



# 100 PROMISING PRACTICES ON SAFER CITIES

Collation of Urban Safety Practices

THE GLOBAL NETWORK ON SAFER CITIES

**100 Promising Practices on Safer Cities:**  
Collation of Urban Safety Practices

The Global Network on Safer Cities  
2014

**Sponsored by:**

The International Centre for the Prevention of Crime  
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Over the years, through many programmes, events, and as the result of many rich exchanges that define our networks, a wide range of promising practices on safer cities have been collected by the International Crime Prevention Centre (ICPC) and the European Forum for Urban Security (Efus). Together, under the impulse and guidance of UN-Habitat, we have worked to give you a sample of those practices which have been instrumental for safety and security stakeholders at the local level, in many cities around the world.

In a rapidly evolving urban environment, local security stakeholders need to invest into a process of lifelong learning and capacity building. It is our wish that this report may be a tool, giving ideas and means to think out of the box, shaping policies and strategies in the years to come. These practices can help us start from the problems on the ground and to return to them by nourishing action with thought, and vice versa.

Indeed for mayors and their staff working on urban security, knowing that the difficulties that they encounter in designing and delivering adequate projects to answer to crime and disorder are the same difficulties than other cities or countries is a considerable help. Although it is the result of many different policies and projects, initiatives and ideas, that have to be adapted and improved by others throughout the world, this report is a first step to help us find similar answers to similar problems.

It is this worldwide exchange and cooperation based on practices which will make our strength.

Daniel Cauchy

*Director General*  
International Centre for the  
Prevention of Crime

Elizabeth Johnston

*Executive Director*  
European Forum for  
Urban Security



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## Preface:

As crime and violence becomes an even greater concern for residents in urban areas globally, two general approaches have been developed to address this scourge. On one hand, national governments have attempted to reinforce security through repression. These repressive measures include increasing police manpower, increasing the term of prison sentences, and applying repressive measures which are difficult to administer and at the same time questionable, e.g. “zero tolerance”. Such measures can also include curfews for minors or the lowering of the age of legal responsibility.

The second approach favours prevention in addition to repression. This can be undertaken in two ways. One way involves the centralisation of the fight against insecurity by making police officers the key players in the matter and subordinating the prevention practitioners to them. The other tends to decentralise the fight through the delegation to the local authorities of the leadership through a partnership between civil associations in which the police can participate.

It should be noted that in the two approaches, one often sees police reform applied in parallel to the implementation of preventive actions. While the repressive approach has the advantage of having immediate effects which can satisfy the short-term demands of public opinion and the needs for effectiveness of the political class, it is clearly evident, however, that the cost of repression is much higher than that of prevention and that prevention has a long term and broad range of effects on quality of life.

A social call for safer cities and urban spaces is nowadays clearly voiced. Such a demand concerns directly all those who are responsible for urban development projects. Bearing this in mind, UN-Habitat has embarked on the progressive development of an urban safety approach that builds on a culture of prevention within a sustainable human settlement and more specifically a sustainable urban development agenda

The development of this urban approach to crime and violence prevention reveals that the principles governing the layout, functionality and management of streets and urban spaces that determine quality of urban life are close to those that contribute to feelings of safety of urban users. That is why urban safety has become an accepted goal of urban development projects and has provided local authorities and urban stakeholders with a great opportunity to take advantage of the Safer Cities approach to change the face of cities for the better – to produce better quality of life for urban residents, to enhance values of citizenship and social cohesion and to create liveable urban environments. But equally, without documenting lessons from practice on the application of the prevention approach at the local level, there is an enormous risk that urban stakeholders continue to apply the prevention models of two decades ago that have achieved little impact due to their design and lack of systematization – consequently the scourge of crime and violence continues to perpetuate itself in those cities and communities and more segregated urban communities continue to be produced offering no social context

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or cohesion, no new hopes or possibilities for the most vulnerable groups in the society.

There is plenty of evidence about the right and wrong ways to go about the prevention and reduction of urban crime and violence and there is a gathering consensus that the way forward is enhancing multi-dimensional, multi-stakeholder, integrated and holistic approaches to urban safety. Yet there is still not much debate and application of the principles of this approach to urban safety to address the problem of delivery of urban safety for all.

The problem of delivery is multifaceted, however two key aspects can be underlined: the weak institutional capacity of local government in many countries often manifested by bad urban governance, planning and management practices; and the lack of political will to decentralize national security policies to the institutions of local government, often seeing local as the interface of the police station with local communities.

Coupled with this, is the fact that in the face of rising crime and violence, many local authorities resort to short term quick win actions as opposed to long term social prevention measures which many suspect as more costly to plan and develop. In addition, planning authorities are not well enough informed about the multi-sectoral benefits which are associated with holistic approaches on the prevention of urban crime and enhancement of urban safety, to incorporate these more enlightened principles more robustly in their urban planning, urban management and urban governance principles, nor confident enough to work to actively implement this type of safety-conscious urban development.

Accordingly, this report, which presents the case for urban safety, has been written with two audiences in mind – public authorities on the one hand and urban stakeholders on the other hand. The goal of this report is not to be prescriptive but rather to foster an understanding of how the safer cities model has evolved from practice and to provide a source of reference for the elaboration of UN Guidelines on Safer Cities.

Franz Vanderscheuren

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The logo for UN-Habitat, featuring the United Nations emblem (a world map) to the left of the text "UN HABITAT" in a bold, blue, sans-serif font.

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Saint-Gilles	Global and Integrated Approach "Local safety Audit"
Sao Paulo	Metropolitan Forum of Public Security
The Hague	Safety Houses



# YOUTH SAFETY PRACTICES

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# CREATION OF CULTURAL ASSOCIATIONS FOR THE LATIN KINGS AND NETAS GANGS

*Barcelona, Spain*

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**Region:** Europe  
**Years:** 2006 - 2007  
**Keywords:** Young migrants, Gang violence, Culture and prevention  
**Organisation:** City of Barcelona

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## **Objective:**

- To integrate and engage young Latin Kings and Ñetas gang members in Spanish society.
- To reduce gang violence in Barcelona;
- To encouraging young people who are excluded from gangs to participate in security projects in the city;
- To prevent young people at risk from getting involved in gangs;
- To promote the coexistence of migrants in the city.

## **Target Population:**

Young gang members, Violent gangs, High-risk youth.

## **Summary:**

The Catalan Institute for Human Rights undertook the project under the supervision of the Prevention Services of the City of Barcelona. Between 2006 and 2007, assistance was provided to members of the two gangs and two cultural associations were set up as a result, their aim being to enable gangs to participate in the community.

After a series of meetings between the Prevention services of the local government of Barcelona and the young gang leaders, the latter agreed to transform their gangs into associations. This led to a series of meetings and deals between the two groups in order to draw up the statutes of the associations. Associations' activities focus on organising sports events, plays and inter-cultural mediation through music.

## **Main Partners:**

City of Barcelona, Catalan Institute for Human Rights, Ombudsman, Fedelatina (Federation of Latin-American institutions of Catalonia)

## **Outcomes/Evaluation:**

Several findings emerged from this initiative. Above all, the number of conflicts between the Latin Kings & Queens and the Ñetas fell immediately.

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The number of acts of violence significantly decreased and were transformed into cultural and sport activities. These newly created associations contacted various youth organisations. Thus the Latin Kings & Queens became members of the Fedelatina, like any other association.

**Further Information:**

- [Institut de Drets: Humans de Catalunya](#)

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## CHILD FRIENDLY CITY INITIATIVE

*Barisal, Bangladesh*

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**Region:** Asia  
**Years:** 2010 – 2015  
**Keywords:** Violence, Justice, Delinquency, Police  
**Organisation:** Barisal City Corporation

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### **Objective:**

- To advance the well being and rights of children.

### **Target Population:**

Children, Youth, and citizens living in poverty.

### **Summary:**

Barisal City Corporation is implementing a five-year work plan (2010-2015) for the Child Friendly City Initiative which is a slum upgrading project. It is being funded by UNDP and UN-Habitat. The work plan includes: child education; child health; child protection and development of special needs; recreational activities; environment and disaster management; water and sanitation; governance; management; and coordination.

Some of the Initiative's targets include that all children living in Barisal city will be enrolled in formal, non-formal or vocational education system by 2015 and that 100% of children under one-year of age living in slums will be immunized by 2014. Barisal City Corporation has also set up pre-primary learning centers in slum areas.

Actions of Barisal City Corporation include:

- Constructing footpaths on the sides of main roads, allowing citizens to walk within city limits and preventing road accidents;
- Halting permissions for the installation of environmentally damaging factories or small industries in residential areas;
- Constructing a 2-km embankment on the sides of the river Kirtankhola, and planting trees and shrubbery;
- Setting up an online birth registration in order to prevent early marriage and pregnancy.
- Constructing an embankment along the river site and implementing a drainage upgrade project.

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**Main Partners:**

Police, the Mayor, UNICEF, UNDP, UN-Habitat

**Outcomes/Evaluation:**

This project has proven very successful for Bangladesh and has provided health care services to 684,349 clients at no cost, among them 379,831 underprivileged people. Further, waste collection authorities have removed more than 120 dustbins from streets.

**Further Information:**

- [City Net](#)
- [UCLG - ASPAC](#)
- [Dr. Md. Matiur Rahman, Chief Health Officer, Barisal City Corporation, Bangladesh](#)

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## GET INVOLVED!

*Dusseldorf, Germany*

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**Region:** Europe  
**Years:** 1999 - ongoing  
**Keywords:** Moral courage, Youth, Participation  
**Organisation:** City of Dusseldorf

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### Objective:

- To encourage and reward citizens (especially young people) for showing moral courage in difficult situations in everyday life.
- To empower young people by showing them alternatives to turning a blind eye in difficult situations;
- To teach young people how and when they can intervene without putting themselves in danger;
- To involve young people in civic activities such as making videos on moral courage and use the material produced to foster public debate and civic awareness.

### Target Population:

Students, School Staff, Teachers, Families and the General Public

### Summary:

In 1999 a woman was a victim of sexual abuse after being taken out of a public tram where none of the passengers did anything to help her. Following this crime, Düsseldorf developed several projects focusing on moral courage. The project "Get Involved" started in 2009 and was organised in three phases: (1) Teenagers were invited to write scripts for videos on moral courage from which a panel selected four scripts out of thirty; (2) Short-listed scripts were used to make four films with a professional crew and young people were involved in all the production phases and often acted in their own videos; (3) Films were presented to the general public during an official ceremony. They were also broadcast by local TV, DVDs were produced and disseminated, and the video was posted online.

One of the films was subtitled in English for a festival in California and won the second prize in the "Narrative student" category. The project was renewed in the following years and is still ongoing.

### Main Partners:

Crime Prevention Council of the city of Düsseldorf, Media Studio of the association

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“Action & Culture with Children” (Akki), Department for the Prevention of Violence of the city of Düsseldorf, Schools, Respect and Courage initiative.

**Outcomes/Evaluation:**

The choice of film as the main tool helped to engage young people, capture their attention and increased its impact on the general public. There was also cooperation of professional film-makers.

Quality of scripts received the second year were poorer than compared to the first. This led the organisers to re-think and improve the preparation phase with more classroom debates.

**Further Information:**

- [Duesseldorf - Projects](#)

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## THE OPEN PRISON IN GOTTINGEN

*Gottingen, Germany*

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**Region:** Europe  
**Years:** 2000 - ongoing  
**Keywords:** Re-offending, Minors, Justice  
**Organisation:** City of Gottingen

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### Objective:

- To involve young detainees in the rehabilitation process through awareness of their crime and its consequences;
- To use “detention” time to educate young people by teaching them a profession, how to live as a community and how to look after themselves (physically, economically) with a view to preventing re-offending.

### Target Population:

The beneficiaries of the project are young convicts ages 15 to 24.

### Summary:

The open prison in Göttingen is an innovative approach towards the prevention of re-offending. It is not an alternative to prison as detainees are still confined, however they are not in isolation; it represents a last chance before imprisonment. The project relies on young people’s motivation and individual responsibility

The judicial authority chooses who goes to the open prison according to their personality and facts of their conviction. Around 50% of the files studied are accepted. The open prison has no walls nor CCTV cameras and directly overlooks the city’s streets. Imprisonment is therefore not physical but mental as detainees must obtain permission before going out. The main activities are learning how to live together and alone; professional training; education through sport and leisure; and specific working groups on drug addiction and social behaviour.

The decision to send a young person to the open prison can be revoked if day-parole is used to commit or prepare a criminal act. The main challenge for young offenders is therefore not to run away but to actively participate in the activities offered.

### Main Partners:

Land of Lower Saxony; City of Göttingen; NGO Jugendhilfe (Youth Help), Schools, Employment bureau, and Counselling Centres.



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### **Outcomes/Evaluation:**

The open prison is very successful. Results show that only 40% of young people re-offend after their release, as opposed to 80-90% from a closed prison. It offers welcome and better living conditions compared to a traditional prison. The practical job training that takes place outside the prison enables detainees to integrate into real life by helping their mental attitude and reintegration after release.

Factors for success include a strong trust-based relationship between detainees and social workers; making young people responsible for their duties and consequences if rules are not respected; continuity so that young people are supported and monitored throughout their stay by specialised staff.

### **Further Information:**

- [European Forum for Urban Security TV - Outils pour la prévention de la récidive à Göttingen - Siegfried Löprick](#)

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## STAY ALIVE

*Minas Gerais, Brazil*

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<b>Region:</b>	South America
<b>Years:</b>	2002
<b>Keywords:</b>	Delinquency, Exclusion, Youth, Participation
<b>Organisation:</b>	Federal University at Minas Gerais (UFMG) - Study Centre on Crime and Public Safety (CRISP)

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### Objective:

- To decrease violent crime (especially amongst youth) in the most vulnerable communities.

### Target Population:

Around 150,000 people living within a cluster of the most violent slum areas.

### Summary:

The 'Stay Alive' programme used a problem-oriented approach including scanning, crime mapping, analysis and assessment of priorities, in order to decrease the number of homicides, especially among young people. Regular team meetings were held with all partners under the coordination of the Social Defence Office of the State of Minas Gerais, and the programme has implemented a series of projects targeting youth in these areas.

The projects included social support and educational, leisure and sports components. The programme also offered workshops on issues affecting youth, including violence, drugs, sexually transmitted diseases, sports, arts performance and computers. These workshops involved about 3,000 young people, including 200 who attended the job-training component. Training on crime and violence prevention activities were offered to police officers, community members, educators, school directors, social workers and health care workers. In each slum area, direct patrols by the military police were established. A community forum was also set up and monthly community meetings were held to discuss problems such as crime prevention, unemployment, and education. The forum helped to decrease residents' fears and increase community mobilization to develop solutions to local problems.

### Main Partners:

Belo Horizonte City Office, State Social Defence Office, Military, Civil and Federal Police, Public Attorney's Office, Federal University of Minas Gerais, SEBRAE – Support to

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Micro and Small Business, and the Shop Owner's Association.

### **Outcomes/Evaluation:**

Thirty months after the implementation of the project, there has been an overall decrease in violent crimes, especially homicides and attempted homicides in the targeted areas. Specifically, this included a 47% decrease in homicides, a 65% decrease in attempted homicide, and a 46% decrease in robberies in one of the slum areas. This was over a period when there was an 11% increase in violent crime in the typically non-violent areas of the city. The success of the programme has been attributed mainly to the use of an integrated approach, and to the involvement and participation of community members. This has stimulated the State and Federal government to support the expansion of the 'Stay Alive' Programme to four other clusters of violent slums in the metropolitan area of Belo Horizonte.

### **Further Information:**

- [International Center for the Prevention of Crime. \(2005\). Urban Crime Prevention and Youth at Risk.](#)
- [SciELO Brazil. \(2010\). Impact of the Staying Alive Program on the reduction of homicides in a community in Belo Horizonte.](#)

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# A DECOMPRESSION “AIRLOCK” TO PREVENT VIOLENCE IN SCHOOLS

*Mons, Belgium*

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**Region:** Europe  
**Years:** 1994 - ongoing  
**Keywords:** Violence prevention, Training, Schools  
**Organisation:** City of Mons

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## **Objective:**

- To address problems in schools including petty crime, racketeering, drug dealing/ use, physical and verbal violence;
- To anticipate violence and school drop-outs by improving the school climate;
- To better appreciate everyone in the education chain (teachers, parents, other educational workers) according to their role in pupils' school careers.

## **Target Population:**

Children and young people in every school in Mons.

## **Summary:**

The methodology used depends on the school's needs and characteristics, although it is inspired by the same coherent principles. Different stages constituting a real school project have been identified: (a) analyse and clarify the problem and school's request; (b) meet the education team; (c) present the programme and training plan; (d) set up a group of motivated voluntary teachers; (e) train the group in violence prevention techniques (communication, participation); (f) identify relevant measures after training to be set up at the school according to the needs analysis; (g) implementation; (h) monthly follow-up and annual evaluation; (i) additional training can be provided if specific needs arise.

Among many potential measures, the decompression airlock is a welcoming space for pupils, teachers and service providers to relax, talk, listen and have access to mediation. The space must be accessible, designed and decorated by pupils, and provide some intimacy. Adults must be available nearby for interventions under professional confidentiality. The airlock can be a transition point for other more appropriate facilities (psychological or medical support).

## **Main Partners:**

City of Mons (Crime Prevention Department), Schools, External independent trainer.

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**Outcomes/Evaluation:**

A thorough evaluation process giving quantitative and qualitative data is important to monitor the programme's impact. Support from school governors is essential as headmasters provided the impetus and means for pupils and teachers' involvement .

In one year, one school's decompression airlock saw 155 interventions including 64 interventions regarding relationships, physical violence or racketeering; 18 mediations involving teachers, 72 mediations amongst pupils, 1 severe case referral to another service. The evaluations highlight a significant climate improvement in schools where action has been taken. Partnerships have intensified over the years and today a real network is in place favouring the exchange of practices between schools. The communication strategy also enabled the publication of presentation flyers, winning the Crime Prevention Award in Belgium, press articles and more.

**Further Information:**

[Mons - Prevention](#)

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## PSI MONTREAL – INTENSIVE MONITORING PROGRAM

*Montreal, Canada*

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**Region:** North America  
**Years:** 2009 - ongoing  
**Keywords:** Violence, Risks, Delinquency, Youth, Partnership  
**Organisation:** Youth centre of Montreal

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### **Objective:**

- To promote social integration by preventing gang membership among youth and by increasing participation in pro-social activities.

### **Target Population:**

Youth (12-25 years old) at-risk of becoming a street gang member or who are already a member, and for gang members who have detained, released and have specific court orders.

### **Summary:**

The program was inspired by the Philadelphia Youth Violence Reduction Partnership and the model of the Office of Juvenile Justice and Delinquency Prevention, which combined prevention, intervention and suppression. This model, inspired by Irving Spergel Ph.D., is considered effective and promising, with a high probability of reducing criminal activity produced by youth and adults associated with gangs and high-risk recurrences.

The program is a concerted strategy of intensive monitoring of offenders at high risk of associated criminal gang activities and at risk of returning to a gang. As a first step, a risk assessment is conducted and needs are identified. An intensive action plan is developed for each participant and his/her family. Three or four times a week the youth, his/her family, and program staff meet with community organizations to support the youth in various ways. Participants spend 20 to 40 hours per week on program activities, which may include school programs, vocational training, job searching, volunteering and recreational activities. Further, street workers support the youth in their efforts and offer workshops on several topics.

### **Main Partners:**

City of Montreal, Quebec Ministry of Public Safety, Projet ado communautaire en travail de rue (PACT de rue), Centre de Jeunesse (Youth Centre), Montreal Police Services

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**Outcomes/Evaluation:**

The project is in its last year and so an evaluation report will be available in June 2014. Observations from the project team show that there has been a change in participants' behaviours and a reduction of recidivism rates.

**Further Information:**

- [Centre Jeunesse de Montreal - PSI Montreal](#)
- [International Centre for the Prevention of Crime \(2011\). Rapport Comparatif sur les modes d'intervention aupres desjeunes a risque d'adherer a un gang de rue](#)
- [Securite Publique Canada - Programme de suivi intensif de Montreal](#)

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# EVENING WATCHMEN FOR THE PREVENTION OF ALCOHOL ABUSE

*Nantes, France*

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**Region:** Europe  
**Years:** 2008 - ongoing  
**Keywords:** Risk Reduction; Nightlife management; Street work  
**Organisation:** City of Nantes

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## **Objective:**

- To implement a responsible approach to alcohol and other drugs;
- To prevent and reduce risks linked to alcohol abuse amongst young people attending parties or festive events;
- To work on the capacity of young people and residents to “live together” in order to reduce noise disturbances.

## **Target Population:**

Young people between 13 - 30 years old, going out in the nightlife districts of Nantes.

## **Summary:**

Given the changing patterns of alcohol consumption and drug use, as well as the development of risky behaviour, in 2008 the city of Nantes and its partners decided to implement an “Alcohol Plan” combining various public health and security measures. A Nightlife Charter was signed by all the stakeholders concerned about the issue of binge drinking.

