URBAN DESIGN PROCESS WITH COMMUNITY PARTICIPATION FOR STREETSCAPES IN HANOI

Ta Quynh Hoa[a,*], Pham Thuy Loan[b]

[a]*Faculty of Architecture and Planning, National University of Civil Engineering,*
55 Giai Phong road, Hai Ba Trung district, Hanoi, Vietnam
[b]*Vietnam Institute of Architecture (VIAR),*
389 Doi Can street, Ba Dinh district, Hanoi, Vietnam

Abstract

"Urban design" and "community participation" are two topics that attract attention of the professionals and the society in these recent years in Vietnam. However, these topics are not studied and piloted thoroughly enough to have effective urban design process with community involvements in each step of the process. The new content of this research is to use 'road space' and 'streetscape' in Hanoi as a specific object to combine the two topics of 'urban design' and "community participation" into a formative process in which steps, contents of each step, technique and toolkits are proposed in detail.

Keywords: urban design; community participation; urban design process; road space; streetscape.

1. Introduction

The urbanization in Vietnam has been growing very fast in a large scale that never ever seen in the history It is estimated that Vietnam's urbanization rate will increase from 34.24% in 2016 to 45% or 50% in 2025 [1]. Hanoi capital city is considered as the heart of Vietnam - one of the two biggest city that expresses the fastest and strongest development in many aspects. The city's visions to 2030 emphasize that in the future, Hanoi will be going ahead and becoming a "City of Green - Culture - Civilization - Modernity" [2]. In a series of issues relate to the "quick, hot" urbanization process in Vietnam generally, and in Hanoi particularly, there are big issues of the downgrading of public open spaces, streetscapes and street environment.

It can be insisted that urban road spaces or streetscapes are main and the most popular public spaces in every city since we experience the urban space mainly through urban road spaces and streetscapes. However, current situations of urban development in big cities of Vietnam in recent years has shown some weak points, especially in the fields of urban design and landscape management for both old and new roads and streets. The main causes of these situations are the inadequate

---

consideration to urban design and lack of community participation in the process of architectural and landscape management for existing and new roads and streets.

This paper is formulated based on the two-year research, funded by Ministry of Education and Training with the research title as: "Urban design process with community participation for urban roads and streets in Hanoi" - code: B2008-03-46 and the author is one of the research member [3].

The main objective of the research is: 1) to propose an urban design process with the participation of community in improvement or design roads and streets a major type of public space in Hanoi and other cities in general; 2) to define main steps, content of each step and possible output of an urban design process; 3) to define opportunity, level of participation of community in each step in the process, together with necessary technique and toolkit for community participation.

Besides, the research also makes proposed opinions to change and adjust the legal Planning framework in Vietnam as well as policies to improve effectiveness and quality of urban design works and community participation.

2. Research methodology

In order to fulfill the research objectives, four methods are applied into this research as below:

- *Analysis of documents*: Various types of documents including theoretical and legal documents on urban design and urban planning in Vietnam, especially for managing road and street spaces are collected, synthesized and analyzed. International experiences related to research theme are carefully chosen for further analysis and collection data for lesson learnt.

- *Case survey and analysis*: The research chose some roads and streets for case studies, and conducted surveys to collect primary data of existing situations and examined each step in the urban design process with community participation.

- *To combine theories and practical work for solution proposal*: Theoretical documents and practical studies are combined and analyzed to find out suitable solutions that help to improve urban design processes in Hanoi context.

3. Understanding of urban design and community participation in contemporary life

3.1. Urban design

The term 'urban design' came into currency in North America in the late 1950s, replacing and superseding the more traditional, narrower and somewhat outmoded term 'civic design'. Typified by the City Beautiful Movement, the latter was associated with a highly artistic and physical (visual and spatial) approach to urban design, focusing on the siting and design of major civic buildings city halls, opera houses, and museums – and their relationship to open spaces. Contemporary urban design is more expansive than this. It is primarily concerned with the quality of the public realm both physical and socio-cultural and the making (and managing) of meaningful 'places' for people to enjoy and use. More recently the quest for more sustainable urban form has become a more explicit component [4].

"Urban design is an inter-disciplinary subject that utilizes elements of many built environment professions, including landscape architecture urban planning architecture civil and municipal engineering. It is common for professionals in all these disciplines to practice in urban design. In more recent times different sub-strands of urban design have emerged such as strategic urban design, landscape urbanism water-sensitive urban design, and sustainable urbanism" [4].

In fact, it is difficult to provide a unique, concise definition of urban design. However, there are four characteristics recognized in most of the literature on this work: 1) Urban design is a collaborative and interdisciplinary work; 2) Urban design is dynamic and diversified, with a variety of forms, sizes and methods; 3) Urban design is a process rather than a product of planning or design; 4) The important role of urban design is to improve the quality of the urban space environment.

