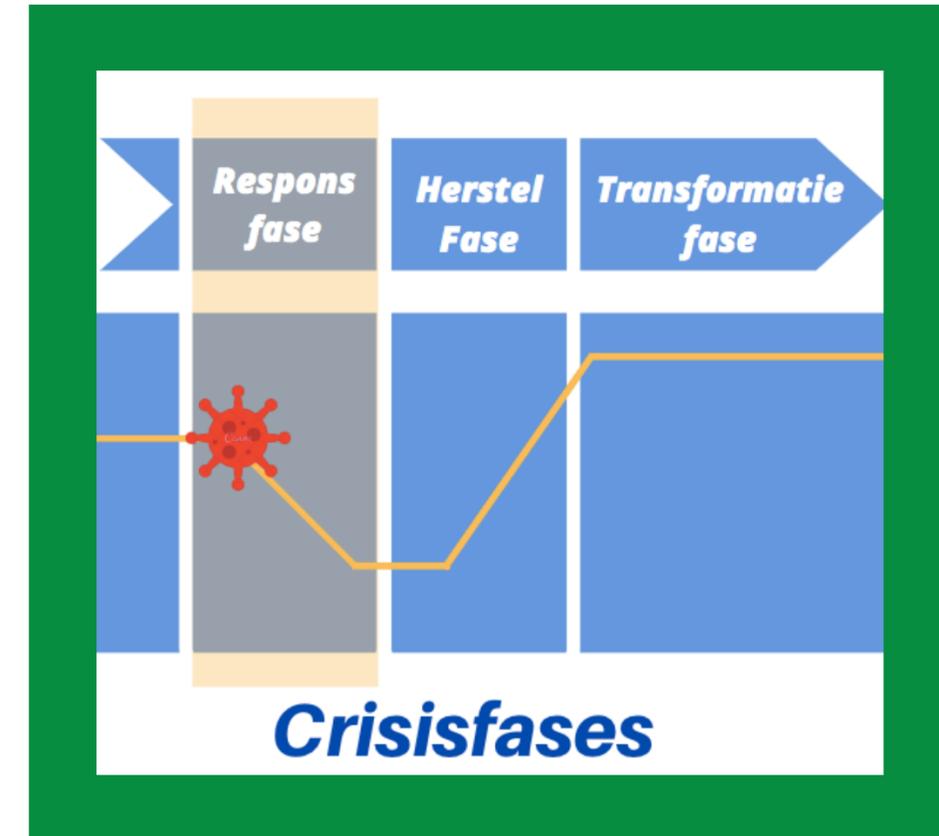
➤ **Responding to the socio-economic impacts of COVID-19| UN**  
As long as there is no access to clean water for everyone in the world, there is a chance that the virus will spread globally. The UN advises to work together at a global level and to help at-risk groups through fiscal measures and stimulus packages. It also mentions the circular economy and taking climate measures.  
[- See article](#)   [- See summary](#)