“Evening Watchmen” are a mobile prevention and risk reduction team, reaching out to young people in the streets at night. It includes public health professionals, community service workers and volunteers, who are out on Thursdays, Fridays and Saturdays between 9pm and 3am close to nightlife venues. Through their visible adult presence, the team works on regulation and mediation in public spaces. They provide information about alcohol and other drugs, a tool to assess alcohol consumption throughout the evening, and guidance on counselling or a health facility. They will help people find the best possible way to get home and will alert emergency services if necessary.

This approach is considered reassuring and comforting by the people they meet. The team’s observation and assessment work serves as a health monitoring system for local authorities on youth’s partying habits and public space ownership.



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**Main Partners:**

City of Nantes (Department of Public Health together with the Department of Public Security), local NGO called “Avenir Santé.”

**Outcomes/Evaluation:**

This scheme has been effective for the last 5 years and the partnerships implementing it have been renewed. From May to August 2012, the team met over 600 young people, 94% of whom were for the first time.

Further development prospects include: working towards the sustainability of the scheme, evaluating effects on health and safety, adapting to new trends of partying.

**Further Information:**

- [Nantes – Plan Alcool](#)

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## SCHOOL COMMUNITY RESPONSE PROGRAM

*New Orleans, United States*

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**Region:** North America  
**Years:** 2012 - ongoing  
**Keywords:** Schools, Violence, Youth  
**Organisation:** New Orleans Mayor's Office

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### **Objective:**

- To partner with schools and develop a plan that expands service capacity and provides a well-crafted means to coordinate schools' crisis/trauma response to violent crimes involving students.

### **Target Population:**

Students of 71 Recovery Schools District Charter, Recovery Schools District Direct-Run, Orleans Parish School Board Charter, Orleans Parish School Board Direct-Run, and independent Board of Elementary and Secondary Education or state schools, and parochial schools.

### **Summary:**

The City of New Orleans partnered with 61% of public schools in the city to assess and develop crisis and trauma response plans. The purpose of these plans is to develop a coordinated response to violent incidents and homicides, in order to give students healthier ways to respond during the aftermath of student-involved shootings both on and off campus. Further, in order to build on existing violence prevention and intervention programming for students, service capacity gaps will be evaluated and addressed.

The plans elements include, but are not limited to the following: (a) identification of team members and specific crisis/trauma team functions; (b) communication plan; (c) crisis/Trauma Response protocols; (d) evacuation and lock down plans; and (e) specified crisis/trauma response policies.

### **Main Partners:**

Schools in New Orleans

### **Outcomes/Evaluation:**

The program is being monitored according to the following indicators: (1) documentation of completion and implementation of the plan; (2) assessing if the plan is activated each

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time there is a student-involved violent incident; (3) number of referrals and services provided to students; (4) assessment of the capacity of behavioural health resources in New Orleans schools. No results are available.

**Further Information:**

- [City of New Orleans. \(2012\). NOLA for Life: A comprehensive Murder Reduction Strategy.](#)
- [The Lens. \(2013\). NOLA for Life Measures.](#)

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# DRUG PREVENTION IN THE PARTY SCENE, FETES CLAIRS

*Paris, France*

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**Region:** Europe  
**Years:** 2006 - ongoing  
**Keywords:** Night-life, Training, Research, Drugs  
**Organisation:** Inter-ministerial Mission against Drugs and Drug Addiction

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## **Objective:**

- To gather different actors involved in night-life issues regarding drug prevention activities;
- To raise nightclub staff and managers' awareness of the risks of drug abuse at their venue;
- To produce information documents adapted to drug users' behaviour and club culture in order to raise awareness of the health and security risks of substance abuse;
- To distribute these documents in nightclubs and carrying out prevention activities with associations;
- To conduct studies and discussions at the European level;
- To create a network of nightclubs involved in the project and allowing them to exchange expertise and information easily with each other.

## **Target Population:**

Nightclub managers and staff. Prevention campaigns targeted primarily customers.

## **Summary:**

A pilot group of 5 nightclubs agreed to participate as volunteers in a pilot project involving training nightclub staff and risk reduction activities. Training sessions for nightclub staff were carried out by members of the "Paris drug squad" unit. An initial session was set up as an open debate involving all participants. After several months participants were brought together again to see if their working methods had changed. An evaluation questionnaire was developed after the pilot project.

Risk reduction activities involved designing, editing and distributing flyers on the negative effects of drugs. Moreover, a network of nightclubs was set up, allowing partners to be informed and exchange information on new risks, types of drugs and drug use.

## **Main Partners:**

Interministerial Mission against Drugs and Drug Addiction, Paris Drug Squad, Paris Police, Paris Youth and Sports Regional and Departmental Management, Health Services,

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Associations and unions (Techno Plus...)

**Outcomes/Evaluation:**

Factors for success included creating trust-based relationships among all partners on a sensitive subject; the valorisation of nightclubs' staff involved in specific training with institutional partners; the dissemination of information targeting drugs users specifically and focuses on risk prevention; including a European dimension through the study of practices in other countries and a study visit to Brussels. Furthermore, a significant result is the strong cooperation between police forces and nightclubs;

**Further Information:**

- [Fetez Clairs](#)

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## MIDNIGHT SPORTS PROGRAM (ESPORTE A MEIA-NOITE)

*Planaltina, Brazil*

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**Region:** South America  
**Years:** 1999  
**Keywords:** Night, Youth, Sport, Gang  
**Organisation:** The Federal District Province Secretariats of Public Security and Education

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### **Objective:**

- To use a community friendly approach to prevention, using inclusion, to combat juvenile delinquency and youth gang involvement;
- To engage youth in sports, training, and leisure activities geared towards enhancing cultural values and promoting safer communities;
- To encourage greater interaction between the Secretariat of Public Security and targeted communities through sports, cultural events and educational activities;
- To promote better integration of young people into their families through the provision of information to youth and participation of parents and guardians.

### **Target Population:**

Youth

### **Summary:**

In 1999, the program was implemented to provide sports for youth late at night when crime rates are high. Initially, two centres were built in areas with the highest rates of gang violence in Planaltina to provide a place for youth to engage in sports. The program began with 90 youths (aged 13-17 years). Of these, 50 were enrolled in a professional training education program. The program ran from 11 pm - 2 am Monday to Saturday.

The program also provided a bus service with free transportation and a brief police search before boarding. If one of the program's participants stopped attending school, the program team was informed by the Office of Education, and professionals would be sent out to conduct home visits with that participant. The program depended largely on a network of professionals. Security professionals included agents from the Fire Department as well as civil and military police. Police officers were trained to interact with youth in a friendly, non-confrontational way, acting as positive role models. Psychologists and social workers were also present, providing information on health and sexuality as well as counseling on family planning, contraception, prevention of STDs and drug abuse. Certain groups also set up stands at events where youth could receive information on various topics. Activities varied widely and included outdoor and indoor

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soccer, volleyball, basketball, table tennis, dominoes, dance, capoeira, music, and the occasional movie projection.

**Main Partners:**

Secretariat of Federal District Government, the Ministry of Health, the Ministry of Communications and the Ministry of Culture, local authorities, police, military police, firefighters, a local radio station, Institute for the Integration and Promotion of Civic Responsibilities and donors such as Petrobras.

**Outcomes/Evaluation:**

During the first three months, there was a reduction in general crime by 30%; sexual assault/rape by 50%; theft by 52%; and personal injury by 75%. Since then, the program has expanded to three other cities. It has assisted nearly 358,000 young people since its inception in 1999.

An independent evaluation of the project was conducted from May to December 2006, where 310 of the 500 youth volunteered to answer questions. Only 13% admitted to having committed an offense since the program was offered.

**Further Information:**

- [Esporte a Meia Noite](#)

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## CHILDREN'S SPACE FOR HOPE (ESPACO CRIANCA ESPERANCA)

*Rio de Janeiro, Brazil*

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**Region:** South America  
**Years:** 2001 - ongoing  
**Keywords:** Youth, Education, Inclusion  
**Organisation:** Viva Rio

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### Objective:

- To provide youth with positive alternatives;
- To minimise the risk of youth being exposed to violence;
- To promote education, culture, social inclusion, and social development in the neighbourhood.

### Target Population:

Youth living in the favelas in Rio de Janeiro

### Summary:

In 2001, the Espaço Criança Esperança was implemented in two deprived neighbourhoods in Brazil. It is a programme that combines cultural and recreational activities with accelerated learning to improve children's and adolescents' self-esteem and life chances in poor and violent neighbourhoods. The programme includes classrooms for homework and schooling, a library, computers and indoor spaces for youth to socialise and be safe. It delivers recreational activities such as football, volleyball, basketball, martial arts classes, swimming lessons, theatre and dance. Youth are also offered free professional classes. These classes involve the cooperation of the Gas Natural Foundation, and include basic computer sciences, cultural activities and social responsibility programmes. These classes help to facilitate the social re-insertion of youth through employment. The project has also been implemented in two other areas in Brazil.

### Main Partners:

State Secretariat for Social Action and Citizenship of Rio de Janeiro, UNESCO, Globo Television Network, Gas Natural Foundation

### Outcomes/Evaluation:

Project partners reveal that each year since 2001, 500 youth attended the library and information technology classes, and an average of 200 students attended professional courses at the Centro de Capacitação Gás Natural (Natural Gas Training Centre).



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In 2006, 15 different professional training courses were offered, which resulted in the hiring of 272 previously unemployed youth. In 2007, all four neighbourhoods provided services to 44,145 local community residents, and 83 activities were conducted in the area of sports, culture and education. Further, 6 professional classes were made available, which generated employment for 120 youth.

**Further Information:**

- [Viva Rio - Espaco Crianca Esperanca](#)
- [International Center for the Prevention of Crime. \(2011\). International Compendium of Crime Prevention Practices](#)

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## SCHOOLS OF PEACE PROGRAMME

*Rio de Janeiro, Brazil*

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**Region:** South America  
**Years:** 2000  
**Keywords:** Schools, Youth, Violence  
**Organisation:** Municipality of Rio de Janeiro

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### **Objective:**

- To change the attitude and behaviour of youth actively or passively exposed to violence in schools.

### **Target Population:**

Youths actively or passively exposed to violence in 111 schools (elementary, secondary and high school). The criteria for school participation in the programme included: (a) availability of adequate physical space; (b) location of violence and (c) presence of community-based initiatives.

### **Summary:**

The initiative had three stages. From August to December 2000, schools in the metropolitan region of Rio de Janeiro with higher levels of violence and fewer alternatives for culture and leisure were selected. The participants received training on core themes such as the culture of peace, cultural activities and citizenship, among others. From June 2001 to July 2002, the scope was expanded and the selection process prioritized schools in violent areas with a low Human Development Index and those lacking infrastructure for culture, education and leisure. Capoeira, arts and crafts, dance, theatre, music, hip-hop and sports activities are examples of some of the most popular workshops provided. In June 2003, the programme intensified actions in the areas of participatory management, training, communications, and mobilization. The programme also sought to consolidate the role of schools as promoters of ethics and citizenship training processes; fostering youth access to cultural and sports activities; and broadening alternatives offered to communities by strengthening ties between the school and social networks.

### **Main Partners:**

United Nations Education, Scientific and Cultural Organization (UNESCO), Viva Rio, Rock in Rio, State University of Rio de Janeiro (UERJ), Bank of Brazil, Folha Dirigida Newspaper, Metropolitan Secondary School Students Association (AMES)

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**Outcomes/Evaluation:**

The results included reduction in school violence (reported by 69.5% of the students); reduction in violence in other places (reported by 43.2% of the students); reduction in violence in the neighbourhood (reported by 43% of the students); and reduction in family violence (reported by 36.3% of the students).

**Further Information:**

- [UNESCO. \(2001\). Schools of Peace.](#)
- [UNESCO. \(2009\). A Step-by-Step Guide for Implementation of the Open School Programme: Education and Culture for Peace.](#)

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## TETE A TETE, PREVENTION CENTRE FOR YOUNG PEOPLE

*Seine Saint-Denis, France*

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**Region:** Europe  
**Years:** 2006 - ongoing  
**Keywords:** Prevention, Advice, Youth  
**Organisation:** Seine Saint-Denis Department

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### **Objective:**

- To create a free and accessible place for young people to come and discuss issues relating to drugs, sexuality, violence and well-being;
- To reduce the stigmatisation that characterises such topics;
- To enable those seeking information to get advice anonymously, confidentially and without being judged;
- To set up the centre in an accessible place for young people.

### **Target Population:**

Young people between 13 and 25 seeking advice or information.

### **Summary:**

The support centre is located in the largest shopping centre of the Ile-de-France region (Rosny 2). It can be reached by public transport and is frequented mostly by young people under the age of 30. Its design makes the centre look like a normal shop, thus reaching a larger audience.

The staff consists of a team of 8 professionals with diverse backgrounds (sociology, psychology, education, ...). Tête à Tête is an interactive centre that has multimedia booths, video corners, posters, magazines, and temporary and permanent exhibitions. Exhibitions last for 10-12 months on topics brought up by those who visit the centre.

Young people can arrange an appointment with a staff member, attend a group session or simply drop in and have a chat. If the problem requires further advice, Tête à Tête can answer specific demands or guide visitors to adapted structures.

### **Main Partners:**

Seine Saint Denis Department; Ile-de-France region; Rosny 2 shopping centre; Regional Health Agency; Inter-ministerial Mission Against Drugs and Addiction; Ministry of National Education.

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**Outcomes/Evaluation:**

Two evaluation surveys were conducted by external agencies in order to assess the results of this initiative. The first survey was conducted in 2009 and focused on professionals (from the areas of education, social work, health, etc.). The second survey was conducted in 2010/2011 and focused on interviews of young Tête à Tête visitors.

Success factors include the location and design of the centre, which made it possible to reach a great number of youngsters (17,000 a year); the capacity of the team to provide tailored answers to meet different needs and answer visitors' questions; and that the privacy of young people is carefully respected.

**Further Information:**

- [Seine Saint Denis – Tete a Tete](#)

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# SEATTLE YOUTH VIOLENCE PREVENTION INITIATIVE

*Seattle, United States*

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**Region:** North America  
**Years:** 2009 - ongoing  
**Keywords:** Youth, Prevention, Justice, Schools, Mediation  
**Organisation:** The Seattle Human Services Department

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## **Objective:**

- To achieve a 50% reduction in certain court referrals of juveniles;
- To achieve a 50% reduction in suspensions and expulsions from selected middle schools due to violence-related incidents.

## **Target Population:**

Youth between the ages of 12 and 17 who have been convicted of violent offences and released; have been arrested but not detained; are middle school students at risk of chronic truancy or multiple suspensions due to violent behaviour; and/or are victims of violence and their friends and associates may be at risk of retaliation.

## **Summary:**

The Initiative was set up following the homicide of five young people in 2008 in Seattle. This was the breaking point for a community that had seen escalating levels of youth violence. The 2008 homicides led to community residents demanding action and the creation of the Seattle Youth Violence Prevention Initiative. The Initiative consists of several activities led by the Seattle Human Services Department:

- Connect and coordinate services to youth through the establishment of Neighbourhood Networks led by long-standing community organizations;
- Assess the needs of at-risk youth, help them set goals and connect them to the services they need to succeed;
- Deploy street outreach workers to meet and engage youth wherever they are;
- Train and employ youth and help prepare them for the job market;
- Mediate conflicts before they escalate by deploying School Emphasis Officers in four middle schools;
- Teach youth how to manage anger;
- Empower youth by engaging them in the design and creation of their own recreation and arts programming at youth and community centres;
- Connect youth to adult mentors;
- Engage and fund community and grassroots groups to provide programs and services through matching grants.

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**Main Partners:**

Many partners are involved and are listed [here](#).

**Outcomes/Evaluation:**

The number of juveniles from SYVPI-served neighborhoods referred to King County Superior Court for violent or person offences declined more rapidly than for youth from other areas of Seattle. The number of youth from SYVPI-served neighborhoods referred for violent offenses fell by 19.3% from 2008 to 2011, compared to 17.1% for youth from non-SYVPI neighborhoods.

**Further Information:**

- [Safe Youth Seattle](#)

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## NEIGHBOURHOOD TUTORS IN QUINTA DA PRINCESA

*Seixal, Portugal*

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**Region:** Europe  
**Years:** 2002  
**Keywords:** Social integration, Young immigrant offenders, Crime prevention  
**Organisation:** City of Seixal

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### Objective:

- To promote professional and social inclusion of young people at risk;
- To reduce school failure, drop-outs, and aggressive behaviour;
- To develop social, interpersonal and pre-vocational skills.

### Target Population:

There are about 1000 inhabitants in Quinta da Princesa, a socially disadvantaged neighbourhood in Seixal; most come from former Portuguese colonies in Africa (55%). The population is young (65,9% are younger than 35) and affected by a high level of poverty and unemployment (14%).

### Summary:

The tutor is a key figure in the prevention work done in the neighbourhood. S/he is integrated in the school and the community, and works as an active and preventive agent, a positive role-model, and a link between the family, the school and the community. Usually, s/he will be a young person who grew up in the same circumstances, knows the neighbourhood, knows the kids, speaks creole, and is a mentor 24 hours a day.

The “Neighbourhood Tutors” project consists of 3 main stages:

1. Selecting and training tutors: Integration of the selected tutors, a social worker and a psychologist in an educational context. The psychologist and the social worker work on a full-time basis, the tutors work 5 hours per day
2. Setting up activities: Occupational (sports, theatre, camping, gardening ...), Pedagogical (Social and Personal Skills Development Program), Social and Psychological intervention. These activities are developed and managed by the staff, tutors and teachers. They have enabled the identification of students at risk of ill-treatment, parental negligence, learning difficulties and delinquency. Partners have specific tasks that are clearly defined in “partnership contracts” that define everyone’s role, clarifying who does what and when.
3. Follow up: The team started monthly informal meetings on Saturdays with parents. Two parents promoted workshops on hairdressing and carpentry, the tutors started a neighbourhood newspaper and a trip for all ages takes place every summer.



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**Main Partners:**

City of Seixal, Portuguese government (Programa Escolhas), Schools, Police, Drug work organisations, Local social and sports organisations, Municipal district representatives, Training and job organisations.

**Outcomes/Evaluation:**

School dropout in primary school has been eradicated and the number of teenager pregnancies reduced. Ten years after its implementation, the project can be considered a success. The project had 173 participants in the period 2001-2003, 610 children and young people in 2006-2009 and 300 children in 2011.

**Further Information:**

- [Seixal Camera Municipal](#)

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## HOUSE OF JUVENILE LAW

*Stuttgart, Germany*

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**Region:** Europe  
**Years:** 2002 - ongoing  
**Keywords:** Youth, Partnership, Alternative measures  
**Organisation:** City of Stuttgart

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### **Objective:**

- To reduce juvenile delinquency and re-offending in the long term;
- To take rapid and parallel action on all parties involved in youth (criminal) proceedings in order to improve horizontal cooperation between all the authorities and agencies involved in one case;
- To lead to a faster reaction of local actors to youth delinquency through fast action on antisocial behaviour from the very first offence or crime.

### **Target Population:**

Young people of the Stuttgart-Bad Cannstatt district.

### **Summary:**

The rise in juvenile delinquency between 1987 and 1997 led to increased concerns about prevention and how crime is treated through judicial proceedings and alternative measures. This made the City of Stuttgart develop a model based on the community-courts in New York.

Traditionally, the various stakeholders take turns in dealing with the young person concerned. First the police, then the social welfare organisations, and finally, the decision by the Public Prosecution Office. This is a very lengthy process when one knows that immediate sanction has a better educational effect, and the crucial re-socialisation aspect of youth justice can be better realised by offering rapid and efficient support on parallel issues (school, housing etc.).

To improve cooperation, tools used are: weekly case conferences, early consultations, additional case conferences according to need (principle of round table), house conferences every two months, and regular internships in other organisations/administrations.

The House of Juvenile Law can take action on all cases of youth under the age of 21 and it is competent for almost all forms of infringements depending on where the young people lives and not on where the crime/offence has been committed.

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**Main Partners:**

Police Department and youth welfare authority of the City of Stuttgart, the Public Prosecution Office, the local Juvenile Court in Stuttgart-Bad Cannstatt.

**Outcomes/Evaluation:**

Key elements for success include: police, public prosecution and youth justice being located under one roof; short-cutting of lengthy administrative and postal procedures; early notification of public prosecution by the police; personal implication of the youth public prosecutor; just-in-time treatment of hearings of the court.

The number of days needed for a decision has been divided by more than 2, from 230 days to 105 days.

**Further Information:**

- [Stuttgart](#)

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# BREAKING THE CYCLE: YOUTH GANG EXIT AND AMBASSADOR LEADERSHIP

*Toronto, Canada*

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**Region:** North America  
**Years:** 2005 - ongoing  
**Keywords:** Youth, Participation, Communities, Antisocial Behaviour, Prevention  
**Organisation:** CTI Canadian Training Institute

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## **Objective:**

- To reduce gang membership in the targeted communities;
- To reduce risk factors such as aggression, substance abuse, unemployment and negative peer relationships, which contribute to potential gang involvement;
- To increase labour force participation among the participants;
- To increase pro-social community participation among the participants.