3.2. Community participation

The focus of this section is on community participation in activities related to urban planning and development in general. First, the concept of "community" should be explored. "*Community is a group of people who share common interests and live in the same geographic area*" [5] or "*Community' is a term that encompasses both social and spatial dimensions. In general, people in a community often achieve a common goal, even when they have many differences*" [6]. By Wates, N. (2014) "*Community participation provides a collaborative process among people in the same community to achieve common goals, participate in decision-making and achieve results in turn responding to efforts*" [7, 8].

In Vietnam, the concept of community is defined as: "*A community is a group of people living in the same territory, and therefore they often have a sense of unity and the possibility of participating in collective activities for the benefit of the locality. The concept of community can contribute to enhance the identity of each locality and at the same time can create localize trends in social management and life*" [9].

In short, the issue of community participation in Vietnam is considered as community contribution in the process to make a decision. However, the level of community participation in the decision-making process can vary widely. Through the above definitions, it can be seen that community involvement is not merely the discovery and mobilization of community resources for project implementation (capital contribution, project support, materials, volunteer labor, contribution of knowledge and technology from community members, etc.). The most important element of community participation is to ensure that people affected by the project are involved in project decision making process. Participation in the project's decision may be made through a number of community representatives who are selected and nominated by the community.

3.3. Advantages of community participatory approach in urban planning and development

The specific characters of community participatory methods are: 1) To be built up based on community's contributions in terms of knowledge, money, land and human resources. . . ; 2) To use simple tools, easy to implement and need community consultation skills; 3) to encourage the local residents to participate actively in creative manner during the whole process of project implementation; 4) To respect inquiring mind and sharing behavior among outsiders and local residents to create a strict, equal relationship; 5) to encourage of sustainable community development through promoting community's capacity (internal force) and taking support from outside (external force).

In Vietnam, the "top-down planning approach" is still being applied throughout the planning process. This approach provides an orientation, a comprehensive development for an area, expressing the will of the authorities. But in fact, this top-down planning process has also revealed a number of significant limitations, manifested in a large number of planning projects that are not feasible, called "hanging" planning or paper-based planning that has not met the actual requirements and aspirations of the people. Communities can only comment on or receive information when most of the plans are almost completed and difficult to change. The limitations of "top-down planning approach" can

be seen as: lack of resources, un-sustainable, lack of adaption, limit the active and dependence of community (Figs. 1 and 2).
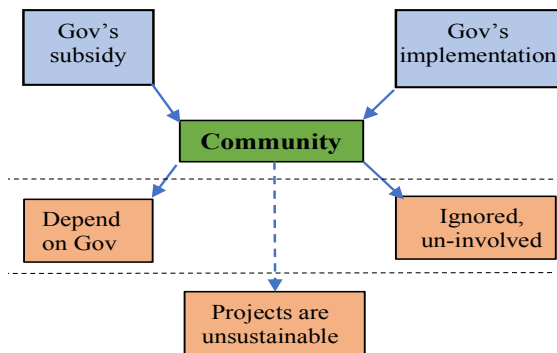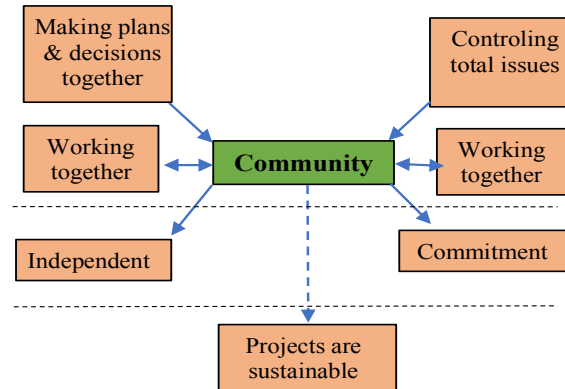

Figure 1. "Top - down" approach in Vietnam [10, 11]

Figure 2. Community participatory approach in Vietnam [10, 11]

4. Review institutional documents to mobilize community participation in urban design and urban development in Vietnam

4.1. Community has the right to access information of urban planning at locality

In the Construction Law No. 50/2014/QH13, Article 43 on "Provision of information on construction planning" the information on construction planning is regulated to be provided for the public in the following forms as publicizing construction plan dossiers, explaining the construction planning and providing information in writing. Construction planning-managing agencies are required to provide information on construction locations, construction boundaries, red-line boundaries, construction levels and other information relating to the planning when so requested by organizations and individuals within the scope of construction plans under their management.

4.2. Community has the right to contribute opinions in urban planning at different levels

The work of taking community's opinions on urban planning tasks and urban planning projects is regulated in the article 40, 41, 42 of the Construction Law, article 25 of Decree No. 08/2005/ND-CP with detail instructions on taking community's opinions on regional and urban master planning's tasks and projects and taking community's opinions on detail planning projects.

Urban planning Law which has been passed on 17/6/2009 by Congress and has been applied since 1/1/2010 regulates "rights and responsibilities of agencies, organizations and individuals in the comments and consultancy on urban planning (Article 9), as well as "Collecting community's comment on urban planning" is required in the process of formulating urban master plans. Currently, it prescribed form and time for consultation with community on planning tasks and master plans, zoning and detailed plans (Article 21).