➤ **Cities share reports on corona response measures**

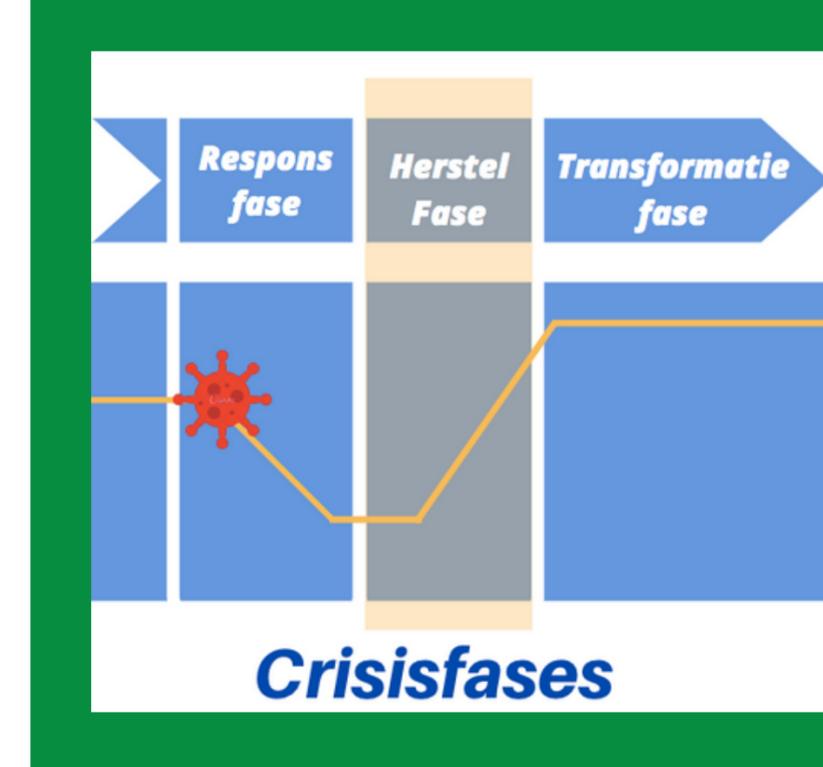
- [See here: Report Corlu](#)
- [See here: Report Amsterdam](#)
- [See here: Report Riga](#)
- [See here: Report Vienna](#)

➤ **Examples of corona help desks in various European cities.**

- [See here: Psychological help desk | Milan](#)
- [See here: Help Hub | Glasgow](#)



# Knowledge Recovery Phase



## How our cities can reopen after the COVID-19 pandemic?

A ten-point plan, which is needed not only to recover from the current corona crisis, but also to prepare for upcoming pandemics. Points to be considered include reassessing sectors based on vulnerability and taking measures to make the economy more resilient.

- [See article](#) - [See summary](#).

## Advice from the Bussmaker Council Public Health and Society on homelessness: Recovery begins with a home

The group of homeless is increasing. Currently many people were rejected for social care because they are given the stamp 'self-reliant'. The RVS advocates abolishing this self-reliance criterion. Homelessness should first and foremost be seen as a request for help. The threat of eviction should also be seen as a request for help. The starting point according to the RVS is the right to housing. If this is your starting point, municipalities can also impose conditions (e.g. income management, debt assistance or administration). The RVS advises permanent attention to this problem and proposes an interdepartmental working group, both nationally and locally, which is constantly working on this issue. Read [here](#).

## "Invest in sport to get out of the crisis" says the European sports sector

The action plan reflects a great need for innovation as an important factor for the future. "These unique circumstances, apart from all the damage and grief it also brings, are also an opportunity to innovate, to rethink policies and to shift priorities for the long term

- [See article](#)

## Ban Ki-Moon and Patrick Verkooijen uncover connections between the corona crisis and already existing world problems such as climate change.

Read why investment in green energy and adaptive capacity is unavoidable for a good recovery..

-[See article](#) - [Here the summary](#).

# Knowledge Transformation



## ***The Netherlands after Corona | DRIFT***

Drift develops strategic courses in collaboration with 700 citizens and professionals. There are 3 spearheads here: 1) A rethink of the guiding values and principles arising from them. 2) Fair price calculation. 3) Towards an ecological society, based on complex interactive social production systems. A strong link is made here with the "sustainable development goals". [Website](#)