## **Target Population:**

Youth at-risk of gang participation ages 15 to 26, and those currently or previously involved in gangs, currently unemployed and not attending school

## **Summary:**

The program is based on the experience of the Canadian Training Institute on gangs when implementing the “Beyond the Halls” project in the late 1990s. The initiative has several components. The first phase involves two to three weeks of intensive personal development programs that are divided into two learning programs, one for males and one for females. There are different topics, such as sexism and violence. There is also an emphasis on communication skills and interpersonal relationships. The next step involves one week of case management where individual plans are developed. The youth’s progress is evaluated throughout the program. At the end of the evaluation, certain youth are selected for the Youth Ambassador Program.

The 25-week Youth Ambassador Leadership and Employment Program is limited to two groups of 25 youth per 28-week sessions. The youth spend their time between personal development sessions (developing and acquiring social, cognitive, behavioural and moral skills) and outreach activities such as giving presentations to their peers in schools, families, community groups and the media to raise awareness among at-risk youth and the general public of the dangers of gang membership.

## **Main Partners:**

Albion Neighbourhood Services, Central Toronto Youth Services Community Members,

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Jamal Clarke, Winston Mapp, Correctional Services of Canada, Counsellor Suzan Hall's Office, Father Henry Carr Secondary School Humber College, 'It's In Me' Program, Midaynta Association of Somali Service Agencies, Ministry of Public Safety and Security, North Albion Collegiate Institute, Operation Springboard, Probation & Parole Services Rexdale Community Health Centre, Rexdale Youth Advocates Rexdale Youth Resource Centre, Toronto Parks and Recreation, Toronto Police Services, Toronto Public Health, Youth Centre and Pilot Programs, Youth Leadership Group

**Outcomes/Evaluation:**

During an evaluation (2009) by Public Safety Canada, the initiative was compared with other promising gang exit models in the United States. It was found to have similar and in some cases greater breadth in programming components to these others models. The program has been delivered to 303 youth (96 female, 207 males), and the graduation rate in completing the full-time 28 week program is 74%.

**Further Information:**

- [Public Safety Canada - Promising and Model Crime Prevention Programs Volume II](#)
- [Public Safety Canada - The Breaking the Cycle Youth Gang Exit and Ambassador Leadership Program](#)
- [Canadian Training Institute](#)

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## REMIX PROJECT

*Toronto, North America*

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**Region:** North America  
**Years:** 2006 - ongoing  
**Keywords:** Youth, Insertion, Jobs  
**Organisation:** Community Knowledge Centre of Toronto

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### Objective:

- To help young people from disadvantaged and marginalized communities in the Greater Toronto Area (GTA) to transform their talents into viable economic revenue streams, thus providing them with alternatives to crime.

### Target Population:

Youth at risk in the Greater Toronto Area.

### Summary:

The REMIX Project provides alternative, creative and educational programs, facilitators and facilities. The mission is to help refine the talents of young people from across the GTA in order to find success, defined by participants on their own terms. Participants are selected based on talent, creativity, drive and need. At the beginning of the program, participants meet with program staff to identify their objectives and create an action plan for the next six months. In the program, participants receive mentoring from industry professionals, internships with companies, grant support, high school credit and multiple professional networking opportunities. It provides access to high quality equipment for participants' artistic projects, such as a full recording studio, photography studio, business development centre, creative arts laboratory and video editing.

### Main Partners:

City of Toronto, Laidlaw Foundation, Toronto Arts Council, Ontario Arts Council, Astral Media, The Toronto Trillium Foundation, United Way, TD Bank, Toronto Community Foundation, RBC Foundation, Virgin Unite, Sony Music, The Co-operators, Government of Ontario, MTV News, Universal Music Canada, Etc.

Partners' involvement may take the form of internships, publicity or even financial support for participants wishing to go back to school.

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**Outcomes/Evaluation:**

The project was awarded top 3 youth programs in the world for urban safety by UN-Habitat in 2009. It was also awarded most innovative youth program in the GTA by the City of Toronto in 2005, and the project team sat on the Mayor's Community Safety panel from 2006 to 2010.

**Further Information:**

- [The Remix Project](#)
- [Community Knowledge Centre - The Remix Project](#)

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## ACCESS TO THE LAW IN SCHOOLS

*Tourcoing, France*

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**Region:** Europe  
**Years:** 1997 - ongoing  
**Keywords:** Access to the law, Conflict prevention, Early intervention  
**Organisation:** City of Tourcoing

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### **Objective:**

- To increase young people's awareness of their rights and duties;
- To prevent violence in schools.

### **Target Population:**

Young people ages 11 to 17, in primary and secondary schools.

### **Summary:**

Children and young people's understanding of law and justice is often limited, yet they are becoming more and more independent. Thus, developing a sense of collective values, citizenship and the notion of public good is paramount. In addition, work targeting violence prevention is more effective when started early. Schools remain the best place for a maximal impact on children and young people.

The programme involves working on their understanding of police and justice; meeting with practitioners in these fields; focusing on their roles as guardians of public security; fundamental pillars of society; and conflict management training sessions to explain the relevance of justice and mediation to settle a disagreement rather than force.

The project is based on tailoring interventions to each school, taking into account the student's age, problems they encounter and the area's socio-economic indicators. For older students, information is more targeted to address their daily concerns (job market or housing issues, health and risk reduction issues, gender or racial discrimination, etc.)

A strong partnership with schools and teachers is key to success and meetings with teachers and head teachers to assess problems should be addressed along with a questionnaire is also given to secondary school students.

### **Main Partners:**

City of Tourcoing Social Welfare Community Centre and its Access to Law centre, Teachers; Police and Justice as external contributors



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**Outcomes/Evaluation:**

The programme has been able to adapt to the evolution of society's problems. and has helped identify the service provider as a key stakeholder to turn to when looking for legal information proves difficult for schools, teachers and young people themselves.

2,600 students are involved in this project each year and some results from the conflict management training show a change in pupils' behaviour when confronted with crisis situations.

**Further Information:**

- [Tourcoing - Securite](#)

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# PROJECT FOR THE SOCIAL INTEGRATION OF YOUTH AT RISK

*Yaounde, Cameroun*

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**Region:** Africa  
**Years:** 1998  
**Keywords:** Youth, Health, Education  
**Organisation:** National Park Youth Association, Township of Yaounde

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## **Objective:**

- To promote the social integration of youth at risk by: promoting literacy of youth who have dropped out of school and provide support to young students of families facing difficulties; sensitizing youth to AIDS and social problems; educating the population; and improving housing conditions in the area.

## **Target Population:**

Youth at risk

## **Summary:**

Since its inception, AJEPAN has undertaken a number of initiatives including small job creation through the training of street children in the production of bricks and the manufacturing of local construction materials at low cost; the creation of small and medium-sized companies by local unemployed youth; maintenance of community water supplies and gutter clearing; educating youth about social problems including drug and alcohol abuse, sexually transmitted diseases and AIDS; the publication of a newsletter allowing some 5,000 youth in the area to voice their opinions; and the establishment of a free community library available to youth whether in school or not.

## **Main Partners:**

Township of Yaoundé VI, European Union training programme, MIPROMALO, M.SO-RAD, G.PROSACC, UN-Habitat Safer Cities programme, UNDP, Association des Amoureux du Livre (ASSOAL), de Carrefour de la vie, du Réseau Africain des Educateurs Populaires (RAEP) et du Réseau InterAfricain des Habitants (RIAH Cameroun)

## **Outcomes/Evaluation:**

As of 2003, the project has helped train 200 street youth in the production of bricks and local construction materials; facilitated the establishment of two primary schools and a private secondary school in the area, enabling about 10,000 local youth to attend school; helped improve the standard of living of the 75,000 inhabitants living in the area

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through environmental clean-ups, and the organization of weekly sanitation and health campaigns by local unemployed youth; constructed a water source in Nkol-Bikok to facilitate access to drinking water in neighbouring communities; had been solicited by youth in neighbouring areas, where the district of Yaoundé VI has contracted with them to undertake a number of other maintenance and development tasks; and enabled AJEPAN to build 11 private houses and to purchase semi-industrial machinery for the production of bricks.

**Further Information:**

- [International Center for the Prevention of Crime. \(2005\). Urban Crime Prevention and Youth at Risk.](#)

# **GENDER SAFETY PRACTICES**

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## BUS ANGELS

*Bologna, Italy*

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**Region:** Europe  
**Years:** 2011 - ongoing  
**Keywords:** Reassurance, Transport, Art and Prevention  
**Organisation:** City of Bologna

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### Objective:

- To tackle citizens' feeling of insecurity;
- To tackle racial and cultural prejudices;
- To promote awareness of civic rights and duties;
- To combat indifference and the feeling of isolation;
- To promote the city of Bologna;
- To set an example of good citizenship to young people;
- To increase the use of public transport;
- To bring theatre and poetry to the people.

### Target Population:

The project's primary target group is women. Other groups are also directly targeted, such as immigrants, homeless people, tourists and students. Generally speaking, the project has an indirect impact on the whole population of the city.

### Summary:

The project is part of a pre-existing programme run by the municipality of Bologna called "Assistenti civici" and consists of 29 local NGOs engaged in activities relating to urban security. The "Angels at the bus stop" represents the public transport branch of the programme.

The project began in 2007 with 8 stage-actors working on selected bus routes and areas. The number of volunteers involved grew rapidly and reached 30 in 2011. Each stage actor is given the task of "creating" his own character and must focus on different cultural, historical and social aspects of the city. They all also carry out tasks such as distributing flyers and informing citizens and tourists about upcoming events in the city.

Their mission is not to patrol the buses, although they can report cases of violence to the police and call for intervention when necessary. They also report to the municipality's urban security department on their activities.

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**Main Partners:**

City of Bologna and the public transportation company. The project is implemented by a theatre company called “Teatro dei mignoli”.

**Outcomes/Evaluation:**

Outcomes reveal that citizens and tourists trust the actors when they wear the municipality’s logo and that the presence of actors on the public transport network allows them to intervene where their intervention is most needed. People are also able to fill complaint and suggestion forms that will be handled by the administration. The success of the project has led to its implementation in another Italian city, Genoa.

**Further Information:**

- [Angeli Alle Fermate](#)

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# PROGRAMME FOR THE SAFETY OF AND SUPPORT TO VICTIMS OF GENDER AND DOMESTIC VIOLENCE

*Catalonia, Spain*

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**Region:** Europe  
**Years:** 2011 - ongoing  
**Keywords:** Women, Victim Protection, Police  
**Organisation:** Catalonia Ministry of the Interior

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## **Objective:**

- To combat abuse against the most vulnerable sections of society: women, children and elderly people, which affects not only Catalonia but the whole of Spain;
- To significantly reduce the number of victims;
- To ensure the victim's safety once the crime has been reported to the police;
- To improve support given to victims of violence.

## **Target Population:**

Victims of gender violence, which account for 80% of all crimes related to harassment and abuse and children and elderly people who are also victims of domestic violence.

## **Summary:**

This programme is implemented in two phases. From 2011-2012 implementation involved the elaboration of new police guidelines for support to victims and modernisation of police equipment in Catalonia's nine regions; the training of police forces; installation of new technology; and a pilot test for evaluating potential risks for the police. From 2013-2015, there will be a follow-up and evaluation of the technological solution adopted for monitoring victims and police protection; testing of the police risk evaluation tool; analysis of the results and proposals for improvement; staff training on how to fill out the document correctly; the review of the police operational procedures in order to include new tools; and the elaboration of a new police model.

## **Main Partners:**

Catalonia Ministry of the Interior, Victim Support and Care Unit, and The Catalonia Police. This project has also received support from the bank La Caixa, the Catalan Institute of Women, and the provinces of Barcelona, Girona, Lleida and Tarragona

## **Outcomes/Evaluation:**

This programme is included in the new policy for public security and victim support, which is a permanent political strategy of the Department of the Interior of the govern-

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ment of Catalonia.

The following factors have been important in the conception and implementation of the programme: (a) the renewal of the previous model of support for victims of gender and domestic violence; and (b) the creation of tools enabling the police to deal with this type of violence better; and (c) the creation of interdisciplinary work groups with other departments dealing with gender and domestic violence, and the implementation of joint actions.

**Further Information:**

- [Catalonia Interior Department Website](#)



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## TURNING THE TIDE ON FAMILY VIOLENCE PROGRAM

*Charlottetown, Canada*

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**Region:** North America  
**Years:** 2001  
**Keywords:** Women, Participation, Prevention  
**Organisation:** City of Charlottetown

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### **Objective:**

- To prevent family violence in Charlottetown;
- To disseminate information to raise awareness about family violence.

### **Target Population:**

Families in Charlottetown.

### **Summary:**

The City of Charlottetown partnered with professionals working in the field of family violence prevention to conduct an evidence-based needs assessment to determine community needs. The results of the analysis led to the creation of the Turning the Tide on Family Violence Program. The Program emphasizes taking: “a holistic approach to community awareness and education that facilitates intergovernmental, inter-jurisdictional and voluntary sector partnerships, strengthens the City’s regulatory and human resources framework and engages citizen support and feedback through community outreach presentations, the Internet and the media”.

Educational training and an awareness-raising programme on preventing family violence were developed for city workers, offering sessions ranging from one to three hours. The training incorporates a video and four presentation modules that can be used individually or in combination, depending on the target audience. This training is ongoing and is provided to all new employees and elected officials. The City of Charlottetown has incorporated this training into management policies and practices with the City’s Human Resource department, ensuring its long-term sustainability. To complement the training, a comprehensive information kit was designed and provided to each employee. Included in the kit was a small yellow referral card that holds the names and phone numbers of local authorities to help victims of violence. This is now a permanent part of the uniform that is worn by many municipal workers. Finally, the City has made use of the women’s safety audit tool to identify the factors that increase fear of crime in order to make improvements to the physical environment and increase women’s sense of safety. This ensures women’s active participation in making their community safer.

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**Main Partners:**

Mayor and City staff representatives, a Family Violence Consultant, the Executive Director of Transition House Association, the Director of the Advisory Council on the Status of Women and the Program Coordinator for the PEI Rape & Sexual Assault Crisis Centre.

**Outcomes/Evaluation:**

Since 2001, more than 80% of the City's employees have participated in the training program. The City of Charlottetown's Family Violence Prevention Programme was recognized by Women in Cities International as a good practice in the framework of the 2004 Women's Safety Awards. In 2002, the City of Charlottetown was awarded the Equality Recognition Award by the PEI Advisory Council on the Status of Women.

**Further Information:**

- [International Centre for the Prevention of Crime. \(2008\). Women's Safety: A Universal Concern.](#)
- [The City of Charlottetown - Purple Ribbon Taskforce](#)
- [Premier's Action Committee on Family Violence Prevention](#)

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## GENDER INCLUSIVE CITIES PROGRAMME (GICP)

*Dehli, India*

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**Region:** Asia  
**Years:** 2009  
**Keywords:** Women, Community, Partnership  
**Organisation:** Jagori and Women in Cities International (WICI)

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### Objectives:

- Create cities that are inclusive and respect the right of all people (particularly women) to live, work and move around without fear or difficulty.
- Develop comprehensive and reliable data on gender inclusion and exclusion in cities with a particular focus on sexual harassment and sexual assault in public spaces;
- Enhance public and stakeholder awareness of women's rights, access and inclusion in the city, and their engagement in partnerships;
- Create and test evidence-based pilot interventions aimed at decreasing sexual harassment and sexual assault, in order to achieve greater gender equality and inclusion.

### Target Population:

Women

### Summary:

The GICP stems from an interest in identifying factors that cause and perpetuate gender inequalities and exclusion in public space, as well as the policies and programme approaches that enhance women's inclusion and "right to the city". The first stage consisted of knowledge-generation using methodological tools of mapping, interview-based research and review. WICI, in partnership with local governments and NGOs, used this knowledge to work with key stakeholders to develop pilot interventions designed to reduce the public vulnerability and exclusion women and girls face. Pilot interventions were developed around assessed needs, as well as local capacity and opportunities. Interventions focused on policy change, public awareness and women's empowerment, and targeted areas such as public transportation, infrastructure in informal settlements, and women's/community use of public parks, squares and university campuses.

GICP research data pointed to several key issues that had an effect on women's safety and inclusion, including infrastructure deficiencies, social attitudes, policing and the usage level of public spaces. One key finding was that women and girls faced harassment while waiting for and using public transport.

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**Main Partners:**

Delhi Transport Corporation, Department of Women and Child Development, Delhi Government (WSDC), Delhi University

**Outcomes/Evaluation:**

The initiative was successful in part since Jagori had strong links with women's groups and grassroots groups across the country and an ongoing partnership with the Delhi Government and UN Women. Further, the organisation had previous experience working with the transport department on messaging and conducting training with drivers and conductors of the Delhi Transport Corporation (DTC).

One key result was that the organisations involved were able to mainstream the understanding of gender and violence against women into the curriculum of the DTC. This has ensured that all drivers now receive training on gender and violence against women. Sustainability of the work in Delhi seems promising with its inclusion in the UN Women Global Programme Safe Cities Free of Violence Against Women and Girls and the launch of the Awaz Uthao Programme by the Delhi Government.

**Further Information:**

[Jagori – GICP Final Report](#)  
[Women in Cities International – Projects](#)

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# CREATING SAFER COMMUNITIES FOR MARGINALIZED WOMEN AND EVERYONE

*Gatineau, Canada*

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**Region:** North America  
**Years:** 2007  
**Keywords:** Exclusion, Urban planning  
**Organisation:** Women In Cities International

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## **Objective:**

- To build partnerships between the municipality and local women's groups.

## **Target Population:**

Elderly women

## **Summary:**

The project was funded by the Status of Women Canada. The aim was to build partnerships between municipalities and local women's groups composed of marginalised women. During the project, partnerships were formed through the joint implementation of activities to create safer communities for marginalized women and all citizens.

The project's main activities include:

- Adapting the women's safety audit tool to be used by different groups of marginalised women;
- Designing and implementing training workshops on the adapted women's safety audits with representatives of local organizations, the police and municipal officials in Gatineau;
- Implementing safety audits in the communities with the respective organizations and target groups (elderly women);
- Providing training on partnership-building with municipalities around the use of safety approaches and women-led community improvements;
- Drafting and disseminating a report on the findings of the project, with a special focus on the experience and adaptation of safety approaches to target group of women.

The findings and recommendations from the women's safety audits done by a group of elderly women were shared with the municipality and incorporated and shaped the redesign of a public park (\$1.2M CAD investment). The city also asked the women to audit other spaces in the city and to share recommendations for improving public safety, which have been included in city reports.

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**Main Partners:**

Municipality of Gatineau, Gatineau Seniors' Centre, Gatineau Police, city criminologist, community development officers of the municipality, park site manager, city representative for universal accessibility, crime prevention professionals, and urban planners.

**Outcomes/Evaluation:**

The project was implemented in three other communities in Canada with different target groups: Aboriginal women; women with disabilities; and immigrant and visible minority women. The evaluation report is available upon request.

**Further Information:**

- [Women In Cities International - Together For Women's Safety](#)

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# MOBILIZING COMMUNITIES TO PREVENT DOMESTIC VIOLENCE

*Kampala, Uganda*

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**Region:** Africa  
**Years:** 1999 - ongoing  
**Keywords:** Domestic Violence  
**Organisation:** Raising Voices

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## **Objective:**

To address the root causes of domestic violence and promote the right of women to live free of violence and to promote the collective responsibility of individuals and the community to uphold and respect that right.

## **Target Population:**

Community members of Kampala, Schools, and Health Care Services

## **Summary:**

Raising Voices developed an innovative approach to domestic violence prevention that aims to facilitate individual and social change in communities. It focuses on working with a broad cross-section of community members, including women and men at the grass-roots level and in local institutions such as the police, social and health care services, media outlets, religious communities and local governments, in order to develop and inspire creative, locally appropriate ways of challenging and changing the attitudes and practices that perpetuate domestic violence.

Raising Voices and the Centre for Domestic Violence Prevention have pioneered the approach in a densely populated slum community north of Kampala. Key products developed from the project include 'Mobilizing Communities to Prevent Domestic Violence: A Resource Guide for Organizations in the Horn, East and Southern Africa,' 'Rethinking Domestic Violence: A Training Process for Activists,' and 'Thinking Aloud, a booklet on domestic violence and women's rights.'

## **Main Partners:**

Local women and men, Police, Court, Social and Health Care Services, Media Outlets, Religious Communities and Local Governments.

## **Outcomes/Evaluation:**

One of the outcomes includes providing learning materials, training, advocacy, public

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education and community development.

An evaluation was conducted in 2013 and showed that 48 percent of both women and men reported a decreased level of physical violence in their relationships.

**Further Information:**

- [Raising Voices](#)
- [Raising Voices – Impact Evaluation](#)



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# LET WOMEN TRAVEL SAFELY IN PUBLIC TRANSPORT

*Mexico City, Mexico*

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**Region:** North America  
**Years:** 2008 - ongoing  
**Keywords:** Women, Transport, Prevention  
**Organisation:** The Institute for Women in the Federal District

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## Objective:

- To prevent and reduce sexual violence committed against women who use the public transport system in Mexico City through the assistance of 11 government agencies and one civic institution, responsible for security, promotion of women's rights, social development, law enforcement, citizen services and citizen oversight.