4.3. Community has the right to monitor detail planning projects at locality

In the Regulation of Community supervision of planning construction investment projects promulgated with Decision No. 80/2005/QD-TTg, it is stated that "... Communities may participate

in monitoring and supervision of investment projects funded by state capital that not under national secrets or investment projects funded by capital and human resource of the community or directly funded by organizations and individuals to communes and towns. According to this Regulation, the communities have the right to monitor and supervise investment project in the field of urban design.

5. Introduction on two case studies to pilot community participatory method in urban design for streetscapes in Hanoi

5.1. Case 1: Urban design project for revitalizing and improving streetscapes in the old quarter of Hanoi with community participation

This case study was conducted in Hang Buom street (HB) to revitalize and improve the beautification of this streetscape. HB street is located on the 1st grade preservation zone of Hanoi AQ which is the commercial and residential area of old Chinese community in Hanoi. Historically, there are many relics and old religious buildings in the street, especially as Bach Ma temple, which is considered as one of "four exorcisms" of Thang Long Hanoi. The street still has many ancient houses with mixture of Chinese architectural style and traditional Vietnamese style. Currently, HB street is famous for typical business of confectionary, winery and Chinese cuisine restaurants. According to a block survey conducted in 2005 with 253 households in HB ward, the historical heritage buildings, ancient houses and traditional architecture of ancient houses and street identity are factors that significantly impact on HB streetscape. Socially, most of original habitants were Chinese but they were back to their county at the time of 1978. Therefore, the current habitants are most retired public servants and people immigrated after 1980s that their knowledge and relation to the area are not very deep. In terms of urban streetscape, the beautification and street attractiveness are downgraded seriously. Street's facade is chaotic, many ancient houses were replaced by glassed, steeled high rise buildings, historical relics are damaged resulting in the decrease of street identity. For these mentioned reasons, HB has been chosen as a subject for surveying, analyzing and developing visions and strategies for the street as well as piloting some actions to verify the effects of the community participatory method in revitalizing and improving the area's townscape [12].

The aims of this case study are to examine the urban design project's feasibility with community participatory and the way to integrate community participatory method into urban design process In principle, the first step is to define factors as barriers for improvement process and verify the impact of the project on these barriers.

a. Defining stakeholders and their roles

To appraisal the factor of quality resource feasibility, it is the most important to define clearly stakeholders and their roles in the project's process. In the case study, there are a number of stakeholders: City government, Ancient quarter management Board, District government, Ward/Commune authority, Professionals, researchers (project experts); Community group of core members (including leaders of residential areas, representatives from Women Union, Veteran Association Elderly club, Youth Union, some people who love the old quarter of Hanoi) sponsors and other stakeholders.

b. Formulating criteria for resource assessment

The community's resource including financial and human resource is appraisal by some qualitative criteria of standards, awareness, willingness, activeness, ability of taking initiatives, leadership, making decisions...before and after applying the method; to find out of which factor can be changed or cannot be changed within for how long...of each partner. Therefore, the impact of this method on

resource's quality and on the whole results of the project can be realized clearly. Besides, criteria on financial capacity and legal institutions are also required to foster community involvement.

Process of the case study "Revitalizing and improving the streetscape of Hang Buom" includes 04 main steps: 1) To conduct an assessment on current situations of streetscape; 2) To formulate vision and development objectives and strategies; 3) To propose for long-term and short-term action plans following the proposed objectives; 4) To define some actions which is suitable for the limitation of time and budget.

c. Tools for community participatory method

- Tool 1: *Collecting secondary data, all previous assessment* to this streetscape and documents of local policies related to the themes of townscape and built environment protection.

- Tool 2: *Meeting - Discussion:* In the pilot project, there were 02 types of meeting: Discussing meeting to get opinions from experts and community core members. General meeting with whole community aims to provide information of implementation process and collects community's feedback.

- Tool 3: *Site observation and analysis:* Walking around the site, observing and marking problems relating to physical environment. This tool helps community and working groups to define very quick positive and negative elements of streetscape; provides understanding and sharing among stakeholders that help both consultants and community (Fig. 3).

- Tool 4:*Interpretative mapping* by giving specific information and elements on maps logically (Figs. 4 and 5).

- Tool 5: *Prioritizing problems and issues*, defining suitable solutions to meet the objectives by marking and ranking, considering technical conditions, financial solutions, and legal institutions (Fig. 6).

Figure 3. Site observation and analysis

Figure 4. Assessment of existing architecture houses

Figure 5. Assessment of nodes and visual landmark on the street

Figure 6. Community mapping

d. Case study results:

After a short-time collaborative working, the vision for HB street was formulated with community agreement as: "Hang Buom will be one of the most commercial attractive street of the Ancient Quarter and Hanoi city with a beautification of streetscape that demonstrating the unique identity of the street, historically and culturally". In order to archive this vision, it is necessary to set up long - term and short - term plans with a lot of time and energy contribution. However, some actions can perform immediately within existing resources (Fig. 7).

