

**Divya Praful TOLIA-KELLY, *Landscape, Race and Memory: Material Ecologies of Citizenship*, Ashgate, Farnham 2010, 172 pp.**

This fascinating monograph is anchored in British geography, drawing on both a scholarly tradition and a colonial and post-colonial history. Divya Tolia-Kelly challenges the concept of Britishness by reflecting on life routes and intimate landscapes of South Asian women who are first generation migrants (from South Asia and East Africa) and now live in North West London. Her research questions the construction of a cultural post-colonial citizenship in the UK on the scale of everyday life through past, present and idealised mobilities, landscapes and memories. To answer these questions and grasp the place of memory for mobile cultures and landscape dynamism, she conducted ethnographic fieldwork with these women. She organised group meetings to discuss about their biographies, life routes and their memories using film and landscape evocations. She then met the women individually in their houses and asked them about objects that matter to them. Doing so, Divya Tolia-Kelly gives a voice to these women and empowers them along the research process. Throughout the monograph and as she moves between the individual and collective strata of memory and identity, the emotional and political content of the materials she analyses is present.

Throughout her book, Divya Tolia-Kelly questions what it is to become a citizen and to create the situation of being 'in place', to belong somewhere when being a migrant. She shows that the concept of diaspora, part of the British Empire, in which many Othernesses meet, is at a tension with the concept of Englishness. She suggests that the cultural interrelations English people have with landscape (Matless, 1998) can be extended to the experiences of Britishness and contribute to its construction and the construction of an ecological identity. The connection she makes between the ideas of citizenship and naturalisation helps her to deal with multi-national experiences of landscapes and places that are articulated in memories, narratives and objects that are ecological. She draws on the work by Lorraine Code (2006) to deal with the concepts of diaspora and citizenship ecologically, referring to the notion of habitability. Whilst interrogating the connections to places the women have lived in, she considers the body as situated, acting in/out of place and goes beyond the racialised – and reified – body. This allows her to develop her analysis of cultural Asianness and political Blackness outside cultural, racial and ethnic categories (p. 69), looking at discontinuities and how they are part of Britishness.

This is where memory plays a great role. While she insists on the qualities of social and sensory memories of places in shaping an ecological citizenship, the concept of re-memory, borrowed to Tony Morrison and defined as 'a process engaged with the 'interiorlife' of post-colonial groups who are constantly negotiating between past landscapes and the

present territories of citizenship' (p. 96), allows her to reflect on politics of identification at the individual and collective level. Finally, Divya Tolia-Kelly explores the presence of nostalgia in the construction of ideal landscape of home. The analysis of visual experiences and material ecologies at the domestic and intimate scale offers an alternative and critical geography of diaspora, mobility and landscape of the everyday in England nowadays. Divya Tolia-Kelly 'examines the effect of post-colonial migration on imagined, material, and cultural landscapes of identification' (p. 24) and she recalls how women leaving East Africa often in a violent context had to abandon most of their belongings. This makes the analysis of their memories striking. Indeed, she suggests that the feeling of being inside and belonging to a place – being positioned – and the making of home are constructed through a visualisation of England and an embodied encounter with cultural codes that defines British heritage and memory. However, these notions and these codes are disrupted by the migrants' mobility and colonial history. She aims to trace back the multiple landscapes that South Asian women have encountered and cherish through the analysis of visual iconographies, arguing that these iconographies are negotiated, foreign to a Western episteme. Whilst women speak about their experiences of the cinema, in the different places they lived, it appears that it acts as both a social-network connection – a place of encounter – and a visual and sensual evocation of home through the visualisation of South Asian landscapes and the reminiscences of objects, habitudes and sensations.

She then explores the trajectories of women in different places and describes how the feeling of doubleness is also anchored in their past experiences of places and their present lives in London based on 'fluidity between being native and non-native' (p. 67). Diaspora creates a multimodal citizenship that is materially and visually constructed by women in their homes through gardening or importations of objects – sacred or profane – evoking landscapes, animals, ecologies or ways of doing. Through their narratives and the construction of home, these women are politically placing themselves at the node between different cultures and environments. The objects such as photographs, animals paintings or sacred items are both media for entertaining their memories, constructing a symbolic around 'family networks and moral living' and narratives the researcher listens to.