## Target Population:

Women living in Mexico City and using public transportation.

## Summary:

This program includes the following services:

- Customer service unit to report sexual abuse cases in the Metro Collective Transport System;
- Atena Program "Exclusive service for women" - a safe, convenient and affordable bus service only for female users ;
- Separation between men and women in the Metrobús;
- Separation between men and women in the light train;
- Separation between men and women in the metro.

## Main Partners:

Attorney General's Office of Justice of the Federal District (Procuraduría general de justicia del Distrito Federal (GJDF)), Department of Public Safety (las Secretarías de Seguridad Pública (SSPDF)), Department of Transport and Roads (Transportes y Vialidad (Setravi)), Metro Collective Transport System (STC Metro), Passengers Transport Network (Red de Transporte de Pasajeros (RTP)), Metrobús, Electric Transport Service (STE), Local Youth Institute (Instituto de la Juventud local (Injuve DF)), Locatel, and the Citizen Council for Public Safety and Law Enforcement (el Consejo Ciudadano de Seguridad Pública y Procuración de Justicia).

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**Outcomes/Evaluation:**

The Program will be part of the “Evaluation of Impact of four Programs of Violence Prevention against women in Latin America and the Caribbean” (Evaluación de Impacto de cuatro Programas de Prevención de la Violencia contra las Mujeres en América Latina y el Caribe) as part of a project driven by the Inter- American Development Bank (IDB) in 2014.

Since the implementation of the customer service unit in some metro stations between January 2008 and November 2013, 1902 cases of sexual harassment, sexual abuse and other types of violence have been reported and taken care of for which 94 percent of victims were women.

From 2008 to 2013, training was given to more than 8300 public servants regarding the “Introduction to the guidelines of Safe Rideshare Program in Public Transport in Mexico City” (Inducción a los lineamientos del Programa Viajemos Seguras en el Transporte Público de la Ciudad de México)

**Further Information:**

- [Instituto De Las Mujeres - Programa Interinstitucional Viajemos Seguras en el Transporte Público de la Ciudad de México](#)
- [El Sol de Mexico - Evaluarán programa “Viajemos Seguras en el Transporte Público](#)

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## THE SURVIVORS

*Montreal, Canada*

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**Region:** North America  
**Years:** 2011 - ongoing  
**Keywords:** Human trafficking, Victims, Police  
**Organisation:** Morality section of the Montreal Police Services (SPVM)

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### **Objective:**

- To inform various professionals on how to identify and work with victims of sexual exploitation and human trafficking;
- To assist victims of sexual exploitation and human trafficking through partnerships.

### **Target Population:**

Professionals (e.g. police, local authorities, organizations)

### **Summary:**

The project stemmed from consultations that began in October 2009 with victims of sexual exploitation and institutional and community partners (e.g. SPVM), where the aim was to change perceptions and sensitize the police of victims of sexual exploitation.

The project involves a small team from the SPVM that collaborates with the Crime Victims Assistance Centre (CAVAC) and Centre de Jeunesse (Youth Centre) to offer a series of services for victims. The project team works with girls under the age of 18, as well as women over 18 years of age. The team identifies victims and connects them with expert organizations, such as CAVAC who offer support to victims in terms of reporting, meeting with investigators and prosecutors at the courthouse, and improving overall well-being. The project team conducts presentations at the Centre de Jeunesse to inform young women and girls about sexual exploitation and abuse, and past victims are brought in to share their experiences with individual girls during one-on-one sessions. The project also offers services for parents who require assistance.

### **Main Partners:**

CAVAC, Centre de Jeunesse, Provincial Prosecutors, Past Victims, SPVM and Court-House Investigators.

### **Outcomes/Evaluation:**

Over 100 presentations have been given and 1000 police officers have been trained.

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**Further Information:**

[SPVM - Communique](#)

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# TRAINING LOCAL POLICE AND MEDICAL STAFF WHO ASSIST VICTIMS OF DOMESTIC VIOLENCE

*Ravenna, Italy*

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**Region:** Europe  
**Years:** 2012 - ongoing  
**Keywords:** Violence against women, Training, Prevention  
**Organisation:** Municipal Police of the Emilia-Romagna region

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## **Objective:**

- To fill the knowledge gaps regarding domestic violence through specific training;
- To raise awareness by making a video (which was also used in training sessions).

## **Target Population:**

Police and medical staff who may be involved in this kind of situation. An indirect target are those who would watch the video.

## **Summary:**

Although training and prevention activities regarding domestic violence had been implemented in Ravenna since 2007, police forces and medical staff still had knowledge gaps.

A guide was made to be distributed during training sessions and a short film entitled “It doesn’t take much to see real change” was made and used during training sessions.

The project leaders are the City of Ravenna, its municipal police and the NGO Linea Rosa, which manages a support centre for women who are victims of violence and “safe houses” where they can take refuge with their children.

The project was entirely funded by a bank foundation for a total of €90,000 which went to the NGO Linea Rosa. This budget covered the design and implementation of a training programme providing the necessary skills for handling cases of violence against women in various contexts better. This was one of the first training programmes for local police in Italy.

## **Main Partners:**

The partners were the municipal police of the Emilia-Romagna region, the crisis centres, a private foundation, and the victims themselves since they suggested ways to improve the training sessions.

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### **Outcomes/Evaluation:**

One of the factors contributing to success is the fact that the president of the NGO Linea Rosa is also Deputy Commander of the Ravenna municipal police force. She was instrumental in building a close relationship between the NGOs and institutions.

The other great success is the short film which had a great impact on the public because it is both very moving and informative. The major risk of this type of project is the difficulty to really engage participants in the training programme.

### **Further Information:**

- [Linea Rosa](#)
- [Short Film - Basta poco per cambiare](#)

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## WOMEN'S SELF HELP GROUP

*San Miguel of Tucuman, Argentina*

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<b>Region:</b>	South America
<b>Years:</b>	1990 - ongoing
<b>Keywords:</b>	Women, Inclusion, Participation, Solidarity
<b>Organisation:</b>	Violence, Women and Human Rights Department, Municipality of San Miguel of Tucuman

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### Objective:

- To help women be autonomous, both in their thinking and their actions;
- To help women find dignity in their self-image;
- To help women assume responsibilities that enhance their sense of self-worth and their productivity; and
- To help women become defenders of theirs and their children's rights.

### Target Population:

Women living in San Miguel of Tucumán

### Summary:

The group focuses on a variety of objectives including: collective self-help; helping women out of violent situations; and supporting the process of increasing autonomy (dignity, independence, knowledge and defence of one's rights). The group's approach is that all women have the freedom to express themselves, bear witness, speak of the problems affecting them, externalise their suffering and listen to the stories of their peers. This approach creates effective support among women. Psychologists and social workers offer the following services: psychological diagnoses; studies analyzing socio-economic issues; and providing a continuum of support.

### Main Partners:

Civil Association Atena, Directorate of Municipal Education of San Miguel of Tucumán, Judicial Power of Tucumán Province, National Institute against Discrimination and Xenophobia, Amnesty International

### Outcomes/Evaluation:

In March 2008, this initiative was among three winners of the 4th Regional Competition for Safe Cities of Girls and Women organised by the UNIFEM. An autonomous group was formed in 2004 that created the radio programme *Nos Importa a Todos* (It Con-

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cerns Us All), which looks at problems of violence within the family. Some women's meetings have begun to take place outside this group, which illustrates autonomy. In 2005, Asamblea inicial de Atenea (initial Atenea Assembly) was held. This association brings together female victims of family violence in the province of Tucumán.

**Further Information:**

- [International Center for the Prevention of Crime. \(2008\). Women's Safety: A Universal Concern](#)



**URBAN DEVELOPMENT  
SAFETY PRACTICES**

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## MAKING TWO SOCIAL HOUSING ESTATES SAFER

*Brest, France*

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Region: Europe  
Years: 2004 - 2008  
Keywords: Youth, Situational Prevention, Management of Public Spaces  
Organisation: City of Brest

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### **Objective:**

- To put an end to public disturbances linked to gatherings of young people in entrance halls of buildings;
- To design a secure living area and situational measures;
- To improve the ways public spaces are used, bearing in mind the balance between recreation, leisure and other activities.

### **Target Population:**

Citizens of the two neighbourhoods: Lambezellec and Kerourien, but also other people attending the social centres or public facilities.

### **Summary:**

An architectural and urban study of the target neighbourhoods had been carried out (Ateliers Landauer, Paris). Solutions to the main problems regarding public spaces and the architectural design of the neighbourhoods have been found. It must be noted that the study did not only focus on the recent problems experienced in those areas but also more generally on how the way public spaces are designed can improve the security of the neighbourhoods and avoid gatherings of young people.

The two areas involved were then subject to major renovation works. Large squares have been built to provide a better and more communal use of the public space and buildings' entrance halls and common areas have been rebuilt in order to avoid gatherings of young people in hidden places.

### **Main Partners:**

The project was led by the department of "Development and Construction" of the City of Brest and the "Brest Metropole Habitat" service which is in charge of social housing.

### **Outcomes/Evaluation:**

Key factors for success included a preliminary study of the urban security and archi-

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tectural shortcomings in the two neighbourhoods; the development of a method by the architect which improved security levels and social interaction through the use of public space; good cooperation among partners (especially with the architect).

The initiative has been evaluated by the regional housing service which has witnessed a drastic reduction of disturbances and problems in both neighbourhoods. Moreover, the evaluation report confirmed that no displacement of the phenomena had been observed at the time of the study.

**Further Information:**

- [Brest - Metropole Habitat](#)

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# VIOLENCE PREVENTION THROUGH URBAN UPGRADING PROGRAMME (VPUU)

*Cape Town, South Africa*

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**Region:** Africa  
**Years:** 2006 – ongoing  
**Keywords:** Crime prevention, Urban planning  
**Organisation:** City of Cape Town

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## **Objective:**

- To increase safety;
- To upgrade low income neighbourhoods;
- To improve the socio-economic situation of the community;
- To reduce violence and crime.

## **Target Population:**

Urban areas of Cape Town

## **Summary:**

The VPUU is an integrated approach that focuses on capacity building, access to cultural facilities, victim support and crime prevention measures. It has undertaken detailed crime mapping (geographic information system - GIS) and engagement with community structures in order to design infrastructure with the intention of reducing crime in the selected public spaces, and to identify hot spots of crime. With this, the VPUU has conducted a baseline on perceptions of crime and illustrated the geography and nature of crime incidents in the project area.

The following initiatives were implemented:

- Increased surveillance through neighbourhood watch patrols, 24-hour community watch towers (known as 'Active Boxes'), the use of multi-purpose work-live units, and the introduction of 'Safe Node Areas' – each of which caters to around 50,000 people;
- Clearly defined boundaries between properties to encourage greater responsibility among residents;
- Safer pedestrian passageways, through the use of street lighting and paved walkways;
- Aesthetically pleasing buildings and facilities to discourage criminal acts;
- Well-kept buildings that are respected by residents and which deter illegal activities;
- Higher physical barriers between properties in order to prevent criminal mobility.

A Social Development Fund has been active since 2007 to provide financial and organ-

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izational support to small projects and initiatives. The VPUU currently has about 2,662 volunteers who conduct community patrols in the townships. The VPUU is supporting the Simelela Partnership, which is a network of 16 organizations that assist victims of sexual violence in the township of Khayelitsha.

**Main Partners:**

German Development Bank (KFW) Kreditanstalt für Wiederaufbau ARG Design, Charlotte Chamberlain & Nicola Irving Architects, Jonker & Barnes Architects, Macroplan townplanners, Masimanyane Community Participation, Partners for Impact, Naylor & Van Schalkwyk, Talani Quantity Surveyors, Tarna Klitzner Landscape Architects

**Outcomes/Evaluation:**

Preliminary results reveal that the VPUU is a promising crime prevention initiative. So far, 1,417 residents received training courses, 92 attended conflict resolution classes, and at least 80 community projects have been funded.

There has been a significant drop in the homicide rate by at least a third, and the perception of safety improved significantly. There is also interest in replicating the VPUU approach in other South African communities and countries in the African region.

**Further Information:**

- [City of Cape Town - Community Safety](#)
- [VPUU](#)

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## WARWICK JUNCTION PROJECT

*Durban, South Africa*

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**Region:** Africa  
**Years:** 1997  
**Keywords:** Inhabitants, Participation, Business  
**Organisation:** City Council and Traders Association of Etherkwini

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### Objective:

- To improve the safety and security and overall quality of life of the Warwick Junction area;
- To promote citizen and community empowerment through organized participation in decision making with the city administration;
- To upgrade cleanliness and the quality of the physical environment;
- To increase commerce, employment and investment opportunities.

### Target Population:

Informal traders

### Summary:

The project is a multi-agency holistic redevelopment initiative that turned a problematic area into a vibrant business centre and a popular tourist attraction. Rather than clear the informal traders out of the area, the city administration recognised the importance of the informal economy and decided to work with them and other key stakeholders by negotiating to improve their conditions in a participatory way.

Some examples of actions included locating the project office at the Junction rather than City Hall and converting a derelict warehouse into a community hall to enable project teams, community members and city representatives to meet and discuss issues, and to serve as a base for developing the consultation process with stakeholders.

An umbrella traders' street committee was also established to enable them to discuss their needs and space requirements. The more limited space necessitated negotiations among the informal traders themselves, which were carefully conducted by the traders over a process of months. Each trader was provided with a formal rental arrangement and individual kiosk. Multipurpose centres were also created for street traders to carry out their business activities. The city also identified a section of elevated city highway which had never been utilized and constructed a bridge and pedestrian access to create a purpose-built and functional Herb Traders Market.

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**Main Partners:**

City Council, Traders Association

**Outcomes/Evaluation:**

The results included a marked improvement in trading, commuter safety and living conditions. Crime rates declined from 50 violent deaths in the Warwick Junction area in 1997, to a record 6 in 2002, in part due to the work of the traders who formed an organization 'Traders Against Crime' that used conflict resolution to resolve disputes.

Furthermore, the annual turnover of the Herb Traders Market has increased enormously and apart from the area becoming a major tourist attraction, an employment chain of an estimated 14,000 jobs in Durban has been created.

Given the successful results, the city launched the Inner eThekweni Renewal and Urban Management Programme (iTRUMP) to apply similar processes to other inner-city areas. Nevertheless there is still room to improve as there is still some concern by residents in the area about the level of safety and security;

**Further Information:**

- [International Center for the Prevention of Crime. \(2005\). Urban Crime Prevention and Youth at Risk](#)

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## UPGRADING OF OSHODI URBAN INTERCHANGE

*Lagos, Nigeria*

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**Region:** Africa  
**Years:** 2009 - ongoing  
**Keywords:** Urban planning  
**Organisation:** Lagos State Government

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### **Objective:**

- To implement the Lagos State 10-point Agenda with respect to the environment, planning, roads and security;
- To enhance sustainable urban development and upgrade infrastructure;
- To free the commercial nerve centre of vehicle and pedestrian congestion to facilitate shorter travel times;
- To ensure adequate security in the transport areas;
- To enhance commercial and social activities.

### **Target Population:**

Citizens of Lagos

### **Summary:**

The initiative involved the dislodgement of factors contributing to the traffic. This included the provision of adequate street infrastructure to serve the high density of traffic; the increase of policing activities; and the organising street-side stalls and traders.

A key component of the initiative was the use of urban planning as a tool for effective urban governance and policing. Another component involved the upgrading of a slum area into an urban park, which enabled its use for community recreational activities and social functions.

The initiative also involved the development of a comprehensive Safe City Project which enabled the growth of the central security surveillance and led to the establishment of the Lagos State Security Trust Fund (LSSTF) which works in partnership with the private sector, the police and other agencies. This partnership aims to: improve safety and conduct intensive vehicular patrol with over 400 vehicles; install street lights on major roads to enable effectiveness of security cameras; and expand neighbourhood watch, among other activities.



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**Main Partners:**

Lagos State Security Trust Fund (LSSTF), Oshodi-Isolo Local Government, Mushin Local Government, Ikeja Local Government, Nigeria Police Force, Police-Community Development Associations.

**Outcomes/Evaluation:**

There were noted reductions in crime rates (shown in public assessment and police records under compilation) and there was an improvement in the traffic flow along the arterial roads.

**Further Information:**

- [Lagos State Security Trust Fund](#)

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## 24 HOUR CITY

*Melbourne, Australia*

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**Region:** Oceania  
**Years:** 2010 - ongoing  
**Keywords:** Participation, Safety, Tourists, Urban planning  
**Organisation:** City of Melbourne

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### **Objective:**

To support improvements in perceptions of safety; anti-social behaviour; crime and violence; noise and disturbance; negative amenity impacts; and alcohol and drug-related harms.

### **Target Population:**

City visitors, Residents and Businesses located in Melbourne.

### **Summary:**

The City of Melbourne's Policy for the 24 Hour City is a framework for action that aims to balance activation with regulation and thereby promote a safe, vibrant and inclusive city that extends from the day into the night. It utilises principles of harm reduction, social and community well being, economic prosperity, land use planning, public place design and management and service excellence.

The policy develops a vision for the 24-hour city that acknowledges and addresses the varying needs of city visitors, residents and business. The aim is to employ this overarching vision across the breadth of the City of Melbourne's local government responsibilities. The policy is the result of significant work involving identifying and analysing issues, developing priorities for action, extensive research, and the broadest possible consultations with stakeholders. The policy identifies four priorities for action: activation and cultural context; infrastructure and physical context; regulation and operational context; and partnerships.

### **Main Partners:**

Service providers, Traders and Businesses, Federal, State and local government, Local residents and communities.

### **Outcomes/Evaluation:**

The policy has not yet been evaluated, but is identified as a promising initiative.

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**Further Information:**

- [City of Melbourne - 24 Hour City](#)

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# INTEGRATED MEDELLIN SLUM-UPGRADING PROGRAMME (PRIMED)

*Medellin, Colombia*

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**Region:** South America  
**Years:** 1993 - 2003  
**Keywords:** Communities, Housing, Participation, Urban planning  
**Organisation:** Municipality of Medellin

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## Objective:

- To achieve peaceful coexistence in Medellin and contribute to the unification of the city through the integration of its subnormal neighbourhoods.

## Target Population:

Subnormal zones throughout the city.

## Summary:

The programme is an integrated urban programme (PUI) and urban intervention model. It was set up in neighbourhoods with lower human development indexes in the city. The project is part of what is called “social urbanism” that is based on the assumption that citizens are crucial in urban planning. This includes improvement of houses in high-risk areas; use and improvement of public spaces and the improvement of mobility, environmental programmes and urban facilities. All these components are articulated through an inter-sectorial and consultative management mechanism.

## Main Partners:

The Government of Colombia, The Government of Germany through KFW Bank, International Development Bank, UNDP, Government of Colombia

## Outcomes/Evaluation:

The results include a significant reduction in rate of violence and insecurity, mainly in intra-familial violence and burglary, the promotion of community leadership, strengthening of social and community organisations and increasing levels of citizen participation. Furthermore, there was a 300% increase in commerce and 92% of the workforce benefitted from the programme in an area where the unemployment rate was 40%.

## Further Information:

- [UN-Habitat. \(2011\). Building Urban Safety through Slum Upgrading. Pp. 7-20.](#)

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## NORTHEAST AREA INTEGRAL URBAN PROJECT

*Medellin, Colombia*

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**Region:** South America  
**Years:** 2004  
**Keywords:** Communities, Housing, Participation, Urban planning  
**Organisation:** Empresa de Desarrollo Urbano (Urban Development Enterprise)

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### **Objective:**

- To prevent crime in socially excluded neighbourhoods through social urbanism.

### **Target Population:**

Socially excluded households in the northeast area of Medellin.

### **Summary:**

In 2005 the local government regained territorial control of the peripheral areas of the city and reopened schools and health services. With these changes, local authorities developed a social inclusion policy within the municipal development plan for 2004-2007 based on an approach known as “social urbanism.” In order to implement the plan, the municipality launched an integrated urban intervention that involved both large-scale social investment as well as physical upgrading of housing and public spaces.

The municipality invested US\$325 million in 2004-2007 covering an urban area of approximately 150 hectares. Of the total investment, 80% was spent on 290 social programmes and projects benefitting a population of over 150,000 with universal health and basic and secondary education, psycho-social and legal assistance for victims of human rights violations, support for communities receiving ex-combatants reintegrating into society, access to recreational, cultural and sport activities for youth, promotion and monitoring of participatory budgeting processes, improvement of access to justice, among others.

The remaining 20% of the investment, approximately US\$75 million, was directed to improving and building 125,000m<sup>2</sup> of public spaces. These included a library-park, community infrastructure, playgrounds, pedestrian bridges and pathways, as well as cleaning polluted streams and rivers. Around 300 social housing units were also constructed, validating an onsite relocation and redensification pilot project that led to the reclassification of 215 hectares of urban land in Medellin as suitable for social housing development on slope areas of the city.