Figure 7. Formulate future image of Hang Buom street

The project's groups decided the 05 most critical problems related to the downgrading of streetscape and urban design elements and proposed at the same time 04 prioritized actions in the scope of time and budget limitation: 1) Installing pent-roof system to improve walking environment and streetscape image; 2) Installing public dustbins on the street and provide solid waste collecting equipment; 3) Minimizing signboards, ad. boards which have bad color and over-sized; 4) Formulating Urban design guidelines for street development. Other actions as re-pavements, refurbishment of damaged ancient houses, to improve the open drainage system and electric system, etc. . . were also proposed in the action plans for street improvement in the future.

e. Assessment of stakeholders' role

Ward authority: Theoretically, ward authority (Phng) should be the most active stakeholder that involves from very beginning of the project and has the role of taking initiative while supporting and managing actions in the area, connecting community to experts in the field of sharing roles among many stakeholders. However, in practice the local authority is still passive, and is only responsible for solving legal procedures (informing, inviting, attending meetings) and does not fulfill their role. They are still outsiders and they get in-direct benefits from the project.

Group of core members: responsible for calling up and mobilizing residents to participate to planed actions. They were trained to have skills in assessing physical values of built environment of the area. They were chairpersons in the meetings and working with community to come with final decisions. They contributed opinions and ideas on urban design field for street improvement. They involved in streetscape improvement actions and connected the community to project experts. They have in-direct benefits from the project.

Community: Collaborated with experts and core members during streetscape assessment, defined problems, marking and ranking that problems. They involved directly in streetscape revitalization and improvement actions. The community contributed money and human sources and have direct benefits from the project.

The project leaders (assessing through experts): Took initiatives in the pilot action (under the steering of city Government). Directly trained community on skills and tools for assessment. Sup-

ported community during improving and refurbishing streetscape (methodologically and technically); discussed and negotiated together with the community for consensuses.

5.2. Case 2: Urban design for road spaces in the area between ring road No. 2 and ring road No. 3 with community consultation

This case study is an urban design project as a part of the detail plan (scale 1/500) to renovate and improve both sides of Le Duan - Giai Phong roads (Figs. 8 and 9). The administrative areas of research project are located in four districts (Hoan Kiem, Dong Da, Hai Ba Trung, Thanh Xuan, Hoang Mai District) and 19 wards (Fig. 10). The major objectives of this project are: 1) to conduct analysis of existing land functions, infrastructure, street facades and landscapes; 2) to propose for better architectures and landscapes that integrate well with existing local residential areas; 3) to propose for completed infrastructures that connect new development areas and existing residential areas.

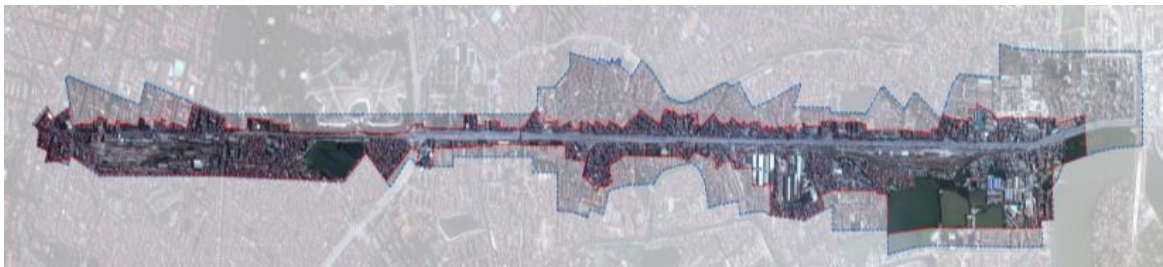Figure 8. Research project location

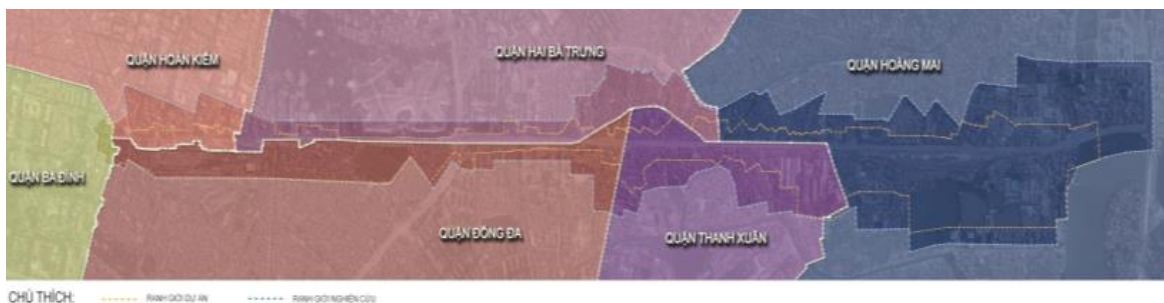Figure 9. Research project boundary

Figure 10. Administrative boundaries of research project

This research area is very complicated and crossing many different administrative areas. Then, the research requires a deep analysis of these different districts and wards, especially in the field of land use and urban architecture management. Moreover, all the districts and wards mentioned above are

in the inner city with high density, therefore, when we conduct community consultation, it is very important to clarify: *Who are community? What type of their involvement? How community participate in the urban design project and whether is it effective?* Researching the process of formulating urban design project and analyzing the roles of different stakeholders and community is very important and it may bring good scientific foundation for proposals of process, means and contain of community' opinion consultation.