She finally proposes, with the collaboration of the women participants and the artist Melanie Carvalho, a visualisation of ideal memories and landscape of home through painting. The discussions around what is landscape are an interesting example of the complexity of the notion. The encounter allows her to think of other ways of making landscape connections tangible. The paintings and drawings succeed to give a feeling of these ideals landscape. The presentation of women's descriptions of landscapes and final propositions by Melanie Carvalho at the end of the book are welcome to measure the constant exchange between the participants to the research, the researcher and the artist and thanks to the cover, we can have a sense of the colours of these landscapes made tangible.

Her study suggests only lightly the place of urban London or rural UK in the narratives of the South Asian women she met. Is there a total absence of these landscapes within their narratives or the homes she has been introduced into, or was this too far from her research objectives? This could be an interesting element to address in complement to the study of the mobile citizenship and multi-ethnic Englishness<sup>1</sup> and this shows the potential of the approach Divya Tolia-Kelly has developed. Her reflexive methodology could certainly benefit

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<sup>1</sup> This has been partly addressed by Divya Tolia-Kelly on another project (Tolia-Kelly, 2007).

undergraduate and postgraduate students' research and will surely inspire any researcher interested in memory, gender, racial or migration studies. Divya Tolia-Kelly's work proves how entangled colonial and post-colonial histories, geographies and memories are. She successfully proposes an understanding of these processes at the intimate and mundane scale whilst she demonstrates how geographical the notions of gender and race are, how they are fully part of landscape studies and her research opens a route for many other studies.

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**Allison E. SMITH, *Ageing in Urban Neighbourhoods. Place Attachment and Social Exclusion*, Ageing and the Lifecourse Series, The Policy Press, Bristol 2009, 242 pp.**

Allison Smith provides a thought-provoking and inspiring account of older people's experiences of place in deprived urban neighbourhoods. The book consists of rich qualitative accounts of older people ageing in their own homes, coping with the challenges that everyday life in a deprived urban neighbourhood entails. The study was carried out in Manchester, UK, and Vancouver, Canada. The participants' accounts of the places in which they live are thoroughly embedded in theory, and Smith's analysis contributes to the development of a new conceptual framework. While the book is situated in the field of environmental gerontology, it is equally relevant for areas such as cultural geography, environmental psychology, and urban planning.

*Ageing in Urban Neighbourhoods* begins with a brief Introduction (chapter 1), which contains the general topic and outline of the rest of the book. The book consists of three parts: 'Part One: Revisiting the Person-Environment', in which different theoretical perspectives on ageing in urban settings are outlined; 'Part Two: Rethinking the Person-Environment', which contains the results from Smith's fieldwork in Manchester and Vancouver and an inductive conceptual model grounded in both existing theory and results; and 'Part Three: Refocusing the Person-Environment', which discusses the meaning of the results for policies on ageing in urban settings, the main current and future challenges in the field, as well as a general conclusion.

The first part consists of two chapters (2: Environmental Gerontology and 3: Urban Ageing). The second chapter provides broad general insight into the literature on ageing and place in environmental gerontology and the gaps in it. It does so by discussing the

concepts of *ageing in place* and *place in ageing*, which is illuminating since they serve to tease apart physical and psychological aspects of place. Ageing in place is about the wish of many older people to stay in the place where they live, whereas place in ageing focuses on the emotional bonds that people have with places. Chapter 3 gives an overview of literature on ageing well in cities. In this context, daily challenges such as crime, congestion, noise, low-quality housing, and poor access to services are brought up as factors negatively influencing quality of life in old age. Here, I think that Smith largely misses out on the opportunity to compare older people with other groups. Such a comparison would have been insightful, as the daily challenges mentioned are all issues likely to affect the population in general and other vulnerable groups in particular. For instance, the quality of life of families with young children is probably relatively low in areas characterized by high crime rates, congestion, and poor housing facilities.