A key aspect of the initiative is the development of highly participative community consultation mechanisms to allow program and project managers to maintain an under-

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standing of local needs and demands.

**Main Partners:**

Planning Department, Communication Division, Ministry of Finance, Secretariat of the Government, Ministry of Environment, Department of Public Works, Ministry of Education, Ministry of Health, Ministry of Social Welfare, Ministry of Citizenship Culture, Ministry of Social Development, Ministry of Transport and Traffic, Spanish Agency for Development Cooperation, Institute of Sports and Recreation of Medellin, EPM (public companies of Medellin, company of the mayor's office)

**Outcomes/Evaluation:**

Integrated urban interventions have proved in the case of Medellin to be successful as a crime prevention strategy that effectively contributes to the well being of socially excluded households. Social urbanism has laid the groundwork to build communities with greater capacity to resist renewed and uncontested subordination to illegal groups and criminal organisations. The initiative encouraged pro-social behaviour, improved trust and community integration in high-risk neighbourhoods and reduced opportunities and incentives for offending.

**Further Information:**

- [International Center for the Prevention of Crime. \(2011\). Practical Approaches to Urban Crime Prevention: Proceeding of the Workshop held at the 12th UN Congress on Crime Prevention and Criminal Justice, Salvador, Brazil, April 12-19, 2010.](#)
- [Comisión de Inclusión Social, Democracia Participativa y Derechos Humanos de Ciudades y Gobiernos Locales Unidos. \(2010\). Medellín, Colombia: Proyecto Urbano Integral zona Nororiental.](#)

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## R-NORD: URBAN AND SOCIAL IMPROVEMENT

*Modena, Italy*

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<b>Region:</b>	Europe
<b>Years:</b>	2008 - ongoing
<b>Keywords:</b>	Urban degeneration, Alcohol and drug abuse; Vandalism and anti social behaviour; Social integration
<b>Organisation:</b>	City of Modena

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### Objective:

- To purchase nearly 10,000 m<sup>2</sup> to create new services such as: training centres, centres for children and adolescents, social care, a local police station; an Italian Red Cross; multi-purpose rooms, student halls, communities for the elderly and people with disabilities;
- To purchase 70 apartments to be renovated;
- To analyse the social situation, living conditions and degeneration;
- To involve residents in the promotion of common rules and spaces.

### Target Population:

The target area is situated in a specific district at risk in the city of Modena.

### Summary:

The project covers an area near the train station and concerns a residential complex (privately owned) of approximately 260 small apartments that are in a state of social degeneration and housing deterioration, which has resulted in security issues.

The project is aimed at improving the safety of residents and the whole neighbourhood in general, not only through the presence of a local police station and a CCTV system, but also by promoting initiatives for integration and social supervision of the area. The idea is to encourage lawful activities to be open in the evenings as well as during the day, so that residents can feel safe if they go out at night.

Budget and Source of Funding: €25.0333.050,41 (36% from the City of Modena – 33% from the State/Region – 31% from other local authorities).

### Main Partners:

Local authorities; Cultural, voluntary and sports associations; Red Cross; Citizen groups and committees; Private and public social associations.

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**Outcomes/Evaluation:**

The project's strengths are twofold: 1. The participatory process developed enabled the project to be qualified further and facilitated communication and the sharing of the project's goals. The co-partnership was crucial for the acquisition of properties and for the management of public and private functions inside the condominium. 2. Social action concerning structural interventions- including social care – gave continuity to the idea of participation.

**Further Information:**

- [Comune Modena - Politiche delle Sicurezze](#)



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## SAO PAULO EM PAZ PROGRAM

*Sao Paulo, Brazil*

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**Region:** South America  
**Years:** 2006  
**Keywords:** Urban Planning, Citizen Participation, Audit  
**Organisation:** Municipal Government of Sao Paulo and Institut Sou da Paz

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### **Objective:**

- To promote peaceful cohabitation in public urban spaces;
- To involve the community in the prevention and reduction of lethal violence through measures such as conflict mediation; control of firearms, alcohol and drug use; and community policing.

### **Target Population:**

Residents of three district of Sao Paulo: Brasilândia, Grajaú and Lajeado

### **Summary:**

The program was developed in several phases. In the first phase, a safety audit was conducted for each district involving both quantitative and qualitative data for different crime and violence variables. The safety audit benefitted from the active participation of residents. The second phase included the design of local plans for violence prevention and the promotion of peaceful cohabitation (Plano Local de Prevenção da Violência e Promoção da Convivência) involving work groups composed of community members and local authorities. In each of the three neighbourhoods, about 40 community organisations participated in the project. In 2007 and 2008, local plans were implemented and progressively consolidated with the co-operation of the police and community, involving cross-sectoral collaboration aimed at engaging other local authorities.

### **Main Partners:**

Municipal department of Participation and Partnership, Municipal Department of Education, and the Municipal Commission of Human Rights

### **Outcomes/Evaluation:**

On February 2007, the municipal bylaw no 48.147 made Sao Paulo em Paz a municipal project, paving the way for a public policy model of crime prevention.

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**Further Information:**

- [Sou Da Paz em Paz](#)

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## THE PEACE SQUARES PROJECT

*Sao Paulo, Brazil*

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**Region:** South America  
**Years:** 2007  
**Keywords:** Public Private Partnership, Urban Planning  
**Organisation:** Instituto Sou da Paz

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### **Objective:**

- To revitalize public spaces in neighbourhoods on the outskirts of Sao Paulo with intensive community participation.

### **Target Population:**

Neighbourhoods on the outskirts of Sao Paulo

### **Summary:**

The project was a collaborative intervention initiative in partnership with the SulAmerica Insurance Company. It invited community members to enter into discussions and debates about the public space. During this process, community members become engaged in the conception, implementation, control and management of the space. The aim was that the public space becomes a safe space in which community activities can take place and where community solidarity is strengthened. The project also provided community members, especially young people, with alternative outlooks and goals, and helps build leadership skills.

The first phase of the project included the identification of an area that was abandoned, used by drug lords, and was essentially a space of fear and neglect. Educators from Sou Da Paz engaged with community members to gain information on the level of desire and willingness to transform the space. The construction of the space marked the second phase of the project. The final phase of the project was the sustainability phase. At this stage, a group of young leaders completed training and gained experience in managing the space, developing good community relations and relationships with public and local authorities.

### **Main Partners:**

Sul America Insurance Company, City of Sao Paulo, Ministry of Housing

### **Outcomes/Evaluation:**

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The transformed space was not only a physical area, but aimed to break a cycle of fear and isolation in disadvantaged communities that experienced high levels of violence and crime. The initiative has successfully acted as a medium for young people to actively participate and become leaders in developments to improve the quality of their lives, and the community. Groups of government technical staff have also been trained by Sou da Paz in the methodology of the project, which is now used by the City of Sao Paulo, Ministry of Housing.

Results include the 5 squares that were re-done on the outskirts of the city; the maintenance of the squares in the long run; the use of the space by the community for various recreational activities; the improved links between the borough and community members regarding the organization of sports and cultural activities in squares; the use of the squares by roughly 2,500 residents per year; and the Increased sense of security surrounding the squares.

**Further Information:**

- [Sou Da Paz - Pracas da Paz Sulamerica Sistematizacao da metodologia](#)
- [Sou Da Paz - Polos da Paz e Pracas da Paz Sul America](#)

**COMMUNITY MOBILIZATION  
SAFETY PRACTICES**

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# THE ROLE OF CITIZENS IN SHAPING URBAN SECURITY POLICIES

*Amiens, France*

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**Region:** Europe  
**Years:** 2012 - ongoing  
**Keywords:** Participative democracy, Community board, Citizenship  
**Organisation:** City of Amiens

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## **Objective:**

- To encourage citizen participation and to improve their knowledge of urban security issues;
- To find appropriate answers to the concerns expressed by the community board following citizens' suggestions.

## **Target Population:**

The initiative's direct target is the Community board's representatives in charge of urban security issues. However, their recommendations have an impact on the city's services and the entire population.

## **Summary:**

The City of Amiens supported the creation of 4 community boards comprised of 28 randomly selected citizens. Each board focuses on a topic selected from a list given by the city, carries out several activities (workshops, field visits, research...) and sets out recommendations. These will then be officially presented to city officials and politicians during an official ceremony at the City Council.

In order to develop recommendations, 7 meetings are held each month by the community board (3 hours long). The topic "What is the citizen's role in shaping urban security policies" was addressed during the first 6 meetings while the last one focused on writing and implementing the recommendations. Each meeting was structured differently. Activities ranged from brainstorming, debates, conferences, workshops to field visits and confrontations on key issues such as the role of repression and prevention. Community board's recommendations are not only officially presented to the City Council but are also disseminated through the council's communications channels and the local press.

## **Main Partners:**

The City department in charge of participative democracy leads the project. The Community board of the south sector is coordinated by an employee of the local department of participative democracy.

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According to the topic selected by the Community board, external partnerships are set up (in this case: with the police, victim support associations).

**Outcomes/Evaluation:**

The main factor for success is good cooperation between city officers and local elected officials. Moreover, the innovative way in which the 7 community board meetings were organised has helped foster citizens' participation.

The evaluation of the project is very positive: citizen participation improved significantly and the administration received recommendations and suggestions from Community boards.

**Further Information:**

- [Amiens](#)

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# HELPING RECENTLY RELEASED PRISONERS TO REINTEGRATE INTO THEIR COMMUNITIES

*Belfast, Northern Ireland*

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**Region:** Europe  
**Years:** 2009  
**Keywords:** Preventing reoffending, Reintegrating offenders, Training  
**Organisation:** Belfast City Council

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## **Objective:**

- To help young offenders serving short sentences to reintegrate their communities when released from prison;
- To improve the delivery of services by strengthening inter-agency cooperation;
- To develop training sessions to improve common understanding and communication throughout the partnership.

## **Target Population:**

Youth ages 17 – 21 that have been released from prison directly into the community and who also have a history of being excluded from the area they used to live in due to “anti-community activity” (drugs/ burglary /paramilitarism etc.), and are likely to face some hostility in the community.

## **Summary:**

The RIO project (Re-Integration of Offenders) was set up in 2009 by the Belfast City Council and its partners in Northern Ireland. Potential beneficiaries were identified and case conferences were held with the main service providers to assess the individual’s needs. These needs were linked to housing, health care, unemployment, lack of education, mentoring, family support, etc. An action plan was devised for each individual case and implemented with the help of a specifically employed “RIO” officer. Appointed in 2010, this officer bridged any gaps between service providers; kept in touch with the offender; offered support and motivation; and built links with civil society organisations in the community that the offender would return to.

A small fund enabled the RIO officer to pay small transportation, administration, and other small fees for the beneficiary. Four training sessions were also organised for partners, including the presentation of local practices, international experiences, and a tour of the local prison for young offenders.

## **Main Partners:**

Northern Ireland Housing Executive, Belfast City Council, Northern Ireland Association



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for the Care and Resettlement of Offenders (NIACRO), Hydebank Young Offenders' Centre and Prison.

**Outcomes/Evaluation:**

The evaluation of the impact, in terms of reintegrating beneficiaries and reducing re-offending has not been documented but is highly promising. Potential for sustainable funding and government interest is in a national roll out.

The elements for success are the following: (a) a broad partnership with a good level of participation from partners, achieved in part through the implementation of training sessions for networking and mutual understanding; and (b) dedicated individuals at the decision-making level and the RIO project officer;

**Further Information:**

- [Stop Reoffending](#)
- [An Introduction to the RIO Programme](#)

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## CULTURAL EVENTS IN PUBLIC SPACES

*Bogota, Colombia*

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**Region:** South America  
**Years:** 1995  
**Keywords:** Safety, Violence, Governance  
**Organisation:** Bogota Mayor's Office

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### **Objective:**

- To promote the healthy use of free time;
- To reclaim public spaces;
- To promote tolerance and coexistence.

### **Target Population:**

The citizens of Bogota

### **Summary:**

During the time that Antanas Mockus was Mayor of Bogota, it was decided that cultural events would be organized every year as a means of achieving the objectives of promoting tolerance, coexistence, and reclaiming public space.

Some examples included "Rock in the Park" (Rock al Parque), "Jazz at the Park" (Jazz al Parque), "Rap to the cake" (Rap a la torta) where music was used to bring the community together (especially the youth) and to advance tolerance and coexistence.

During the holiday season, "Nights of peace" (Noches de paz) and "Nights of rap and roll" (Noches de rap and roll) were organized to reclaim public spaces; "Septimazos" (which is the name of one of the main avenues in Bogota – Septima, and 'zos' refers to 'large') included various activities organized in the street to promote the revitalization of the city centre, to promote the functioning of business and to generate alternative uses of the city and public spaces; "Music in the temples" (Música en los templos) involved the organization of concerts that intended to associate religious places with music within cultural, social and educational perspective. For example, the community was encouraged to attend various church choir concerts; "Movie theater in public spaces" (Cinema al espacio público) took place in public spaces and are audiovisual projections on the architectural memory of Santa Fe de Bogota.

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**Main Partners:**

Bogota Humana Ministry of Culture, Secretariat of Culture, Recreation and Sport

**Outcomes/Evaluation:**

The initiative was a success as it attracted a significant number of people into public spaces.

**Further Information:**

- [Antanas Mockus. \(2001\). Cultura ciudadana, programa contra la violencia en Santa Fe de Bogotá, Colombia, 1995-1997.](#)

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## MIMES AND ZEBRA CROSSING

*Bogota, Colombia*

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**Region:** South America  
**Years:** 1995  
**Keywords:** Citizenship, Anti-social behaviour, Transport  
**Organisation:** Bogota Mayor's Office

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### **Objective:**

- To improve coexistence between pedestrians and drivers through the proper use of crosswalks and bus stops.

### **Target Population:**

Citizens of Bogota

### **Summary:**

The mayor's office set up a series of projects promoting a culture of peaceful co-existence. The initiative involved the use of mimes to improve road safety. In various parts of the centre of Bogota, citizens were given whistles to be used when car drivers failed to stop at the crosswalks to allow pedestrians to have the right of way. If the whistle did not work, a mime would appear to persuade drivers to respect the crosswalk. If the driver continued to disrespect the crosswalk, a transit police officer would intervene. Over the course of three months 400 mimes instructed the citizens of Bogota on how to improve traffic safety. The initiative also involved bus stops where bus passengers and drivers did not respect the use of the stops. Educational programs were developed to increase the use of stops by bus passengers and drivers to ultimately improve safety.

### **Main Partners:**

Police officers, Mimes, Citizens of Bogota

### **Outcomes/Evaluation:**

This initiative was successful as it was a participatory and non-repressive approach to respecting traffic norms. The number of bus passengers who respected the use of bus stops increased by 26.2% in 1995 and 38% in 1996. In addition, between February and May of 1997, 43% of the bus drivers respected the use of bus stops. There was also an increase in the use of crosswalks as results showed that in 1996, 76.5% of drivers and 72.3% of pedestrians respected crosswalks.

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**Further Information:**

- [Antanas Mockus. \(2001\). Cultura ciudadana, programa contra la violencia en Santa Fe de Bogotá, Colombia, 1995-1997.](#)

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# INFORMATION LEAFLET FOR ELDERLY PEOPLE

*Brno, Czech Republic*

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**Region:** Europe  
**Years:** 2005  
**Keywords:** Elderly frauds, Feeling of security  
**Organisation:** City of Brno

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## **Objective:**

- To prevent crimes committed against elderly through the dissemination of an information leaflet;
- To inform elderly on the risks that they may encounter on the street due to the growing number of cars;
- To disseminate the information brochure in the most effective way.

## **Target Population:**

Elderly people living in Brno or in the region of South Moravia.

## **Summary:**

The city of Brno witnessed a lack of information among elderly people on the potential risks they may encounter in everyday life. Although no official statistic on that issue in Brno, social workers and police agents felt that elderly people needed to be protected more efficiently against crime and frauds.

Since the establishment of the Centre for the prevention of crime in Brno (1996), a focus has been made on crimes committed against elderly people. In the context of recurrent episodes of crimes and frauds, a “Guide for seniors” has been produced and distributed to elderly by social workers and police officers. The guide contains advice to prevent crimes, frauds, burglaries and also a list of numbers to call in case of an emergency.

Key prevention messages for elderly were also transmitted on the radio several times per day during the so-called “Minute for prevention”. Since 2006, the City set up a series of seminars to train police officers on how to deal with specific groups, such as children, minorities, sport fans or elderly people.

## **Main Partners:**

Centre for the prevention of crime (City of Brno), Police, local radio channel

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**Outcomes/Evaluation:**

The interesting and user-friendly format of the leaflet had positive feedback from Brno citizens. Although official statistics were not available, a series of criminals have been convicted following calls made by elderly after the awareness raising campaign. Disseminating the guide to elderly was an occasion for social workers and police agents to meet them, listen to their needs and also to evaluate the guide through their suggestions. This personal contact helped elderly to feel more secure.

**Further Information:**

- [Brno - Uvodni Strana](#)

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## SOCIAL MEDIATION

*Brussels, Belgium*

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Region: Europe  
Years: 2004 - ongoing  
Keywords: Mediation, Listening, Information, Action  
Organisation: Brussels Region

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### Objective:

- To improve the quality of the relationship between local authorities and people living in difficult neighbourhoods with the aim being to improve the level of security and social links;
- To resolve the problems experienced by citizens after they had happened (social permanence);
- To analyse these problems with the aim being to create preventive measures.

### Target Population:

Areas that have higher levels of violence, poverty, school dropouts, greater presence of marginalised people, etc.

### Summary:

In 1991, the Belgian Ministry of Internal Affairs established the professional role of the community social mediator. A few years later, due to the specific needs, a school mediator role was established.

There is at least one community social mediator in each of the 19 communities that make up the Brussels region (a total of 45 community social mediators for the region). School social mediators work in schools or NGOs connected to schools. They also provide information at youth centres through specific training sessions on several prevention subjects.

Social and school mediators' main activities are to provide immediate assistance to those in need of their services (e.g. conflict management) and then analyse these situations in order to develop preventative strategies. They write regular reports to the Brussels region authority. Monthly meetings are organised between mediators and local and national officials who are responsible for security matters.

Activities carried out by mediators also include their participation in urban planning and public housing management meetings; at welcome events for newly arrived citizens (and help with administrative paperwork); and giving advice and counselling to a wide



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range of people (students, workers, the unemployed, etc.).

**Main Partners:**

Brussels region, Community Services, Police, Places of Worship, and several local associations

**Outcomes/Evaluation:**

Results show that the mediation service responds to an actual need in the neighbourhood where it is implemented; that the police and judicial system are relieved from taking care of minor conflicts and can concentrate on issues that are more in line with their responsibilities; and that citizens feel safer thanks to the presence of a trusted and local mediator. In addition, prevention strategies improved through the analysis in the report written by mediators.

**Further Information:**

- [Ville de Bruxelles - Social Mediation](#)

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# PREVENTION OF VIOLENT THEFT COMMITTED AGAINST SHOPKEEPERS

*Charleroi, Belgium*

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**Region:** Europe  
**Years:** 1998 - 2004  
**Keywords:** Information campaign, Shopkeepers, Public Private Partnership  
**Organisation:** City of Charleroi

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## **Objective:**

- To improve shopkeepers' attitudes and behaviour when faced with potential aggression/attack;
- To support victims after the crime has been committed.
- To create links between shopkeepers, victims, victim support centres, prevention services and the police;
- To systematically ensure the follow-up of victims;
- To investigate the dynamics of aggressive behaviour;
- To improve shopkeepers' awareness of how to react.

## **Target Population:**

Small shop owners and medium/large supermarket staff. There was a special focus on those among them who had been victims of crime before.

## **Summary:**

A preliminary investigation of small shops and supermarkets was conducted. The goal was to measure the feeling of security amongst the staff, inform them about the initiative and create links with participants involved in the project. Results showed that 81% of shopkeepers were anxious about their security;

Several support tools were also created: brochures, videos, stickers, posters and were distributed amongst shopkeepers during meetings, conferences and police interventions. A special training session was organised on "technological tools for crime prevention" (electronic payment, anti-breakages panels, surveillance cameras, etc.) for shopkeepers and a victim follow-up plan was created with the cooperation of the police. This plan has been supported by data collection on most relevant aspects of crimes committed against shopkeepers.

## **Main Partners:**

The leader of the project was the City of Charleroi and external partners included: the

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police; victim support associations; and small shop and supermarket staff.

**Outcomes/Evaluation:**

The key factor for the success of the initiative was the active role of the City in responding to a real need expressed by local shopkeepers. The willingness of the people involved and the dynamic cooperation with the police allowed for a reduction in crimes committed in small shops and supermarkets.

An important result of the initiative was the reduced number of armed robberies, from 206 in 2000 to 50 in 2003. Moreover, shopkeepers have showed an increasing satisfaction towards the initiative (from 56% in 1998 to 79% in 2001).