a. Defining major stakeholders and their roles

This project covers a large area along 6.6 km of road spaces then it requires the involvements of many stakeholders and different communities. Hanoi people committee (HPC) is both responsible for major investment and city management. The Hanoi Architecture and Urban Planning Authority (HAUPA) is responsible for professional appraisal and approval, District people committee (DPC) and Ward people committee (WPC) are local management authorities and directly involved in the design and planning process. Planning consultancy conducted detail planning and urban design work. Communities here came from 19 wards, they are representatives of local residents who contribute their opinions and recommendation during community consultation meetings.

b. Urban design process to renovate and improve road spaces with community consultation

The process of detail plan includes two phases (Fig. 11). Phase I is conducting planning task that was formulated in 8 months from March 2008 to January 2009. Phase II is conducting detail plan that was formulated in 18 months from 11/2010 to 2/2012. In phase II, three main steps are defined as site assessment and analysis, define vision strategy actions, and design solutions for implementation. The process of detail plan to renovate and improve the Le Duan Giai Phong road spaces is displayed in the Fig. 12. In phase I, the community or local people did not involve in any steps. In phase II, the community's representatives of each ward in research area involved in the site assessment step and contributed opinions in community consultation meetings (Fig. 12) They are almost from such social-political organizations as Women Union, Veteran Association, local residential leaders, President of local communist party units... After community consultation meetings, the consultants conducted data analysis to revise the draft design proposals to meet community requirements and expectation. In order to take community opinions and recommendation for project solutions, the research groups conducted 19 meetings at 19 wards relating to the project. Community representatives and individuals who were interested in the content of the project were invited to attend the meetings. Local people contributed opinions and comment through filling a questionnaire sheet and discussing during the meeting. Data collected from surveys and questionnaire sheets were processed and analyzed to revise the draft proposals.

The revised urban design proposals after community consultation were submitted to HAUPA for appraisal before approved by HPC. In the last steps, there was no community monitoring involvement in this step to ensure the transparence and accountability.

c. Assessment of stakeholders' role and the involvement

Different from case study No. 1 of Hang Buom street with the intervention in a small area of one street in the historical part of the city, the case study No. 2 covers a large area located in the 04 districts and 19 wards which has the involvement of numerous stakeholders.

The HPC was major project investing manager and had highest power at city level to appraisal and to approve project's proposal. HAUPA was both project owner and appraisal unit. HAUPA was responsible for supporting and facilitating consultant firm to organize community meetings in getting opinions and comments of urban design and detailed planning's proposals.
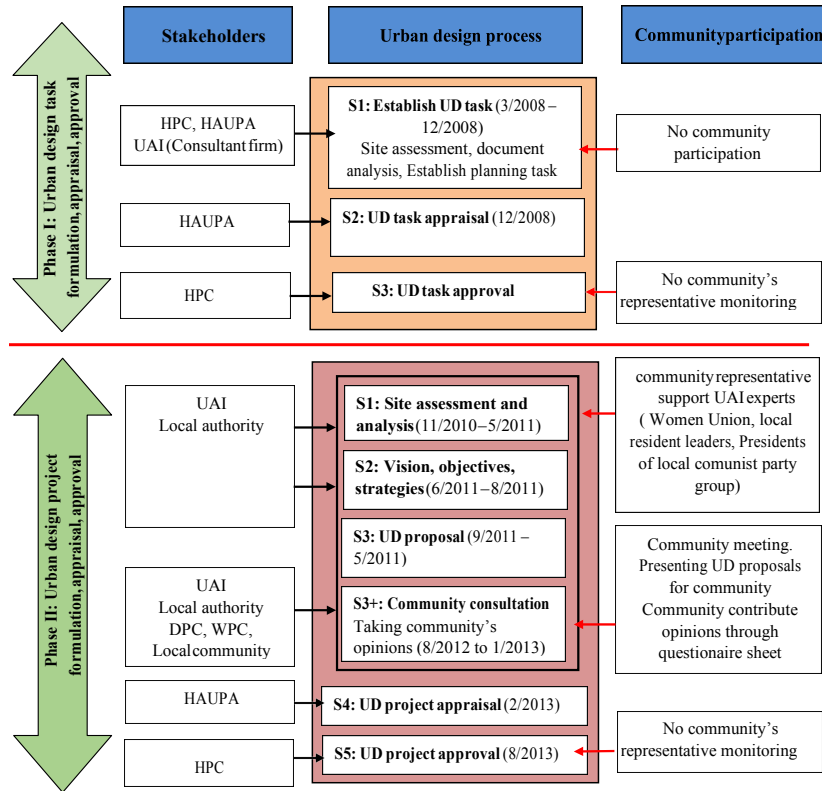
Figure 11. Urban design process inLe Duan - Giai Phong project with community consultation