The second part forms the literal bulk of the book (pp. 49–153) and contains the results of the study. In chapter 4 (Skid Row? Area Profiles), the studied neighbourhoods, Cheetham, Longsight and Moss Side in Manchester, and Downtown Eastside and Grandview-Woodland in Vancouver, are introduced. The expert area profiles, provided by three participants who took photographs of places they liked and disliked in their neighbourhoods, form a useful further introduction to the areas.

Chapter 5 (Ageing in Deprived Neighbourhoods), consists of the participants' experiences with ageing in deprived urban neighbourhoods. These experiences are classified according to the relation that the participants expressed to their environment: environmental comfort, environmental management and environmental distress (based on Lawton's Ecological Model of Ageing). In brief, environmental comfort combines low environmental pressure with high personal competences, resulting in attachment to place and a relatively high quality of life. Environmental management is characterised by high experienced pressure from the environment (e.g. drug-related crime), combined with adequate personal competences to deal with this. Environmental distress is the most negative category, combining high external pressure with low personal competences, resulting in low quality of life and an often strong desire to move out of the neighbourhood. Smith presents the results by discussing eight case studies of older people (out of a total of 52 interviewees aged 60 and over). Although the data presented are rich, appealing, and do give insight into the three different environmental categories, there are some critical remarks to be made as well. It seems that Smith wanted to do justice to all the respondents and all data she collected: although she presents the results of the study in eight case studies, she also provides quite a lot of information on the 44 other participants, through the biographies in Appendix B. This raises the question why she indicates that she 'focuses' on the case studies in the first place. Then, while the eight case studies are already quite a lot to digest, it is slightly confusing that only one of the three expert photographers from chapter 4 returns as a case study in chapter 5. In effect, the reader is introduced to ten in-depth life histories, the details of which make it difficult to focus on the general storyline and argumentation. Then, with regard to the presentation of the data, Smith chooses to discuss the case studies in turn, in each case beginning with a description of the data, followed by her analysis. This results in a lot of detailed information and repetition. Combining data and analysis would have avoided that, and created a more integrated results-section. To conclude, I think that the voices of older people would have come across more strongly if they, for instance, had been presented according to analytical theme, while leaving out some of the individual detail.

In chapter 6 (Reconceptualising the Person-Environment Relationship), Smith aptly brings results and theory together, in a conceptual model of person-environment relationships. The model consists of the categories of environmental comfort, management and distress described above, along the dimensions of quality of life and sensitivity to the environment, and in the context of intervening variables such as life history and religion. Although the dimension of 'sensitivity towards the environment' remains relatively underexplored, the model is an improvement on the existing ones. It does provide a more flexible and dynamic representation of the relation between older people and their environment. Towards the end of the chapter, Smith discusses the quality of life and identity of her participants. There, it would have been relevant to draw on the concept of *place identity* to illuminate the link between people's sense of self and sense of place.

In the final part of the book, ageing in urban neighbourhoods is put into a broader policy and societal perspective. Chapter 7 (The Way Forward – Building Sustainability) raises relevant themes for policy, such as the integration of care, health and housing, recognising the limits of ageing in place, and the need to invest in older people. The chapter focuses on the UK, but it is not made clear why the Canadian context is excluded. Chapter 8 (Influences, Opportunities and Challenges) contains current and future factors and trends in thinking about the relation between place and ageing. In chapter 9 (Conclusion), Smith rightly states that she has given voice to older people, something which had largely been lacking in studies on older people and place to date. Perhaps more importantly, I think, she has done justice to the complexity of these voices, by no means an easy task. It will be interesting to delve into these complexities by addressing, for instance, gender issues, the role of religion, and ethnicity in more depth.

*Ageing in urban neighbourhoods* is a recommendable read for scholars in the broad field of ageing research, from disciplines such as urban planning, cultural geography, population studies, housing or real estate, and environmental psychology, in particular because of the depth in which personal experiences of ageing and place are explored.