**Further Information:**

- [Charleroi Communiqué - Prevention Delits](#)

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# VOLUNTEERS ENGAGEMENT AND THE MANAGEMENT OF PUBLIC SPACE

*Dakar, Senegal*

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**Region:** Africa  
**Years:** 2009 - ongoing  
**Keywords:** Participatory Urban Planning, Mediation, Social and Professional Integration  
**Organisation:** City of Dakar

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## **Objective:**

- To improve the living conditions of Dakar citizens through the work of volunteers;
- To promote a culture of peace, security and respect for the law among citizens;
- To help young people's professional and social integration through Dakar City's development programmes.

## **Target Population:**

All the citizens of Dakar are targeted. The project is carried out in all 19 districts of the City.

## **Summary:**

Volunteers are involved in improving the public management of prevention and intervention policies in various fields (health, transport, hygiene and environment). In order to get citizens involved in the actions carried out by the City, the volunteer programme has adopted the slogan: "Putting citizens at the heart of our action."

The volunteer programme is made up of 500 people and was set up in 2010 by the Mayor of Dakar. Potential participants attend a theoretical and practical training session before being assigned to one of seven different teams. Each team has a different task to fulfil, and these include: surveillance of public spaces, hygienic conditions, environment, beaches, markets, traffic, patrolling problem areas and providing a fixed neighbourhood presence.

## **Main Partners:**

The Municipality of Dakar has cooperated with the Municipality of Bordeaux, AIMF (International Association of French Mayors) and the Municipality of Marseille.

## **Outcomes/Evaluation:**

Citizens see volunteers as key figures in the urban participative management of the city as volunteers have been remarkably effective in the management of public spaces (e.g.

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clearing pavements).

The main factor for success is the adaptability of this initiative. Although the volunteer programme was initially intended to be a support project for the police, it has become an integral part of the City's urban management services.

An annual evaluation is carried out allowing for a continued revision of the programme according to the citizens' and the City's needs.

**Further Information:**

- [Volontaires de Dakar](#)

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## SAFER CITIES DAR ES SALAAM

*Dar es Salaam, Tanzania*

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**Region:** Africa  
**Years:** 1997  
**Keywords:** Youth, Women, Police, Community Partnership, Justice, Children  
**Organisation:** UN-Habitat

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### Objective:

- To strengthen the capacity of local authorities to manage and sustain urban security and reduce crime, including violence against women, children, and other vulnerable groups;
- To create a culture of crime prevention and community safety through pilot projects at the neighbourhood level initiated by the communities themselves.

### Target Population:

Residents of neighbourhoods in Dar es Salaam and the three municipalities of Ilala, Kinondoni, and Temeke, with a particular focus on women.

### Summary:

Project partners worked together to develop locally based solutions to prevent crime in their neighbourhoods and build awareness among communities about safety and security issues. The first phase of the project identified youth crime, and violence against women as the priority concerns. Victimisation surveys and a young offender survey provided data on crime problems and trends, and an integrated crime prevention strategy was developed. The strategy addresses three areas: i) law enforcement including the creation and training of the City Auxiliary Police, the development of neighbourhood watch groups (Sungusungu), and the development of Ward Tribunals to expedite minor offences; ii) social and economic issues including job creation and skills training, cultural, and recreational activities for youth at risk; iii) environmental design including the use of women's safety audits to identify needs for safety enhancement.

The Sungusungus were people engaged by the community for neighbourhood watch. They received some basic militia training from retired militia/police/army officers and provided night-time security in their communities.

The project promoted women's safety and empowerment by training community members to conduct the safety audits and implement audit recommendations. Continuous public awareness campaigns also helped to create a culture of adherence to the law and partnerships in local innovations for crime prevention.

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**Main Partners:**

National and local governments, NGOs, Training Institutions, UN-Habitat, ICPC. Funding was provided by the Netherlands, Sweden, UNDP and local authorities

**Outcomes/Evaluation:**

The project strengthened, co-ordinated and embedded institutional capacity and skills in crime prevention at the municipal level. Citizens also have a better understanding of prevention and the benefits of developing their own crime prevention initiatives. Furthermore, a programme to integrate youth into the local authority decision-making framework is underway.

The Safer Cities Dar es Salaam project won the award for best crime prevention initiative at the Africities Summit in 2000 and was nominated Best Practice by the 2004 Dubai International Award for Best Practices.

**Further Information:**

- [International Center for the Prevention of Crime. \(2005\). Urban Crime Prevention and Youth at Risk.](#)
- [UN-Habitat - Safer Cities Projects](#)

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## PARENTING WORKSHOPS

*Halluin, France*

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**Region:** Europe  
**Years:** 2000 - 2012  
**Keywords:** Parenting, Educational Responsibility, Prevention  
**Organisation:** City of Halluin

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### **Objective:**

- To represent an opportunity to pay attention and listen to struggling parents, to guide and support them when they encounter problems;
- To encourage meetings and discussions between parents, and to listen to individuals in crisis situations;
- To be a watchdog for the difficulties families encounter and contribute to discussions on how best to respond to them.

### **Target Population:**

Parents of pupils, working parents, house-wives and house-husbands, single parents, adults with disabilities, families from foreign backgrounds, grandparents and prospective parents, etc.

### **Summary:**

The Workshops do not provide “guidelines” of good practices to follow nor present a good parenting role-model, but there are prohibited kinds of behaviour. The workshops aim above all to reassure parents in their role, their responsibility for their children’s education, and especially to not make them feel guilty. This discussion forum can result in some parents reconnecting with their children who are struggling at school or are first-time offenders.

The Parents’ Workshops work as groups for exchanging knowledge and experiences. The “parent mediators” lead discussions and also share their experiences. Several themes are addressed at various meetings (breakfast, afternoon or evening sessions); these correspond to the parents wishes and they can also choose the time and place of the meetings. These meetings conclude with a specialist that visits during one of the evening sessions or a Saturday morning so that working parents can be made aware too. Two monitoring bodies unite on a technical (implementation) and political (guidance, evaluation) level.



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**Main Partners:**

City of Halluin, associations working in neighbourhoods and with families, social services and headteachers, General Council of the Nord department, DDASS, CAF

**Outcomes/Evaluation:**

The results regarding parents' responsibility for their children's' education are very satisfying; the workshops restore parents' confidence and enable them to act. The impact in terms of crime prevention is difficult to measure

Questions about issues other than parenting were redirected to more appropriate organisations or other actions led by the city. Professionals from the social or health sector frequently contributed to the debates. 6 national meetings took place between 2002 and 2012 in order to discuss the best ways to address this issue on a wider scale

**Further Information:**

- [Ville Halluin - Parent Workshops](#)

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## I AM ROMA

*Heraklion, Crete, Greece*

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**Region:** Europe  
**Years:** 2013  
**Keywords:** Minorities, Inclusion , Roma , Combating discrimination  
**Organisation:** City of Heraklion

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### **Objective:**

- To improve relations between Roma and non-Roma people;
- To promote Roma integration;
- To combat discrimination;
- To raise awareness of Roma culture and rights.

### **Target Population:**

Roma minorities and other residents.

### **Summary:**

As part of the City of Heraklion's work maintaining and improving social protection, cohesion and urban security, it has developed concrete support actions to foster the social inclusion of Roma people, such as combating illiteracy, mediation seminars. In 2006 the City set up a Sociomedical Centre that provides social, health, education and employment support to Roma people. A series of actions focuses on the public's awareness of Roma people's rights and culture through the media and education system. Local authorities have actively participated in local, national and European forums and networks on Roma issues with the aim being to study good practices and exchange ideas. Educational programmes include vocational and entrepreneurial training. The project's anti-discrimination campaign targets children through school events and inter-cultural discussions. 800 people (adults and children) from the target group of 1500 Roma people (approximately 550 people from the Roma camp and others from the wider urban area) benefited from this project.

In 2013 the city of Heraklion received the Dosta of the Congress of Local and Regional Authorities of the Council of Europe as part of its ongoing work strengthening the role of local authorities in protecting Roma and other minorities' rights.

### **Main Partners:**

City of Heraklion (Greece)

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**Outcomes/Evaluation:**

Increasing public awareness, changing the local community's mindset, and improving access to employment, education and health. Raising awareness and empowering both Roma and local communities (education, media, events, etc.).

Innovative aspects of the project include combating illiteracy of young Roma women aged 11-17, creating a local campaign and using anti-discrimination messages to raise awareness at state schools and in the wider local community, creating a DVD for children- participation of Roma children and families from the Roma camp in the film- and disseminating it to schools, conferences and the social media and forming a network of organisations from the state education system, social services, NGOs and Roma camp representatives as stakeholders.

**Further Information:**

- [Municipality of Heraklion](#)

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## JAMADI ASSISTANCE CENTRE FOR AT-RISK GROUPS

*Huimilpan, Queretaro, Mexico*

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**Region:** North America  
**Years:** 2007  
**Keywords:** Victims  
**Organisation:** Public Safety Secretariat for Citizen Safety of the State of Queretaro

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### **Objective:**

- To create a mechanism for victim support by piloting an approach in different municipalities;
- To coordinate services offered across municipalities and encourage the coordination of activities between government and civil society, seeking to strengthen inter-institutional relationships to better support victims;
- To share information with the departments of the Secretariat of Public Safety in order to create and inform preventive strategies and action plans, and to develop a regional picture of local issues.

### **Target Population:**

Victims of crime in the municipality of Huimilpan.

### **Summary:**

The Secretariat for Citizen Safety and the Municipality of Huimilpan provided support towards the creation, coordination and implementation of the pilot project through the development of the Jamädi Assistance Centre for at-risk groups. Before the Centre was launched, a manual was developed for its administrative operation, including work procedures, general guidelines, organisational policies, and working protocols. Key participants in the pilot project included the Public Safety Secretariat of the State of Queretaro, the Municipality of Huimilpan, and the local police.

Home visits, and meetings with community leaders and local authorities were arranged to better respond to the needs of victims. Information collected throughout this process was compiled in monthly reports. Based on these reports, the victim was contacted and offered support in the form of guidance, legal advice, and psychological counselling.

### **Main Partners:**

Public Safety Secretariat of the State of Queretaro, the Municipality of Huimilpan, and the Local Police

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**Outcomes/Evaluation:**

Evaluations have been carried out since January 2008 on the model, involving monitoring processes throughout the pilot phase. Several items have been assessed including the types of assistance given to victims, and the impact of the Centre within the community and on municipal and institutional coordination. The evaluation gathered both qualitative and quantitative data. The state intended to replicate the project in 18 municipalities across Queretaro and each site will undergo an initial pilot phase.

**Further Information:**

[Seguridad Queretaro](#)

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## PREVENTION AND NIGHTLIFE MANAGEMENT

*La Rochelle, France*

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**Region:** Europe  
**Years:** 2007 - ongoing  
**Keywords:** Night-life regulation, Public peace, Risk reduction  
**Organisation:** City of La Rochelle

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### **Objective:**

- To prevent public disorder due to alcohol abuse during festive gatherings;
- To provide a general review of the development of La Rochelle's night-life, leading to the production of a final Night-life charter.

### **Target Population:**

Young people from 15 to 25 years old, Residents of the city centre, and Night-life venue managers

### **Summary:**

The project was set up following an increase in antisocial behaviour and alcohol abuse by young people during gatherings at night in the city centre, especially on the weekend. This increase was highlighted by complaints from residents, shopkeepers, pedestrians and tourists, as well as by the conclusions made by surveillance units and the results of the preliminary study carried out by two sociologists when this action was launched in 2007.

Two activities were implemented to respond to this situation: (1) a 3-man field prevention team (social worker, nurse and a volunteer), working at night to offer help and advice to young people from midnight until 4 a.m at the weekend. The aim is to encourage dialogue and mediation between young people, bar and club managers, and residents on the use of public spaces in order to reduce the feeling of insecurity and neutralise any conflicts. (2) The Night-life Charter, a document signed by all the actors involved, aims to promote a healthy approach to night-life, peaceful cohabitation between various groups and commits them to adhering properly to local regulations (public order, alcohol retail etc.)

### **Main Partners:**

City of La Rochelle, other local authorities, local state representative, schools and the university, student organisations, night-life venue managers, Private actors, neighbourhood committees (inhabitants).

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**Outcomes/Evaluation:**

The presence of the night team has eased tensions between young people, bars and residents. Work around the Night-life Charter has increased the feeling of security and has provided an opportunity for dialogue. Everyone can now give feedback on night-life issues. Working groups take this feedback into account when creating new proposals.

The main conditions of success are basing the project on an action-research principle with a sociological analysis before implementation and opening up dialogue within the night-life charter means being able to constantly adapt to the partners' needs.

**Further Information:**

- [Safer Drinking Scenes](#)

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## PREVENTING HOOLIGANISM

*Liege, Belgium*

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**Region:** Europe  
**Years:** 1997 - ongoing  
**Keywords:** Fan coaching; Prevention of Hooliganism, Use of Public Spaces  
**Organisation:** City of Liege

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### Objective:

- To reduce violence during football matches;
- To create new jobs;
- To improve the relationship between football fans and the police;
- To train young people in the city of Liège to view sport in a peaceful way.

### Target Population:

Groups of football fans who acted violently. In addition, young people were also targeted during training sessions outside of football matches.

### Summary:

The project takes place at the Standard de Liège football team stadium and the surrounding area where violent groups of supporters used to gather. The project was co-managed by the City of Liège and the “fan coaching” NGO.

An initial phase involved hiring 5 social workers who had the task of mediating between groups of fans and the police during matches in order to manage conflicts in a peaceful manner.

Once the 5 people had been hired, they began their work that included: preparing recreational activities in the area around the stadium during matches, weekly activities for fan groups (games, sport, cultural activities) and organised public debates at the “fan coaching” association’s headquarters. They also advise members of fan groups on employment opportunities and other administrative aspects.

The 5 “fan coaching” workers were also involved with schools and local associations working with young people and organising training sessions.

### Main Partners:

City of Liège and Fan coaching NGO; Standard de Liège football teams; Police; Judicial system; Ministry of the Interior (project’s evaluation)



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### **Outcomes/Evaluation:**

The impact of the project allowed all football supporters to enjoy sports events more peacefully. There was a decrease, both in qualitative terms (regarding frequency) and in quantitative terms (violence and vandalism), of incidents during football matches. With regard to urban regulation, a noticeable improvement in the level of self-regulating behaviour among supporters in their own living environment. Educators were well-integrated into football fan groups which allowed them to supervise supporters informally. The project started back in 1990 and is still ongoing as violence in football has proved to be a macro social phenomenon that is difficult to eradicate completely.

### **Further Information:**

- [Fan coaching \(City of Liège website\)](#)

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# UN ARMA MENOS SON MUCHAS VIDAS MAS

*Medellin, Colombia*

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<b>Region:</b>	South America
<b>Years:</b>	2004
<b>Keywords:</b>	Citizenship, Anti-social behaviour, Prevention, Safety
<b>Organisation:</b>	Mayor's Office of Medellin, The Metropolitan area of Valle of Aburra and the United Nations Development Program (UNDP)

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## **Objective:**

- To enhance citizen understanding of disarmament as a way to contribute to reducing violence.

## **Target Population:**

Citizens of Medellin

## **Summary:**

The agreement is essentially a firearms disarmament plan that was designed as a series of strategies with an educational component that aimed to reduce the number of homicides or lethal accidents and contribute to the construction and strengthening of the social fabric.

The educational component involved the development of formative processes and communication strategies orientated to changing attitudes about firearms and reducing aggressive behaviour. It aimed to limit citizen ownership of firearms and encourage citizens to voluntarily hand over and destroy their firearms at public events to prevent re-distribution.

The social and public management component supported social and institutional local, national and international disarmament processes that strengthened and improved action orientated to deter and control the ownership of firearms by citizens.

The policing component contributed to increasing the governability and credibility of the State as the unique and legitimate carrier of firearms and sole provider of security.

## **Main Partners:**

Municipal Administrations, Municipal Councils, Metropolitan police, the Catholic Church, Education institutions, Youth, NGOs and the community.

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**Outcomes/Evaluation:**

The initiative changed attitudes of youth towards firearms; strengthened the bases of the citizen culture and contributed to the reduction of homicides in the city and the Valle of Aburrahas

**Further Information:**

- [Carlos Alberto Morales Gaviria, Coordinador Plan Desarme Medellín. \(2008\). Un arma menos son muchas vidas más](#)

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## TAPAJ (ALTERNATIVE WORK PAID BY THE DAY)

*Montreal, Canada*

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**Region:** North America  
**Years:** 2000 - ongoing  
**Keywords:** Exclusion, Inclusion  
**Organisation:** Spectre de Rue

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### **Objective:**

- To improve the living conditions of vulnerable people through social integration by offering employment opportunities.

### **Target Population:**

Individuals 16 years and over living in very precarious situations and not ready to enter the labour market.

### **Summary:**

TAPAJ provides vulnerable young people with a per diem through work that does not require any special qualification or job experience. The project aims to ensure that the participant develops confidence and self-esteem; confidence of others; personal and professional skills; and pro-actively improves his/her overall living conditions.

The program involves three stages. The first stage involves minimum commitment by the participants (200 each year), who must follow-up with the organization by telephone and must complete between 2 to 3 hours of work each week. This is carried out for a one year period, with a possible extension if needed.

The second stage demands more commitment from the participants (25 participants), and involves personal and professional reflection and the setting of goals. The participants meet with front-line workers on a regular basis over 12 months to develop their goals and monitor progress. The organization offers longer-term work contracts so that the participants can gain work experience. The participants work 3 to 7 days per day, on average. The front-line worker also works closely with the participants regarding housing and health needs.

The third stage involves working closely with the participants, depending on their needs, to integrate into the labour force or while participating in a training program. At this stage, support is tailored to the specific needs of each participant.

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**Main Partners:**

Montreal Police Services (SPVM), City of Montreal, Institut Universitaire sur les dépendances communautaires et financiers, Intact Foundation, Les œuvres Léger, Société de développement social de Ville-Marie, Borough of Ville-Marie, Borough of Plateau Mont-Royal, Quartier de Spectacle, Piknic Électronique

**Outcomes/Evaluation:**

The program has been a success. It was replicated in France in the City of Bordeaux in partnership with CEID (Comité d'Étude et d'information sur la drogue et les addictions/ Committee of studies and information on drugs and addictions) in 2013 and will be extended to the whole of France. The program's success is partly due to its large network of partners and close monitoring of participants in the long-term. The evaluation report is available on demand.

**Further Information:**

- [Spectre De Rue - Tapaj](#)

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## OUR HOME PROJECT

*Ottawa, Canada*

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**Region:** North America  
**Years:** 2009 - ongoing  
**Keywords:** Community, Partnership, Police  
**Organisation:** Lowertown Community Resource Centre

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### **Objective:**

- To improve the quality of life and safety of residents in the city of Ottawa – Lowertown by giving people the power to take over their neighborhood and to reclaim parks and other public places.

### **Target Population:**

Residents of Lowertown

### **Summary:**

The project is a neighbourhood initiative from a district of the city of Ottawa. Prevention Crime Ottawa is the main funder. The project stems from an initiative by residents to set up a committee, regrouping about 40 members in order to develop and implement community initiatives. The first step involved a project coordinator who assessed neighbourhood concerns and planned activities such as community events, walks in the neighbourhood, cleaning-up activities and barbecues. The project currently offers sessions on working with the police, reporting criminal activities, community safety, parenting, drugs and racism. Within the context of the project, youth have the opportunity to work beside the police and security services to share knowledge and establish a relationship of mutual respect. Local resources and volunteers are used to ensure the implementation of the project.

### **Main Partners:**

13 Community Partners, Residents of the Community, the Police Service, Ottawa Community Housing, the Office of Councillor Mathieu Fleury, Crime Prevention Ottawa, Lowertown East Residents, Ottawa Police Services, Le Patro, Action-Housing, Options Bytown, Lowertown Community Association, Shepherds of Good Hope, Lowertown Good Neighbours Community House, Centre de services Guigues, John Howard Society and the Lowertown Community Resource Centre.

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**Outcomes/Evaluation:**

The project won both the Award of Merit Award 2010 Community Engagement from the Ontario Association of Chiefs of Police, and the Ontario Award of Merit in the category of community safety.

**Further Information:**

- [Ottawa Neighbourhoods Social Capital Forum - Lowertown Case Study](#)
- [Crime Prevention Ottawa - Profile Lowertown Home Community Safety Program](#)
- [Crime Prevention Ottawa - Why Community-Based Crime Prevention Works](#)

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## UNITED NEIGHBOURS

*Ottawa, Canada*

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**Region:** North America  
**Years:** 2008 - ongoing  
**Keywords:** Citizen Participation  
**Organisation:** Community Health Centre Pinecrest-Queensway

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### **Objective:**

- To take concrete steps to address the situation of increasing crime in the area and to improve safety.

### **Target Population:**

Residents of Pinecrest-Queensway

### **Summary:**

In the spring of 2008, United Neighbours conducted surveys to assess crime and safety issues in the area in four languages (Arabic, French, Somali and English) from more than 800 adults and youth residents. As a response, United Neighbours held a community forum to encourage residents to unite their efforts to make neighborhoods safer. The result was the creation of four working groups: (1) environment and beautification; (2) community safety; (3) directory of programs and services; and (4) preventive measures and interventions on drug and alcohol.