Figure 12. Land use assessment with support from DPC, WDC and community' representatives

Theoretically, the DPC and WPC play very important roles in mobilizing community participation in four steps of phase II, especially in step S1, S2. Practically, DPC and WPC only helped in mobilizing community's representatives to attend step S3+ to give opinions and comments about UD proposals that consultant firm have made. Since the project was extended through many districts and communes, it is very difficult to get all local people in design process. The level of participation in this project is not as high as in the project at the old quarter of Hanoi. The community network in this project is not very strict since a large number of people who live along the roads come from other provinces and do not have close relationship with the place where they live.

However, it is essential to publicize all project's results and proposed solutions to local community

through different tools as: media, broadcasts, exhibitions and displays at DPC and WPC that people can access the information of the project and give their opinions and ideas for better solutions.

6. Research findings

After reviewing and synthesizing all theoretical and institutional documents relating to urban design and community participatory method with the review of international and domestic pilot projects, the research provides a proposal of urban design process with community participation for urban roads and streets in Hanoi.

6.1. Classification of urban roads and streets to integrate community participatory into urban design process for streetscapes

a. Urban road classification follows Vietnam Construction Codes

Currently in Vietnam Construction Codes, the road classification is based on functions for urban construction planning purposes. Urban roads have two main functions: communication and spatial function. Communication function is displayed through quality of flows, speeds, density. Besides, the communication function is expressed by two supplement functions: mobile and accessibility. The spatial function of roads is expressed through size and scale of road width based on construction red line of the roads (Table 1).

Table 1. The classification and numbers of roads in Hanoi follow Vietnam Construction Codes [3]

District	Road type I	Road type II	Road type III	Road type IV	Total
Ba Dinh	23	37	35	3	98
Dong Da		21	52	2	75
Ha Dong				66	66
Hai Ba Trung	18	40	35	24	117
Hoan Kiem	107	48	6	8	169
Long Bien			6	36	42
Hoang Mai			5	42	47
Tay Ho	1	5	14	5	25
Thanh Xuan			9	34	43
Hanoi city	149	151	162	220	682

However, this way of classification has limitation in showing the relation between road spaces and land usages along two sides of roads. Therefore, it is difficult to see the connection with local residents who lives along the roadsides.

b. Road and street classification based on historical background

Each road or street has its own history links to social structure and road side community's activities. The characters of each road and street are created from spatial uses of roadsides, landscapes, commercial and communicate activities During the time, these characters become road and street' values In addition, the older roads and streets are, the more stable roadside uses and community's structure they have. All adjustments or intervention on spatial landscapes or reorganization of sidewalk activities may directly or indirectly affect to community's physical and mental life. Therefore,

for old streets or roads, the improvement or refurbishment require more community involvement at higher levels. Thanks to their long-standing cohesion to the street, the communities on either side of the street (or around) will have greater potential to contribute to street design if they are involved from the beginning, and thus will make urban design activities more practical and sustainable.

According to those opinions, the research group proposes the street classification based on street historical background in different zones of Hanoi as shown in Fig. 13 and Table 2.

Zone 1: The Old Quarter of Hanoi. This is urban heritage zone controlled by Heritage Law with intangible values related to the origins, relations, community activities and trading guilds. Therefore, streets in the Old Quarter of Hanoi should be designed and improved with highest level of community participation.

Zone 2: The center of Hanoi which had been developed during the French colonial period. This zone includes districts in the inner city of Hanoi as: Ba Dinh, Hoan Kiem, Dong Da and Hai Ba Trung district. Even though the social structure of this zone was changed after 1954 but it is still a historical area while the local communities have been established and existed for more than fifty years. Especially, this zone has stable spaces with more landscape architecture values. Besides, land and property's prices in this zone are very high. Therefore, if road spaces and streetscapes in this zone need to be improved or refurbished, the community involvement should be integrated in the design process at highest level.
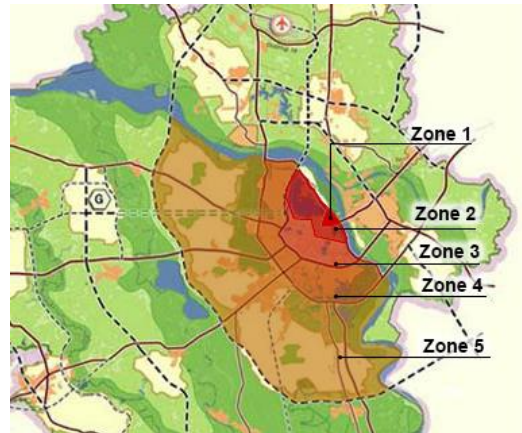