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**Alexander H. J. OTGAAR, Leo VAN DEN BERG, Christian BERGER and Rachel XIANG FENG, *Industrial Tourism. Opportunities for City and Enterprise*, Ashgate, Farnham 2010, 229 pp.**

Industry and tourism: it is not usual that these two words occur in the same sentence. As a matter of fact, they are exact opposites of each other according to the public opinion. Therefore, a book dealing with industrial tourism seems to be an interesting and maybe a bit strange effort. The ongoing trends of deindustrialisation and terminalisation give a special significance to this volume since a lot of industrial centres experience economic problems recently.

The book aims to give policy recommendations for local governments and companies for developing successful tourism based on former or contemporary industrial activities.

As an introduction the authors present the conceptual background of industrial tourism, giving proper definitions and typology. They also describe the main causes of the increasing tourist demand for industrial destinations. As they emphasise, tourists demand new kinds of attractions beside the 'traditional' ones. This creates new opportunities for cities which are not on the 'must see' list – at least not yet. For example, the branded or hand-craft goods (and the making of them) can be often attractive to the tourists.

After the introduction the edited volume presents six case studies from various cities (five of them are from Europe while the sixth is Shanghai, China) – each of them has a significant industrial background. All of the case studies employ the more or less same logic: after introducing the city they present the bases of the industrial tourism (i.e. the companies and products) and in the end they analyse its situation and potential. The authors also identify the main target groups in all six locations showing that tourists, local residents, employees or business partners all can be considered as potential visitors.

All the presented cases show the importance of the adequate organisational structure. To develop successful industrial tourism effective cooperation between the firms and authorities could be vital. However, significant differences can be observed in the analysed practices: in some cases the local authorities are completely left out from the organisation, while in other cases the local government is one of the key actors.

One of the strengths of the book is that it presents the opportunities related to globally known brands (such as Airbus, Fiat or Volkswagen) and smaller, locally or regionally known firms (e.g. Aurora or Gufram in Piedmont, Italy) as well. This variety of scales illustrates what kinds of opportunities can be utilised in industrial tourism and that almost every industrial activity can become a destination.

The authors convincingly introduce how the industry related tourism works and develops in the analysed cities, but some questions may come to mind. For example, some of the presented case studies show that the touristic use of factories or other manufacturing locations is still just a possibility rather than an existing and blooming practice. The number of tourists and the income usually are not very high – except in the Autostadt (Wolfsburg) which is the most popular destination presented in the book. This shows that although this kind of tourism can contribute to the economic development but mainly as a supplemental instrument which helps to differentiate the economy. But as the authors highlight, the profit and economic development is just one side of the story. Opening the doors for public can be a useful marketing tool as well which shapes positively the image of the companies. Finally, tourism can be a useful learning tool, too, by which visitors could not only gain knowledge about certain products and technologies but also can develop a certain kind of affection towards the company.

The geographical focus of the book also raises some questions. It would be interesting to analyse the opportunities of industrial tourism in regions where manufacturing is in heavy crisis (e.g. regions of heavy industry in Eastern Europe). What kinds of possibilities are there for this type of developments in those areas?

The six case studies present six different interpretations of industrial tourism. For examples in Rotterdam the definition used by the main stakeholders is quite narrow while in Shanghai it is much broader: industrial tourism means not only visiting industrial locations but service providers as well. Cologne prefers not to use the term 'industrial tourism' because it can be associated with the manufacturing industries which does not fit into the city's image. This diversity clearly illustrates that industrial tourism is a culturally embed-

ded concept which is shaped by several factors from economic structure to the history of the location.

The final chapter of the book sums up the results from the case studies and also offers some policy recommendations for developing industrial tourism. The authors emphasise the importance of clear objectives, definitions, quality standards and cooperation. This part of the volume can be used as a kind of reference book for successful tourism development.

In my opinion the importance of this volume is twofold. Firstly, it helps to change our view on industrial heritage. Secondly, it offers experiences and practices for those who aim to transform this heritage into a tourist destination. The book demonstrates that tourism and industry are not direct opposites *at all*.