Each working group meets once a month to discuss issues, projects and new initiatives. The following initiatives have been implemented: a community forum; community clean-up days; and the creation of a park in one of the neighborhoods where coffee shops provide an opportunity for residents to meet and discuss crime and safety issues. Kiosks selling beverages have recently been set up to encourage young people to meet and discuss the issues that concern them.

### **Main Partners:**

Community leaders, Service providers, Tenants of housing in the private sector, Home-owners and Local businesses, Housing associations, the Police.

### **Outcomes/Evaluation:**

United Neighbours is an example of a community action plan that educates and mobilizes the community on crime and safety.



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United Neighbours was awarded the Crime Prevention Ottawa's 2009 Community Safety Award, and it was evaluated in 2012. United Neighbours became a network of support for community members and provided the basis for more collective action to build a safer, healthier community. From 2006 to 2011, reported incidents of crimes against person and crimes against property decreased by 27% in the United Neighbours communities than the city average, which was down by 15%.

**Further Information:**

- [United Neighbours](#)
- [Crime Prevention Ottawa - Neighbourhood Initiatives](#)
- [Crime Prevention Ottawa - Why Community-Based Crime Prevention Works](#)

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## RIGHT OF ACCESS TO MEDIATION

*Pierrefitte-sur-Seine, France*

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**Region:** Europe  
**Years:** 2001 - ongoing  
**Keywords:** Access to law, Social services, Conflict management  
**Organisation:** Pierrefitte-sur-Seine

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### Objective:

- To give civic education classes to pupils at schools;
- To offer a platform for mediation and conflict management;
- To provide information about the rights and duties of citizens, and help them gain access to the law.

### Target Population:

The project's main target group is composed of citizens who live in the worst conditions and need help dealing with administrative and legal activities. People involved in minor conflicts are also targeted directly.

### Summary:

Pierrefitte-sur-Seine is a suburb of Paris and has the same issues that are characteristic of many French suburbs such as unemployment, poverty, violence, lack of education, etc. The city of Pierrefitte-sur-Seine decided to set up a multi-dimensional project with the aim to provide information about the rights and duties of citizens, and help them gain access to the law.

Following a pilot project in one area, a comprehensive scheme was put in place with the cooperation of local elected officials, institutional staff, social workers and academic researchers. An association was created in order to centralise activities (AFPAD: association for training, prevention and access to the law).

AFPAD offers citizens a team of legal experts, copyists and notaries who are available in different areas of the city (schools, police stations, etc.). Training sessions in schools are organised for pupils on civic education subjects.

Finally, a team of 15 experienced social mediators are also available to be called upon by citizens or social landlords when a conflict arises, in order to manage these conflicts effectively and peacefully.

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**Main Partners:**

Pierrefitte-sur-Seine, Seine-Saint-Denis Department, Île-de-France Region, National Education, National Police, the national rail service (SNCF), a local victim support NGO, etc.

**Outcomes/Evaluation:**

Results include a holistic approach with many partners involved; precise evaluation of citizens' main needs prior to the project; an effective communication and dissemination strategy (the project was well-known among citizens); and the training of 160 local professionals who work in the field of security and prevention.

**Further Information:**

- [AFPAD](#)

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## PRODEPPAP (URBAN COMMUNITY-DRIVEN DEVELOPMENT PILOT PROJECT)

*Cité du soleil, Port-au-Prince, Haiti*

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**Region:** North America/Caribbean  
**Years:** 2007  
**Keywords:** Health, Urban Development  
**Organisation:** World Bank

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### **Objective:**

- To improve access to basic services;
- To help create opportunities for community organizations;
- To generate income;
- To reinforce social cohesion.

### **Target Population:**

Cité du soleil community members.

### **Summary:**

The project was developed following the success of the Community Driven Development Pilot Project (PRODEP) in Haiti that was supported by the Post-Conflict Fund. PRODEPPAP was implemented between 2007 and 2009 in disadvantaged areas of Port-au-Prince, guided by the government's objective to reduce poverty and safeguard peace restored after years of armed conflict. To achieve its objective, the project followed its predecessor's strategy and focused on the active participation of community groups in the implementation of sub-projects.

The project had different components including:

- Capacity building and institutional strengthening of community groups and organizations, local representatives, and relevant government officials in the planning, management and implementation of participatory community-driven development.
- Implementation of community sub-projects to improve severely deteriorated physical infrastructure and to provide income-generating opportunities to targeted impoverished communities.

### **Main Partners:**

World Bank, the Mayor and local government of Cite du Soleil, civil society.

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**Outcomes/Evaluation:**

The results included strengthened social cohesion through the creation of committees/councils; prioritized and allocated resources for the implementation of community sub-projects that were implemented by community groups or associations through a participatory and inclusive process; and the participation of local government authorities, which served to improve the relationship between local government and civil society in terms of helping local government representatives to better understand and address their constituents' needs.

**Further Information:**

- [World Bank - State and Peace Building Grant Database](#)
- [OECD - Developpement](#)

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## COMMUNITY MOBILIZATION PRINCE ALBERT (CMPA)

*Prince Albert, Canada*

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**Region:** North America  
**Years:** 2011 - ongoing  
**Keywords:** Individuals/Families with acutely elevated levels of risk  
**Organisation:** Prince Albert Police Service

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### Objective:

- To achieve a dramatic and ongoing reduction in the levels of crime and victimization in Prince Albert;
- To improve all aspects of social wellness, including reducing emergency room visits and school truancy rates;
- To give citizens and families at risk the supports needed to build positive and healthy lives;
- To allow youth to grow and be educated in environments free from fear and risk;
- To grant businesses a safe and positive marketplace in which to operate.

### Target Population:

Individuals/families with acutely elevated levels of risk.

### Summary:

Basing its actions on rigorous research and analysis, CMPA prevents crime and violence by bringing together multiple partners to provide short and long-term interventions for individuals at risk of engaging in criminal behaviour. CMPA targets the root causes of criminality by offering counselling and options to individuals and families in need, such as those suffering from addictions and mental health issues, or those requiring further education and employment training.

CMPA consists of two components: (1) The Hub - the group of individuals from partnering organizations that meet weekly to identify emerging problems and deliver immediate, coordinated solutions. (2) The COR (Centre of Responsibility) - the group of professionals that use research to establish long-term community goals and solutions for crime prevention and reduction. The CMPA project is funded by the Province of Saskatchewan, which provides \$450,000 to the COR component.

### Main Partners:

Community Groups, Government Departments/Agencies, Academic Institutes (research and evaluation), Local Government.

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**Outcomes/Evaluation:**

From April 2011 to March 2012, CMPA contributed to an overall drop in Prince Albert's crime rate by 11%, public prosecutions by 12% and emergency room visits by 11%. The CMPA model has received national and international recognition. It is now being tested elsewhere including neighborhoods in Toronto. The University of Regina is currently conducting a formal evaluation of this initiative.

**Further Information:**

- [Public Safety Canada - Community Mobilization Prince Albert \(CMPA\)](#)
- [Prince Albert Police Service - Community Mobilization](#)

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## INITIATIVE AGAINST ORGANISED CRIME

*Reggio Emilia, Italy*

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<b>Region:</b>	Europe
<b>Years:</b>	2010 - 2013
<b>Keywords:</b>	Organised Crime, Education to legality, Respect for the law and institutions
<b>Organisation:</b>	City of Reggio

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### Objective:

- To combat the infiltration of organised crime in the region of Reggio Emilia.
- To gather information on phenomena linked to organised crime in the department of Reggio Emilia;
- To raise citizens' awareness of these illegal activities (which are often underestimated);
- To counter the spread of illegal concepts and young people's acceptance of criminal practices;
- To strengthen controls on the allocation of public acquisitions.

### Target Population:

Students, Civil Servants, Government Employees, Local NGOs and interested Citizens.

### Summary:

Several actions were included in the initiative such as research on the topic resulted in the creation of a "documentation centre" on organised crime at the regional level; training sessions in secondary schools promoted respect for the law and institutions, both from a moral and a more practical point of view (visits to confiscated areas); surveys of students were also conducted in order to understand young people's views on this topic; organisation of a public event called "Rassegna della legalità" where citizens attend exhibitions and debates with experts was held; an "Ethical shop" selling products produced exclusively in properties confiscated from organised criminal groups has opened. which also hosts debates and events open to the public; a training course for civil servants has been set up with the cooperation of the "Avviso Pubblico" NGO that works on tackling organised crime at the local level; and there has been increasing controls on the allocation of public acquisitions where organised crime is traditionally very active.

### Main Partners:

The City worked with the University of Modena (survey), NGOs and private companies: "Avviso pubblico", "Libera", "Colore", etc., Emilia Romagna Region...



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**Outcomes/Evaluation:**

Results show that the initiative was a large and diverse partnership. Due to the initiative's success, the coalition of partners grew from 33 to 83 members in the period from 2010 to 2013. Working on administrative tools to tackle organised crime has proved an innovative way to address the issue and has made it easier to find new partners and the fact that all activities are implemented under a global initiative avoided duplication and loss of energy.

**Further Information:**

- [Reggio Controle Mafie](#)

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## STREET PREVENTION TEAM & ALCOHOL-FREE BAR IN THE RAILWAY STATION AREA

*Reggio Emilia, Italy*

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**Region:** Europe  
**Years:** 2010  
**Keywords:** Risk reduction, Street work and mediation, Peaceful co-existence  
**Organisation:** Municipality of Reggio Emilia

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### Objective:

- To reduce risks linked to alcohol abuse;
- To improve marginalised people's living conditions;
- To create conditions for peaceful coexistence between these groups and local residents.

### Target Population:

Predominantly socially disadvantaged young people and adults gathering in this area and using or abusing alcohol in addition to some chronic alcoholics; residents; and workers in the railway station area.

### Summary:

The area around Reggio Emilia's railway station is populated by high rates of socially disadvantaged people. In this context, certain groups used public spaces to meet and consume excessive amounts of alcohol. A study revealed a strong feeling of insecurity among residents who started voicing concerns about disturbances and litter.

One of the project's initiatives was a street prevention team working to reach out to the problematic groups and residents; deliver and gather (listen in a non-judgmental way) information, create a relationship; and where necessary, provide help, support and guidance towards other structured support services.

At the same time, an alcohol-free bar named "Café Reggio" was set up as a meeting place for local residents. The bar staff are part of the prevention team and also work around the bar. This establishment offers activities for families and children, and helps to control and monitor the area.

All the outreach staff and professionals attend regular training sessions and hold co-ordination meetings every two weeks. As part of the project a "collaborative network" has also been set up with all the interested NGOs, residents' associations and service providers.

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In 2008 funding from the Italian government helped set up the project and since then local authorities have been able to finance implementation expenses.

**Main Partners:**

Municipality of Reggio Emilia, Department for Social Cohesion, Integration and Inclusion, the Local Health Authority, the Emilia Romagna Region and three local NGOs providing operators for the project that have an agreement with the Municipality.

**Outcomes/Evaluation:**

Notable outcomes have included the presence of a linguistic-cultural mediator to facilitate a relationship of trust; an accessible and flexible network of NGOs; and an information desk that makes the operators visible and easy to contact, by both concerned citizens and those in difficulty.

**Further Information:**

- [Redazione Web Reggiano Emiliano](#)

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## ASSISTANCE TO ELDERLY VICTIMS OF CRIME

*Rome, Italy*

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**Region:** Europe  
**Years:** 2000  
**Keywords:** Victim support, Assistance, Volunteering  
**Organisation:** City of Rome

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### Objective:

- To ensure assistance to elderly victims of crime will be provided quickly when practical help is needed (repairing locks on door, etc.);
- To provide follow-up support to victims to help them feel less lonely;
- To make the service as accessible as possible.

### Target Population:

Elderly people who are victims of crime or need special assistance.

### Summary:

A group of 70 volunteers were trained for two months on how to help elderly people who have been victims of violence (in person and over the phone). Once the training was finished, the City launched the “Silver thread” initiative, a free phone number that elderly people could call if they needed assistance.

Volunteers provided this assistance in person on a daily basis (where possible) and over the phone by monitoring victims in the period after the crimes have been committed. Moreover, a team of 10 lawyers cooperate on a voluntary basis and give first-hand legal advice to crime victims. They advise elderly people on which service to contact, make sure that the police report the crimes correctly and suggest trustworthy lawyers when necessary.

The phone line was active 24 hours a day and 7 days a week. Volunteers were also expected to be available on their mobile phones during weekends.

### Main Partners:

City of Rome, AUSER NGO, the National Association Supporting Elderly People, which was set up by the National Union of Pensioners; Local police, social services, health service, services responsible for elderly people in the city.

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**Outcomes/Evaluation:**

In the period between June 2000 (beginning of the initiative) and 2004, 1083 calls were registered; 760 calls were transferred to other services and 323 were dealt with directly (70% consultations and follow-up, 26% social, health, and psychological assistance and family mediation). Representatives from the cities of Paris and Brussels went to Rome to review the initiative. The foundation “Cittadinanza attiva” that supervises cities’ engagement towards weaker parts of the society evaluated the initiative positively.

**Further Information:**

- [Auser](#)

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## SENIOR PATROLS

*Setubal, Portugal*

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**Region:** Europe  
**Years:** 2011  
**Keywords:** Social integration, Public Spaces, Citizen Participation  
**Organisation:** City of Setubal

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### **Objective:**

- To promote the insertion of elderly people in active life, and preventing vandalism and degradation of gardens and municipal facilities;
- To raise awareness among inhabitants on the proper use of the park;
- To promote community involvement.

### **Target Population:**

Setúbal inhabitants, especially senior retired citizens over 65 years old.

### **Summary:**

The City of Setubal launched a project to carry out the surveillance of a public park by enrolling senior citizens to patrol the park, situated in a neighbourhood that was often subject to acts of vandalism. The retired people who participate in these patrols all live in the neighbourhood.

They have been trained to carry out, in shifts, the surveillance of the park. The candidates to the Senior Patrols must be over 65 years old and there is no age limit. They must have good mobility and interpersonal skills (for example, demonstrating that they are able to act as a mediator, or intervene, even in a conflict situation).

Each patrol is given a cell-phone by the City, with a direct connexion to the Police for emergency contact. Members of the patrol are paid 2.60€ per hour. In addition to the surveillance tasks, the senior patrols also provide park users with other services, such as giving them information.

Following the renewal of the city of Setúbal's main Avenue, the City decided to extend this experience. Indeed, the city centre is often the target of acts of vandalism such as graffiti on monuments and degradation of trees and street furniture.

### **Main Partners:**

Setúbal City, Anunciada District Council, Friends of Albarquel Park NGO, Centre for the

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well-being of Retired and Elderly People NGO.

**Outcomes/Evaluation:**

This project has helped promote a spirit of citizenship and community involvement. Setúbal's inhabitants now show greater respect for parks and gardens; they are more careful with street furniture and overall show a greater concern for environment.

This project has also boosted elderly people's self-esteem by allowing them to show their abilities and role in the community. In addition, this solution offers economical benefits for local authorities. The general evaluation of this project is positive and it is planned to be extended to other parts of the city.

**Further Information:**

- [Setubal - Municipio Participado](#)

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## AT HOME/CHEZ SOI

*Vancouver, Canada*

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**Region:** North America  
**Years:** 2009  
**Keywords:** Exclusion, Drugs, Housing  
**Organisation:** Mental Health Commission of Canada (MHCC)

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### Objective:

- To provide practical and meaningful support to Canadians experiencing homelessness and mental health problems.

### Target Population:

Homeless people with mental health issues in Vancouver.

### Summary:

This four-year project is also taking place in four other cities in Canada: Winnipeg; Toronto; Montreal; and Moncton. Through referral resources that include emergency shelters and street outreach programs, the project recruited nearly 500 participants. Although the project did not specifically target people with concurrent disorders (i.e. having both mental health and substance abuse issues), the majority of participants were found to be dependent on drugs or alcohol, and nearly a quarter were using drugs on a daily basis.

To best serve this population, the Vancouver team took a two-tiered approach. Under the “dispersed housing” model, participants were provided with access to housing across 22 neighbourhoods throughout the city and were supported by either an Assertive Community Treatment team through RainCity Housing (for people with more complex needs) or an Intensive Case Management team through the Coast Foundation Society (for people with moderate needs). Another group of people were provided housing and support through the “congregate site” model by the Portland Hotel Society. Housed at a single site at the Bosman Hotel, these people were given access to a range of on-site mental health and addictions services to meet their needs.

The research team at Simon Fraser University and the University of British Columbia led the research to explore the impacts of homelessness on participants from both the “dispersed housing” model and at the “congregate site” model.



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**Main Partners:**

Vancouver Coastal Health, the City of Vancouver, the Vancouver Police Department, Universities, NGOs and Provincial Government Departments.

**Outcomes/Evaluation:**

The project has provided housing to more than 1,000 homeless Canadians. The Early Findings Report, Volume 3 published in 2012 shows that the project makes good use of public dollars and is cost-effective.

**Further Information:**

- [Mental Health Commission - Initiatives and Projects: At Home](#)
- [Mental Health Commission - At Home Early Findings Report](#)

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# SAM: MOBILE TEAMS OF SOCIAL WORKERS ENSURE PEACEFUL COEXISTENCE IN THE STREETS

*Vienna, Austria*

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**Region:** Europe  
**Years:** 2007 - ongoing  
**Keywords:** Mediation, Public spaces, Social integration  
**Organisation:** Vienna Public Service

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## **Objective:**

- To promote the tolerance and individual responsibility;
- To promote amicable understanding, cooperation and coexistence between those using public spaces (both individuals and groups);
- To integrate marginalised people;
- To integrate drug addicts into Vienna's addiction and welfare system;
- To increase the subjective feeling of security as well as targeted interventions in the most problematic areas of the city.

## **Target Population:**

Homeless people and drug users and the general public in public spaces.

## **Summary:**

The project was set up to improve the feeling of security among people using public spaces by assuring adequate support for homeless people and drug users through the work carried out by a team of street workers.

The project is run by three teams, two of which are location-based (teams of 9 and 6 people) and one of which, SAMflex (11 people) intervenes in hotspots in public spaces across the city. The teams are made up of both men and women from different ages and backgrounds (languages spoken include Polish, Russian, French, English, Persian, Greek, Slovakian and Bulgarian).

Activities delivered include developing relations with people using public spaces; developing relations and cooperation with institutions and establishments; conflict management; intervention in crises and First Aid; providing information and being the first port of call; consultation with specialists; redirecting and accompanying people to other institutions; and follow-up preventative measures

## **Main Partners:**

Austrian rail service, Vienna's public transport service, Social services, Addiction Vien-

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na's children and families service, Vienna's health service, the waste disposal service, Vienna's municipal garden service, Vienna Social Fund, and many more.

**Outcomes/Evaluation:**

Factors for the project's success show a holistic, systematic approach to finding solutions; social work on the streets and local development work being provided simultaneously; and a correct balance between repressive actions and social mediation, with the latter often being the simpler solution to minor conflicts.

**Further Information:**

- [Suchthilfe - Sam](#)

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## **RANUI ACTION PROJECT (RAP)**

*Waitakere, New Zealand*

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**Region:** Oceania  
**Years:** 2001  
**Keywords:** Cities, Health, Minorities  
**Organisation:** Ranui Organization

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### **Objective:**

- To bring together the Ranui community, the Waitakere city council, government agencies and volunteer groups to improve health and well-being in Ranui.

### **Target Population:**

Indigenous peoples

### **Summary:**

The project involved several activities including a Ranui Futures Creation Festival, where 400 people participated in a visioning process on various subjects such as young people's development, safety, health and social services, education, environment, employment, business and community identity. Some of the visioning exercises translated into tangible 'Go Now' projects that were implemented throughout 2001 by Ranui people.

An Action Plan Prioritisation Workshop was another initiative that also took place in July 2002 where 70 Ranui people decided on the priorities for the first phase of the Ranui Action Plan. The Plan has been developed to include initiatives in eight main areas: youth development; social services and health; public safety; economic development; labour; the environment; education; identity; and collective pride. Some examples of initiatives in the plan included a computer room/study room and homework centre and a Ranui Market Day as a starting point for local business initiatives.

### **Main Partners:**

Ranui community, Ministry of Social Development, Ministry of Health, Ministry of Child, Youth and Family, Health Providers, Volunteer Groups and the Waitakere City Council. Violence Free Ranui was set up in partnership with Violence Free Waitakere.

### **Outcomes/Evaluation:**

An evaluation of the project was conducted in July 2002 and the results show that the

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project has helped to increase social capital and has enhanced the skills of community members involved in the planning and implementation of community activities. Several projects have become self-sufficient and have attracted external funding (e.g. Market Day) and community involvement was maintained through active communication within the community by the use of multiple advertising methods.

A formal evaluation of RAP was carried out in 2004 by the Centre for Social and Health Outcomes Research and Evaluation (SHORE) and Te Ropu Whariki.