Figure 13. Road and street classification based on historical background

Table 2. Level of community participation at different zones

	Level of community participation				
	Highest	High	Medium	Medium low	Low
Zone 1 (HN Ancient quarter)	■				
Zone 2 (Ba Dinh Dt., French quarter, Ho Tay…)		■			
Zone 3 (among belt road No. 2 and the city's core			■		
Zone 4 (middle ring road No. 2 and No. 3)				■	
Zone 5 (extended core city)					■

Zone 3: The urban area among belt road No. 2 and the city's inner. Even though this zone has less heritage and landscape values than above zones but it is relatively stable, the relation between spatial and social aspects is very close. The road spaces and streetscapes in this zone must have community participation in a certain level to ensure the related local residents' benefit when we conduct urban design or landscape design.

Zone 4: the urban area in the middle of ring road No. 2 and ring road No. 3 that was devel-

oped recent years. In general, the road and street improvement or widening in these areas still need community involvement in a certain level but it less important than previous zones. Community participation level in urban design projects in the zone should ensure community's right and engagement to the intervention or changes on the roads or street.

Zone 5: the areas in the extended core city that are planned to become urban areas according to the Master plan of Hanoi. They will be new towns with new road system. For urban design projects in these areas, if they are not related to existing villages, the direct community participation may not be needed. However, depending on the importance of each streets or roads that we have to decide for the level of community engagement. In this zone, the community participation is relatively low.

c. Road and street classification based on characters of urban design projects

All of urban design projects can be classified into 3 types as in the Table 3.

Table 3. Level of community participation at different types of projects

Urban design projects' approach	High	Medium	Low
Type 1: Improvement and refurbishment for existing roads and streets	■		
Type 2: Extension and widening the existing roads and streets		■	
Type 3: Urban design for new roads and streets			■

Type 1: The roads and streets are existing constantly, dense located and full of uses, then the feasible intervention is improvement and refurbishment. The community participation is very important in this type of urban design projects.

Type 2: The existing roads or streets that are planned to be extended or widen, then the feasible intervention is combined between new building (spatial changes) and upgrading (maintain and improve existing values). This type must have community involvement.

Type 3: The new roads and streets. The urban design projects for that new roads are integrated into detail plans (scale 1/500) to address issues relate to spatial organization and local activities management. In this type of projects, the community engagement is relatively low and indirect.

6.2. Proposal of urban design process with community participation

When community participation is included in the steps of an urban design project, a number of additional steps and technical tools are needed to attract, organize, and facilitate community participation in effective ways. This study therefore proposes a process that encompasses the basic urban design steps, plus additional steps to mobilize and exploit the community participation while follows the regulation of the Circular No. 06/2013/TT-BXD on urban design content.

A general urban design process includes 3 basic steps: 1) Analyze urban context; 2) Define vision - strategy - action; 3) Design for implementation. The general proposed urban design process is displayed in the diagram in Fig. 14 which has some additional steps.

Applying community participation does not mean that all people living in the study area are involved in the project because it is impossible and ineffective. Therefore, it is very important to identify who are community in each UD type of project.

- For UD project in a new development area: the community does not only include local residents in planned area but also enterprises, potential clients of the project, professional associations…that can provide information for project investor and professional experts. Besides, the community may include local residents in neighboring areas of planning sites who can benefit or impact from the
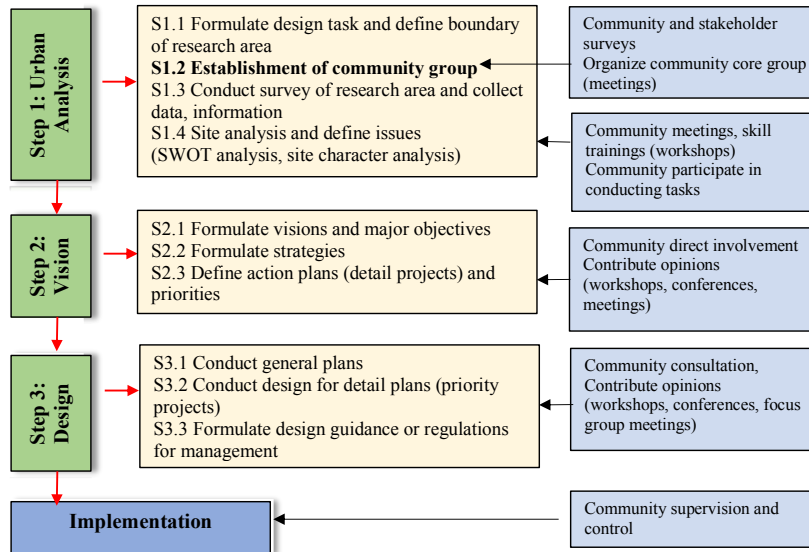
Figure 14. The diagram of UD process for road spaces and streets with community participation

project. The community representatives also participate effectively in the UD process if the project is covering different administrative areas.

