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19.5 Tolerance and respect

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Tolerance and respect		Social Justice and Social Cohesion
Description and justification	Trust, solidarity, tolerance, and respect are generally understood as manifestations of a cohesive society, one that works towards the well-being of all the members, i.e., towards the common good. Although the benefits of communitarian social capital (BoSC, BrSC, LSC) depend upon more basic structural factors of which inequality, level of education of the population and its ethnic-racial composition are considered as the most important, trust, solidarity, tolerance, and respect are core elements in the process of creating or building social capital which enables people to expect good from others (reciprocity) and to act on behalf of others in order to create a better future for all (Cloete, 2014). Moreover, whilst good governance has a significant impact on social cohesion by increasing trust, tolerance, and acceptance of diversity, it is in fact each individual who actually create trust and guarantee reciprocity through concurrent values and by abiding to norms that guide the process of participation in networks. It seems that people with values like honesty, trustworthiness, integrity, who care for their fellow humans, are likely to create social capital that could lead to the formation of public good (Cloete, 2014). Therefore, trust, solidarity, tolerance, and respect are considered fundamental resources in the inception, implementation, and potential success of any collective initiatives like NBS. Moreover, social cohesion has been proven to represent an important resource for long-term environmental sustainability in that socially cohesive communities tend to be more supportive of	

	environmentally sustainable attitudes and behaviors compared with those communities where social cohesiveness is weaker (Uzzell, Pol & Badenes, 2002). The cognitive components of social cohesion, like trust, tolerance or respect, reflect the quality of social interactions which take place within neighborhoods or cities (Stafford et al., 2003), and can be particularly relevant as both precursors and mediators of community response to environmental planning decision and change (Mihaylov & Perkins, 2014). Significantly, tolerance and respect is linked to social capital in that they reflect urban community's capacity for inclusion of diverse members or struggle thereof with a strong sense of identity which limits the access of minority members to decisional processes and shared resources (Cook & Swyngedouw, 2012, Stafford et al., 2003).
Definition	Attitudes that manifest as acceptance of the very things one disagrees with, disapproves of or dislikes, and of the differences between others and ourselves we would rather fight, ignore or overcome (van Doorn, 2012, 2014). These attitudes are paramount to overcoming or avoiding conflict, and often reached only after controversy or conflict (van Doorn, 2012, 2014).
Strengths and weaknesses	+ reliable indicator of capacity to overcome differences (i.e., tolerance and respect are important resources in conflict management) + evolution of these attitudes can be traced back into the history of a community, and events that challenged tolerance or brought forth deep-seated prejudices can be integrated as "lessons learnt" in the process of design and implementation of NBS + provides consistent information about the values that lay the foundation of both explicit and implicit norms within a community - highly context (culture)-dependent, its actual benefits for a local NBS can be foreseen through a good understanding of the evolution of tolerance and respect within a certain community, and of its recent history (i.e., through qualitative methods like case studies, focus groups, and/or participatory data collection) - highly vulnerable to social desirability bias

Measurement procedure (P) and tool (T)	☒ *Quantitative P*: Scale inventory/Questionnaire (survey procedure, paper-and-pencil administration, computer-based administration)
	    o T: 'Tolerance or Respect' Scale in Neighbourhood Social Cohesion measurement tool (Stafford et al., 2003)
	☒ *Qualitative P*:
	    o T: case study methodology – structured interviews, focus-groups, case study analysis
	    o T: participatory data collections methods, such as collaborative participatory data collection, bodies as tools for data collection, photo elicitation
	
	Quantitatively measured as perception of tolerance or respect as present and manifest in one's neighborhood. Consequently, qualitative methods are valuable to capturing idiosyncratic manifestations of tolerance/respect within a certain community that could inform NBS implementation and successful development.

Scale of measurement	▪ Neighbourhood Social Cohesion (Stafford et al., 2003) – 'Tolerance or Respect' Scale *A 7-point Likert scale to measure respondents' agreement with each of these statement was developed for the purposes of this study - full agreement, 2- moderate agreement, 3 - slight agreement, 4 - neutral, 5 - slight disagreement, 6 - moderate disagreement, 7 - full disagreement* 1.Everybody in this area should have equal rights and an equal say 2.People in this area treat each other with respect 3.People in this area are tolerant of others who are not like them 4.People in this area respect one another's privacy 5.In this area there are some people who belong and some who don't (R) 6.In this area there is pressure to behave like everyone else (R)
Data source	
Required data	✓ Essential: NBS characteristics for each city/site, more specifically objectives (short-, medium-, and long-term) and challenges ✓ Desirable: Data on significant events in the recent history of the community with implications for the evolution of tolerance and respect, as well as for the presence of deep-seated prejudice
Data input type	Quantitative (quantitative and qualitative, if case study methodology and/or participatory data collection are opted for)

Data collection frequency	Before NBS implementation and/or aligned with timing of targeted (especially long-term) objectives
Level of expertise required	☒ Methodology and data analysis requires high expertise in psycho-social research ☒ Quantitative data collection requires no expertise ☒ Qualitative data collection through case study methodology requires high expertise in psycho-social research o Basic training needed if participatory data collection is opted for
Synergies with other indicators	SC1 Bonding social capital SC2 Bridging social capital SC3 Linking social capital SC4.1 Trust in community SC4.2 Solidarity between neighbours SC5.1 Perceived safety SC5.2 Actual/real safety SC6 Place attachment (sense of place): Place identity SC9 Empowerment: Perceived control and influence over NBS decision-making SC11.2 Environmental Identity SC12 Social desirability
Connection with SDGs	See 4.1. Trust in community
Opportunities for participatory data collection	Participatory methods (e.g., collaborative participatory data collection) may be applied to collect community-relevant information on past and present experiences with tolerance and/or prejudice; they present the opportunity to grasp both existing resources and potential pitfalls of relevance to emergent NBS initiatives within a certain community/culture.
Additional information	

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