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**David DOLOREUX, Mark FREEL and Richard SHEARMUR (eds.),**  
***Knowledge-Intensive Business Services. Geography and Innovation*, Ashgate,**  
**Alderhsot 2010, 246 pp.**

Studies focused on knowledge-intensive business services (KIBS) have been embedded into and stimulated by academic discourses over theorisation of ‘knowledge’ and ‘learning’ in the contemporary (global) capitalism (see e.g. Lyotard, 1984; Harvey, 1989; Bryson *et al.*, 2004) and also by practical (policy) debates over competitiveness of firms and national economies for the last three decades. As various fields and disciplines got involved in conceptualising the production and circulation of knowledge, research approaches towards KIBS grew increasingly transdisciplinary, and concerned with space – analysing intra-firm and inter-firm relations across geographical scales, and revealing their socio-cultural embeddedness (Amin and Cohendet, 2004). Although, such studies are focused dominantly on ‘advanced’ economies of the traditional core regions, they provided and increasingly sophisticated view of knowledge-production as an engine of economic restructuring.

This book contributes to understanding the role of knowledge intensive business services as drivers of innovation (how KIBS support innovation and how KIBS innovate themselves) and also to explaining uneven development in the context of production, management and exchange of knowledge. The studies published in the book are ‘resolutely empirical’ (p. 8), discussing KIBS activities in different institutional and cultural (basically, in European and North American) contexts. The nine case-studies provide a deep insight into the drivers and mechanisms of knowledge production, discussing the types of knowledge that are produced and exchanged and how people and organisations interact in this process. Although the analyses are focused on different geographical scales, discussing the globalisation of KIBS, their role in regional differentiation of a national economy, and the knowledge flows in regional innovation systems and also within KIBS firms, the majority of studies suggest that knowledge production and exchange take place across geographical scales – and yet, they are shaped by particular local and regional contexts largely.

In lack of space for a detailed review of results, I do not follow the logic of book that is organised around geographical scales. Instead, the authors' findings shall be discussed in relation to key issues well known in service studies, such as the conceptualisation of KIBS, the production of knowledge and innovation within the KIBS firms, and the inter-firm relations through which KIBS stimulate innovation in other organisations – all interpreted as processes producing space.

The authors share the widely discussed and accepted *conception of KIBS* as producers and mediators of knowledge. This role rests on a highly complex and diverse process of information and knowledge sourcing (see Tripl and Tödtling in chapter 8) and on a creative manipulation of those in particular organisational and spatial contexts – the constant reproduction of the core asset (expertise) of KIBS firms (see Warf in chapter 2 and Muller, Zenker and Héraud in chapter 10). In geographical terms, KIBS are conceptualised as highly networked *and* locally (regionally) embedded activities that act across geographical scales while sourcing and mediating knowledge. Nevertheless, putting knowledge in the focus drove some authors to conceptualize KIBS in the wider context of social reproduction (e.g. considering medical services and higher education as knowledge-intensive business services; see Warf in chapter 2), which might stimulate further debate over the definition, and over KIBS-related policies. Moreover, the discussion of KIBS' role in different macroeconomic and socio-cultural contexts (cultural milieu and social practices) highlighted how diverse knowledge production and exchange are in core economies, and thus, how conceptualisation of KIBS is shaped by local/regional processes and conditions (see Shearmur; Aslesen and Isaksen; Kautonen and Hyypiä; Doloreux, Defazio and Rangdrol in chapters 3, 5, 6 and 9).

To understand the role of KIBS providers as 'innovators in their own right' (Freel, p. 75), knowledge sourcing, development of new ideas and expertise, and the management of such processes within firms are key issues analysed by most of the authors. Studies focused on *knowledge sourcing* argue against simplified approaches that rest on local buzz and global pipelines dichotomy. The authors' empirical results suggest a highly diverse process in which a number of agents (clients/users, competitors, suppliers, R&D institutions, universities, development agencies, networked professional communities) are acting as sources and/or co-producers of knowledge at different geographical scales through various (formal and informal) channels of information flow (see chapters 4, 5, 6, and 8 by Freel; Aslesen and Isaksen; Kautonen and Hyypiä; Tripl and Tödtling). The book suggests that knowledge sourcing is a diverse process that depends on the nature of services provided (professional expertise-based vs. technology-related activities/P-KIBS vs T-KIBS), on the size KIBS firms, and on the business (innovation) strategy adopted by a particular organisation. Moreover, as KIBS innovations rely highly on localised formal and informal relations (advantages of agglomeration economies and network externalities), knowledge sourcing should be discussed as a locally/regionally embedded process. Studies focused local context of knowledge sourcing (see Kautonen and Hyypiä; Tripl and Tödtling; Doloreux, Defazio and Rangdrol in chapters 6, 8, 9) highlight, how uneven development in metropolitan/non-metropolitan, core/peripheral, and in high-tech-based/public sector-oriented regions are driven by having (or not having) access to information and expertise.