- For UD project of upgrading, renovating or preserving streetscapes: the community includes local residents at the site and surrounding the site, companies or individuals working in the site and scientists, social – professional organizations. . . who are concerning the quality living spaces in the area. The local residents play the most important role since they know very well the area's issues facing them and know clearly about their capacity and resources to contribute to the process of making their living spaces to have better improvements. Community should participate from the very first steps of site analysis and assessment to find out both physical and intangible values of the site. The community involvement will be very effective if they can contribute to propose for a vision of street's future development and strategies, action plans to achieve that vision.

Community training

In order to attract participation, all stakeholders need to know about the project. A stakeholder meeting is held on to introduce the whole purposes, objectives, scope, activities of the project. Informing and providing information to stakeholders is an important factor for mobilizing contributions from all parties to a common issue. During the meeting, it is necessary to clarify the implementation process of the project, capacity and responsibility of each stakeholder, and to listen to their original ideas. The representatives of the community group that will be involved in the project needs to be trained in terms of methods, skills and practices to participate effectively in the project activities.

Community training course is designed for one or two days with simple instructions that help the community to know how to contribute their knowledge and resource to project. The training will help to increase community autonomy that increases their ownership of the project as well as the sustainability of the project.

7. Conclusion

Urban design is a professional area that aims to improve the quality of urban space. Urban design has broad implications, not limited to physical/spatial design content as understood and regulated in

Vietnam. Besides, urban design is a process of urban planning, not just a single planning or design product. Urban design is based on a concrete methodology: from analysis - development - to strategy - action - along with general and detailed design - implementation and management.

Roads and streets are the most common types of public spaces in the city. In Vietnam, streets are typical Vietnamese cultural spaces, containing the social and cultural significances. Therefore, the quality of street environment has important implications for urban quality.

Community participation in urban design works is very necessary and will contribute effectively in many aspects of implementation process. The practices and experiences from some cases in Vietnam show that the community is potential in terms of community resources contribution In order to get the community to involve in the implementing process, there should be a new process, in which new contents should be implemented. A proposed process consists of three main steps and additional tasks. The community participation is integrated in all steps of urban design process with different levels and manners. The task of defining community group in the research area is very important and should be integrated from the first stage of urban context analysis. Step 1.2 is an important addition, from which participants will be involved in a variety of forms. If the project is implemented, the community engagement will be promising in bringing fruitful result for the society.

From the first findings of the research, it is essential for further innovations in the legal corridor of urban planning so that urban design thoughts can be reflected broadly in all types of plans It is necessary to facilitate urban management researches since along with the design work, management is decisive in maintaining the quality of architectural landscapes and urban space. It is necessary to specify community participation steps in general planning and urban design in particular to optimize resources and community consensus, to increase transparency and democracy in urban development.

References

[1] The World Bank (2011). *Vietnam urbanization reviews*.
[2] Ministry of Construction (2011). *Master plan for Hanoi capital city to 2030, vision to 2050 Report*, Vietnam.
[3] Loan, P. T. (2011). *Urban design process with community participation for urban roads and streets in Hanoi*. Report, B2008-03-46, Ministry of Education and training.
[4] Carmona, M. and Tiesdell, S. (2007). *Urban design reader.* British Library of Cataloging, Great Britain.
[5] Boeing, G., Church, D., Hubbard, H., Mickens, J. and Rudis, L. (2014). LEED-ND and Livability Revisited. *Berkeley Planning Journal*. 27(1):31–55.
[6] Shubert, C. ed. (1996). *Building Partnership for Urban Poverty Alleviation: Community Based Programs in Asia.*
[7] Wates, N. (2014). *Community Planning Handbook: How People Can Shape Their Cities, Towns and villages in any part of the world*. Routledge, London and New York.
[8] Van Assche, K., Beunen, R., Duineveld, M., and De Jong, H. (2013). Co-evolutions of planning and design: Risks and benefits of design perspectives in planning systems. *Planning Theory*, 12(2):177–198.
[9] Luan, T. D. (2000). Social factors of urban sustainable development in Vietnam. *Journal of Sociology,* 3:3–10.
[10] Hoa, T. Q. (2015). *Enhancing the community participation in urban detail planning in Vietnam context Hanoi*. PhD thesis, National University of Civil Engineering, Hanoi, Vietnam.
[11] Nga, N. P. (2008). *Improve living conditions in Old Quarter of Hanoi with community participation approach*. Master thesis, National University of Civil Engineering, Hanoi, Vietnam.
[12] Hoa, T. Q. and Loan, P. T. (2009). Urban design for streetscapes in historical areas in Hanoi city. In *Proceedings of 12th UNESCO international Forum Universities and Heritages*, 135–139.