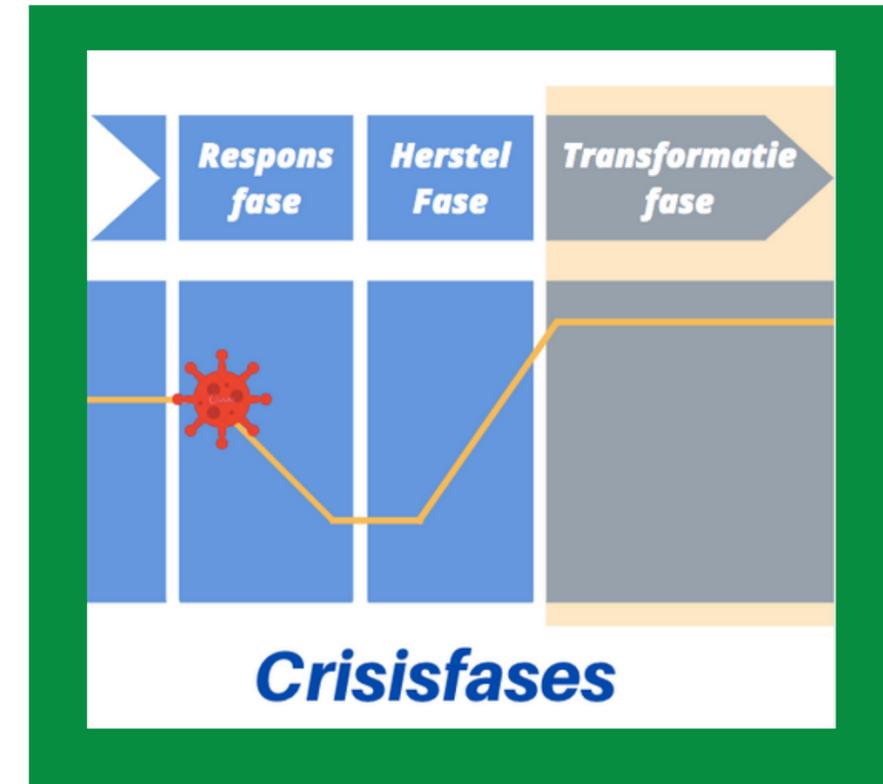
## **How to Build Back Better after COVID-19 | World Economic Forum**

Governments focus on the development of long-term stimulus packages. According to the WEF, governments should focus on core principles that build a stronger economy that guarantees the health and well-being of its citizens in the long term. Opportunities to focus on creating jobs around climate change right now and build a more resilient and inclusive society. [Read article here.](#)



## **Manifesto of 170 scientists: It's a blunder if we don't emerge greener from the coronacrisis | Faithfully**

In a manifest 170 scientists argue that this is the moment to make society 'radically more sustainable'. Five proposals are made, including a basic income and a reduction in meat production. Read the manifesto [Read the manifiesto here](#)



# Other knowledge & inspiration

***"How can this crisis provide openings for new ideas to move us into the future?"***

Other sources that help us think about choices towards a resilient and resilient future:

- Global Resilient Cities Network & The World Bank organizes a weekly webinar "COVID-19 Speaker series". Listen and read the summaries [here](#).
- The Correspondent | From A to... a new species outside. "Now is the time to radically change our streets." We usually use our streets to drive over, but now that we're standing still, we see we need the space to live in. What do we want with the public space, and our mobility? Read/Listen to the discussion [here](#).
- DRIFT | Crack the Crisis. In this research project, we will focus on the role of the researcher in the development of the method and on the role of the researcher in the development of the method. The aim is to increase the growth chance of the best initiatives that will ensure a resilient post corona Netherlands. Curious? Click [here](#).
- 2 min [infographic](#) - Crisis or Transformation? A concise and clear film about the phases that are still waiting for us.
- [TED-talk](#) | *How to prepare for the next outbreak*

# Questions or ideas?



*With this biweekly Knowledge & Inspiration document, we would like to respond to your needs. Mail your idea or ask for: [impactoprotterdam@rotterdam.nl](mailto:impactoprotterdam@rotterdam.nl)*

## What can you expect in the next knowledge & inspiration update?

- Chief Resilience Officer of Paris shares his lessons on past crisis situations.
- The Vital Cities & Citizens department of Erasmus University Rotterdam shares her insights and knowledge on COVID-19
- New International examples
- Insight into the Corona Resilience Assessment

# Colophon



This document has been compiled by members of the Team Impact & Response + Resilient Rotterdam..

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