*Knowledge production* is also discussed as a networked process (co-produced with other agents, primarily, with clients) that is ranging from customisation of well-known recipes to innovative solutions to the clients' problems (see chapters 2, 3, 4, 7, 8 by Warf;

Shearmur; Freel; Landry, Amara and Doloreux; Trippel and Tödtling). The studies suggest that, project-based work that grew dominant in the KIBS sector is a source of new expertise and diverse knowledge management practices (codification, developing tacit knowledge and the combination of those). Nevertheless, it is also stressed that knowledge production rests on capacities of KIBS firms, primarily, on the skills of KIBS staff and the use of advanced technologies (see Landry, Amara and Doloreux; Trippel and Tödtling in chapters 7 and 8). An in-depth analysis of this process is provided by Muller, Zenker and Héraud (chapter 10), who identified the key agents of knowledge production ('knowledge angels'), searched their skills and qualities – that are over-arching disciplinary and organisational boundaries, and rest on professional expertise as well as on creative capacities – and defined their strategic functions within intra-firm and wider networks.

The widely discussed role of *KIBS as mediators of knowledge*, and as such, stimulators and supporters of innovation (technological and organisational change, problem solving, crisis management, knowledge transfer etc.) in other organisations is also put in the focus of the book. Types of knowledge produced and mediated, channels and methods of exchange, and the geography of those was researched empirically in different regional and national contexts.

A key issue discussed by most of the authors is the problem of tacit and codified knowledge. As the results of Landry, Amara and Doloreux, as well as of Trippel and Tödtling (chapters 7, 8) suggest, we should shift from this dichotomy: both types of knowledge are (re)produced and exchanged at once in client-KIBS provider relationships. For this, we should understand the complexity of knowledge exchange in various organisational and spatial contexts. This problem was discussed in a particular spatial context by the authors who adopted regional innovation system (RIS) approach as a conceptual framework. Aslesen and Isaksen (chapter 5) analysed the role of KIBS as mediators between agents (business/institutional) of RIS that have different knowledge basis; Trippel and Tödtling (chapter 8) focused on distinct types of KIBS as mediators by their innovative activities in the Vienna software cluster, while Doloreux, Defazio and Rangdrol highlighted (chapter 9), how knowledge mediation is culturally embedded and how this function works within more distant relationships in Canada.

The authors are also concerned with the *geography of knowledge mediation*. Although knowledge production in KIBS firms is stimulated by locally (regionally) embedded relations that produce hierarchical and centralised spatial structures, knowledge mediation does not necessarily follow such patterns. It occurs across geographical scales, linking users and providers, connecting different regional innovation systems, and local businesses to global flows, as it is suggested by Shearmur, Freel, Kautonen and Hyypia (chapters 3, 4 and 6).

Although there are no strikingly new concepts in the book, it helps the reader to understand knowledge production and exchange as a highly complex, multiscalar process, that is shaped by intra-firm processes, different socio-cultural contexts (spaces and places interlinked by various networks), by macro-economic processes of national markets, as well as by local 'buzz' of interpersonal/inter-organisational relations. Moreover, the presented empirical results make the reader uneasy enough to re-think 'settled' definitions and categories, and open further discussion on knowledge-related issues in social sciences. Finally, the authors highlight how uneven development is driven through knowledge production, and how inequalities are being (re)produced by being involved or excluded from flows of information and expertise.

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