**Further Information:**

- [Ranui](#)
- [Ranui - Evaluation Results](#)

**POLICING & SECURITY  
SAFETY PRACTICES**

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# HARM REDUCTION PROGRAM FOR CHRONIC ALCOHOL (AB)USERS

*Amsterdam, Netherlands*

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**Region:** North America  
**Years:** 2013 - present  
**Keywords:** Harm reduction, public safety, alcohol consumption room  
**Organisation:** De Regenboog Group

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## **Objective:**

- To enhance the participants' quality of life on the one hand;
- To reduce public disturbances caused by the participants to inhabitants of the neighbourhood "Westerpark" in Amsterdam;
- To create a new outlook on life for our participants.

## **Target Population:**

Our target group is selected by the local police due to the amount of fines related to alcohol related disturbances, screened by Amsterdam's health service (GGD) for health issues and possible contacts, and put in contact with social service organisations. At the beginning 16 people with no contact to any social organisation were selected.

## **Summary:**

By 'quality of life' health aspects are addressed such as reducing the risks of (binge) drinking and social aspects like social and societal behaviour. With interventions regarding health issues, cognitive changes and practical issues like nutrition, personal hygiene, finances and housing, our aim is to create a new outlook on life for our participants.

The participants agreed to join the programme for 7 days a week for one year. Every day they have a tight schedule from 9a.m. till 6p.m. The participants are split into two groups of 8 people under the guidance of one staff member. During the day everyone has to work outside the location, sweeping the streets or taking care of monuments, respecting curfews and preparing meals. Everyone can consume a 0,33cl can of beer each hour provided by the program but paid for by the participants. A social worker is present several hours a week and the GGD takes care of medical monitoring.

## **Main Partners:**

De Regenboog Groep, City of Amsterdam

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**Outcomes/Evaluation:**

The programme has a significant impact on reducing public disturbances related to alcohol in the neighbourhood (fewer fines related to alcohol for participants). The overall physical situation of the participants has at least stabilised.

The participants gain a new perspective and are motivated to change their behaviour. 9 hours a day, 7 days a week is too intensive a schedule for most of the participants. This will be reduced in 2014 to 5 days a week and 7 hours a day.

**Further Information:**

- [De Regenboog Groep](#)
- [New York Times - Amsterdam Has a Deal for Alcoholics: Work Paid in Beer](#)



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## NIGHT TIME STREET GUARDS

*Brussels, Belgium*

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**Region:** Europe  
**Years:** 2010 - ongoing  
**Keywords:** Night time presence, Mediation, Trust  
**Organisation:** City of Brussels

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### Objective:

- To provide night-time prevention;
- To build up citizens' trust in the city's officers, police and associations;
- To promote peaceful coexistence by direct mediation of conflicts and information on appropriate mediation services for serious conflicts between neighbours.

### Target Population:

The whole population of the neighbourhood where the actions take place, with a particular focus on young people.

### Summary:

The project was set up as a response to problems of insecurity in the neighbourhood of Les Rempart des Moines. A number of factors had an impact on security in this area: high rate of unemployment, especially among young people; high population density and few green areas; high numbers of homeless people and illegal immigrants; bad condition of some housing estates; distrust among residents towards institutions and even associations; low feeling of security among elderly; and several reports on incidents between residents, especially at night.

The city therefore established a new preventive figure: the Night-Shift Guards who patrol hotspots at night. Their role is to mediate conflicts and meet both victims and perpetrators in order to resolve conflicts peacefully (when possible). They also collect reports from residents on problems concerning public equipment, shortcomings of public services and illegal occupation of buildings.

### Main Partners:

A whole department comprised of a manager, 3 coordinators, 7 team leaders and 130 street guards is dedicated to the Night Street Guards service. An initial pilot project was launched with 2 team leaders and 12 street guards. External partners include street educators, day-shift Street guards, Social Housing associations, police, local NGOs.

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**Outcomes/Evaluation:**

Key factors of success are an evidence-based project, strong political support, effective training, residents' participation at every stage of the project helped foster trust in institutions and police.

An intense follow-up through various means was developed including an IT system (FLUX) that collects information to be analysed by the team leader and summarised in a weekly report; a follow-up chart collecting information is used by the IT team for the monthly activities' evaluation; data collected by Night Guards is stored by the Observatory (a Prevention Committee within the City) together with quantitative and qualitative data from prevention services and the police. The Observatory then produces a report every six months on each neighbourhood.

**Further Information:**

- [Bravvo - Les Gardiens de la Paix de Nuit](#)

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## CURE VIOLENCE

*Chicago, United States*

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<b>Region:</b>	North America
<b>Years:</b>	1999 - ongoing
<b>Keywords:</b>	Delinquency, Youth, communities, Police, Prevention, Mediation, Anti-social behaviour
<b>Organisation:</b>	Chicago Project for Violence Prevention

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### **Objective:**

- To reduce shootings and killings by using highly trained street violence interrupters and outreach workers, public education campaigns, and community mobilization;
- To provide on-the-spot alternatives to violence when gangs and individuals on the street are making behavior-based decisions;
- To increase understanding of the risks and consequences of involvement in violence among high-risk people.

### **Target Population:**

Young offenders, Children exposed to violence, Gang members, High-risk offenders.

### **Summary:**

Cure Violence (formerly known as CeaseFire—Chicago) is a Chicago based violence prevention program administered by the Chicago Project for Violence Prevention. Rather than aiming to directly change the behaviours of a large number of individuals, Cure Violence concentrates on changing the behaviour and risky activities of a small number of selected members of the community who have a high chance of either “being shot” or “being a shooter” in the immediate future.

The activities of Cure Violence are organized into five core components, which address both the community and individuals who are most at risk of involvement in a shooting or killing: street-level outreach; public education; community mobilization; faith leader (clergy) involvement; police and prosecutor participation.

### **Main Partners:**

Many partners are involved, as Cure Violence has been endorsed by the U.S. Conference of Mayors and replicated more than 50 times in 15 cities and 8 countries around the world.

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**Outcomes/Evaluation:**

The evaluation of Chicago CeaseFire by the U.S. Department of Justice included three types of methodologies to assess the impact of the program on shootings and killings: time-series analysis; hot-spot mapping; and network analysis.

A decade ago, West Garfield Park was considered one of the most violent communities in Chicago and when Cure Violence intervened, the number of shootings reduced by 67% after one year. Since then, three evaluations by the Department of Justice and the Centres for Disease Control and Prevention have demonstrated the success of Cure Violence's public health model.

**Further Information:**

- [Cure Violence](#)
- [Crime Solutions](#)
- [Evaluation of CeaseFire-Chicago](#)

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# INTERCULTURAL REPRESENTATIVES IN THE LOCAL POLICE FORCE

*Emilia-Romagna, Italy*

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Region: Europe  
Keywords: Feeling of insecurity, Social & ethnic integration  
Organisation: Emilia-Romagna

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## **Objective:**

- To overcome cultural and social barriers between local communities and immigrants;
- To improve the feeling of urban security and enhance the flexibility and multidisciplinary nature of local police forces.

## **Summary:**

In order to promote cultural and social integration at a local level, the local police forces have been assisted by support staff from various cultural and ethnic backgrounds that are residents in the municipalities.

The work carried out by the support staff has brought about major changes in the police cultural model. This action broke down barriers to communication and overcame stereotypes based on ethnicity and group identity, thus avoiding social models and self-exclusion.

The support staff's duties did not relate to surveillance in the strict meaning of the term. They acted as translators, interpreters and facilitators to enhance mutual understanding of urban security. One of the main target areas of the action was gender difference.

Budget and Source of Funding: €30.000 (40% from the Associazione intercomunale – 60% from Emilia-Romagna Region).

## **Main Partners:**

Project leaders: Emilia-Romagna Region and Inter-municipal Association between the towns of Argenta, Masi Torello, Portomaggiore, Voghiera (Province of Ferrara). Partners are Law enforcement agencies, Cultural, sports and voluntary associations, Private organisations, Schools.

## **Outcomes/Evaluation:**

Activities carried out as part of the project showed that the support from native speaker operators fostered empathy among the ethnic groups involved (Pakistani and Moroccan communities).

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Feedback from Local Police forces has been positive since they had the chance to explain that the local police is not simply punitive. Although it was not unanimous, the local community supported the project in order to promote common rules whilst respecting tradition.

**Further Information:**

- [Autonomie Regione Emilia Romagna - Sicurezza Urbana](#)

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## PRONTO POLIZIA LOCALE APP

*Emilia-Romagna, Italy*

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**Region:** Europe  
**Years:** 2012 - ongoing  
**Keywords:** Local Police, Smartphone technology, Feeling of insecurity  
**Organisation:** Emilia-Romagna Region

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### Objective:

- To contact, when necessary, the local police easily and quickly throughout the whole regional territory.

### Target Population:

Potentially the entire population of the Emilia-Romagna region (4,45 million inhabitants).

### Summary:

The Emilia-Romagna region has developed an app that makes it easy for citizens to contact the nearest Local Police Station when necessary. Thanks to geolocation, the app identifies the nearest relevant authorities and allows the user to contact them.

The same function is provided regarding the municipalities; the function “Calculate Route” shows the shortest route to the City Hall. Even if the user has no internet connection, the app can still detect the user’s position. The app also provides “Manual Search” with the Local Police and the City Hall as points of reference and “Emergency Numbers” to contact emergency services in foreign countries.

### Main Partners:

Emilia-Romagna Region, Local Police Forces

### Outcomes/Evaluation:

The service is free and available for Android and on the Apple Store. Another factor for success is the proliferation of smartphones. Recent studies have shown that the number of smartphone users will increase exponentially in the coming years, reaching 50 million in Italy within 2 or 3 years.

### Further Information:

- [Autonomie Regione Emilia Romagna - Sicurezza Urbana](#)

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# INTEGRATED GANGS INTERVENTION PROJECT

*Hackney, United Kingdom*

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**Region:** Europe  
**Years:** 2010  
**Keywords:** Gang violence, Multi-agency Gang Unit  
**Organisation:** London Borough of Hackney

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## Objective:

- To reduce the amount of serious violence in gangs and as a result of gang culture.

## Target Population:

The partnership decided to address one of Hackney's largest gangs, identifying 100 members along with 50 other high profile individuals from several other Hackney gangs. The individuals were identified through police indexes and a bespoke matrix developed by the Metropolitan Police.

## Summary:

Hackney experienced an increase in gang-related violence and serious incidents. Young people who weren't gang members said they were afraid to go to certain areas, and those directly involved did not have the resources or support to leave these gangs if they wanted to.

In Spring 2010 Hackney Police and Hackney Council started to work on developing a multi-agency gangs unit (1 inspector, 2 sergeants and 8 constables) that would initially try to dismantle the gang. In September 2010 the project went live and a series of case conferences were held on every individual on the gangs' unit list.

Each case was then reviewed periodically to ensure that the action plan was appropriate, effective and fit for purpose. The police created a record for each gang nominal, allowing other partners to input information.

## Main Partners:

Hackney Council, Metropolitan Police Service, HM Prisons, UK Borders Agency

## Outcomes/Evaluation:

The decision to focus on one gang at a time, identifying those responsible and dismantling the gang before moving on to the next, was pivotal to the project's success. It was



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quickly established that focusing on one gang allowed other gangs to increase their criminal activity and the vacuum left would quickly be filled with the next high profile gang. They also agreed that the unit would look at the top 50 gang members in order to have an overall understanding of the gangs and their criminal activity.

The partnership approach has enabled information to be shared rapidly between all departments. Regular meetings allow all departments to report on progress made or present issues. This has led to a number of significant arrests and prevented a number of potentially serious gang related incidents. After six months, gang violence fell by 59%, gang-related knife crime by 68% and gang-related gun crime by 67%.

**Further Information:**

- [Hackney - Safer Communities](#)

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## TRAINING SESSIONS ON THE LIPOL SECURITY SYSTEM

*Liege, Belgium*

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<b>Region:</b>	Europe
<b>Years:</b>	2000 - ongoing
<b>Keywords:</b>	Professionals at risk, Training, Prevention, Public private partnership
<b>Organisation:</b>	City of Liege

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### Objective:

- To protect the owners of private businesses in Liège from violent crime;
- To collect data and build on individual experiences to improve preventive practices.

### Target Population:

The project involves 69 pharmacies, 41 bookshops and 35 GP surgeries.

### Summary:

Through the installation of cameras, professionals can contact the police if their premises are attacked. This service provided by the council also has the indirect aim of collecting data and building on individual experiences to improve preventive practices.

The city of Liege offers the LIPOL (Llaising with the POlice) security equipment to a number of high risk professionals, as part of its Urban Plan for the Global and Integrated Prevention of Urban Insecurity. With LIPOL, professionals who are in a situation of physical danger can alert the police directly. The police can see and listen to what is happening through pre-installed cameras and immediately send forces to the registered address.

Training sessions on the LIPOL system are organised with professionals on their premises and are adapted to their daily routine. The LIPOL system is entirely free of charge for professionals and this makes them more willing to attend training. Moreover, the analysis of professionals' daily routine helps the City's prevention service adapt prevention practices to each individual.

When the LIPOL system is actually used by someone, a follow-up with regular visits and support takes place in order to prevent future incidents.

### Main Partners:

The local police, professionals involved in the project and private companies selected

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through procurement procedures for technical aspects.

**Outcomes/Evaluation:**

Factors for success are assessing the specific needs of each user; good coordination between the police, technical services, private companies and users; and the professionalism and credibility of the project leaders.

Something to bear in mind before starting a project of this nature is to be sure that the staff involved are well trained and that they can provide the service properly. The number of “unintentional alerts” through the LIPOL system is very low. According to a 2010 survey among users: 78% are satisfied with the system, 64% never needed to use it, 94% think that LIPOL has improved the level of security, and 98% would recommend it to other people.

**Further Information:**

- [Liege - Plan de Prevention](#)

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## COMMUNITY POLICING IN UPTOWN LISBON

*City of Lisbon, Portugal*

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<b>Region:</b>	Europe
<b>Years:</b>	2009 - ongoing
<b>Keywords:</b>	Police-Population Relations; Community building; Citizen Participation
<b>Organisation:</b>	City of Lisbon

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### Objective:

- To develop active participation in security issues at local level in cooperation with the Municipal Police;
- To increase the feeling of safety and general sense of well-being of citizens in uptown Lisbon by lowering crime rates; bettering knowledge of the territory; bettering police-population relations; raising citizen's awareness of safety measures; and community problem solving.

### Target Population:

Citizens of Uptown Lisbon (Alta de Lisboa), a residential area in the north of Lisbon.

### Summary:

Inspired by community policing models, the project was carried out through the partnership between the Municipal Police of Lisbon and public and civil society organizations, including citizens' representatives. It was based on the consultation of citizens and mobilization of organisations combating crime and disorder; and the adaptation of police methods to local needs and resources in the territory and use of the problem solving method.

At an early stage of implementation, local partners and residents gave their input on planning and key issues during focus group meetings. A partnership driven "Security Group" meets every month since March 2010 to discuss the main insecurity issues identified and how best to address them. The problem-solving method has enabled partners to strengthen security measures in some areas (e.g removing vegetation that facilitates drug dealing/use), refer people in vulnerable situations to health and welfare institutions; inform the appropriate services of problematic situations (lighting, etc.)

### Main Partners:

City of Lisbon, 13 community organisations in the Security Group (residents, parents' associations, library, health, social centres, police, etc.)

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### **Outcomes/Evaluation:**

Success factors include a multidisciplinary Community Policing Team skilled in problem-solving; flexible work schedules for police officers; support for the police hierarchy; training needs assessed by Police and local partners; integration of police officers in the community; community planning activities are physically developed in the area; and police officers patrolling the territory on foot.

Outcomes revealed that police recognized the importance of community participation to identify priorities and tackle them; local partners recognized that security is not the only responsibility of the police and acquired a better understanding of the role of the Municipal Police and thus had more realistic expectations. There was also a closer cooperation between the Municipal and National Police.

### **Further Information:**

- [Policia Municipal Lisboa - Projecto Alvalade mais Seguro](#)
- [Alta de Lisboa - Grupo Comunitario - Seguranca](#)

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## TOGETHER IN THE NEIGHBOURHOOD

*Milan, Italy*

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**Region:** Europe  
**Years:** 2012  
**Keywords:** Proximity, Police/population relations  
**Organisation:** City of Milan

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### Objective:

- To build bridges between citizens and institutions by helping citizens and joining forces with local NGOs;
- To carry out their activities on the streets of each district of the city with the primary aim being to increase citizens' feeling of security;
- To have a specific area to patrol and strive to create a feeling of trust amongst the population.

### Target Population:

General population. Specific targets are students, visitors of local marketplaces, event organisers requesting the presence of "vigili di quartiere".

### Summary:

One of the main determinants of social cohesion is a strong relationship between citizens and institutions. In this context, the project aims to redesign a specific unit within Milan's police force, the "vigili di quartiere" (community police).

Although the "vigili di quartiere" is not a new unit, the project is based on a total shift in its philosophy; the first "vigili di quartiere" only registered complaints and their role was not considered as part of a network. This conception failed because policemen were not prepared for specific duties of community policing and were used as support forces by colleagues who were unaware of their specific mission.

Today the work of the "vigili di quartiere" is strictly defined: they are part of a system composed of two higher level coordination units, one based in each area and a citywide coordination unit. Both these coordination units have to fulfil management and evaluation duties, according to their level of responsibility, and are in charge of communicating information concerning people's complaints to other institutions and to all other "vigile di quartiere". Partners are engaged in a regular and strict follow-up process at all levels of governance.

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**Main Partners:**

The City of Milan, Local Police Forces.

**Outcomes/Evaluation:**

The results from the first eighteen months of activities have been very positive. Collaboration between local police and district councils is now a reality. Activities have been intense: in 2013 the 347 “vigili di quartiere” patrolled 3,254 roads, reporting over 45,000 different critical situations (roadway or light problems, rubbish, etc.) using their specialised smartphones. Almost 40,000 of these warnings have been resolved.

**Further Information:**

- [Video presentation of the Vigile di Quartiere](#)
- [Written interview of the Deputy Mayor for Security Marco Granelli](#)

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## GROUP VIOLENCE REDUCTION STRATEGY

*New Orleans, United States*

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**Region:** North America  
**Years:** 2012 - ongoing  
**Keywords:** Violence, Justice, Delinquency, Police  
**Organisation:** New Orleans Mayor's Office

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### Objective:

- To advance the collaboration of law enforcement, service providers and community members to “stop the violence,” by providing access to social services.

### Target Population:

Youth at risk of becoming victims of violence; juvenile repeat offenders and violent adults

### Summary:

This strategy applies concentrated enforcement within areas of high crime on groups of individuals that commit violent acts. Designed by criminologist David Kennedy, it is based on the belief that crime can be prevented when the costs of committing the crime are perceived by the offender to outweigh the benefits.

The strategy includes three major components: (1) Collaborating with members of the affected communities to deliver a single message “the violence must stop”; (2) Organizing and building the capacity of social service providers (e.g. clergy, probation and parole officers) so that they can provide support and services to those that no longer wish to engage in violent lifestyles; and (3) Setting up a focused law enforcement effort that deters violent behaviour and ensures consequences for those who continue to commit violent acts.

### Main Partners:

The following agencies are part of the Multi Agency Gang Unit, which is part of the strategy: New Orleans Police Department (NOPD), Orleans Parish District Attorney's Office (DA), Orleans Parish Sheriff's Office (OPSO), Louisiana State Police (LSP), Parole Board of the Louisiana Department of Corrections, United States Attorney's Office (USAO), Federal Bureau of Investigation (FBI), Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF), Drug Enforcement Administration (DEA), United States Marshal's Service (USMS), United States Probation and Parole Office for the Eastern District of Louisiana. Community partners, Kipp: New Orleans Schools, Rethink, Youth Empower-



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ment Project, Recovery School District, and the New Orleans Recreation Development Commission. This list is not exhaustive.

**Outcomes/Evaluation:**

There was a 35 percent to 60 percent reduction in community-wide homicides. Furthermore, 100 individuals have attended a call-in since October 2012, where 37 have signed up for support services, and 75 individuals attended the first and second call-in. The enrolment is more than twice the national average for this program, which is estimated to be between 5 to 10 percent of attendees. In addition, the Street Gang Unit has made 126 felony arrests, 185 misdemeanour arrests, 50 unicipal arrests, 4 juvenile arrests and 25 traffic arrests. The Street Gang Unit has also executed 35 search warrants and assisted on 4 additional search warrants and confiscated 47 firearms.

**Further Information:**

- [City of New Orleans. \(2012\). NOLA for Life: A comprehensive Murder Reduction Strategy. Power-point on the National Forum on Youth Violence Prevention, City of New Orleans, December 10, 2012.](#)
- [The Lens. \(newsroom\) \(2013\). NOLA for Life Measures.](#)

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## PHILADELPHIA FOOT PATROL

*Philadelphia, United States*

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**Region:** North America  
**Years:** 2009  
**Keywords:** Delinquency, Police, Proximity  
**Organisation:** Philadelphia Police Department

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### **Objective:**

- To increase police visibility and presence in high-crime locations to reduce violent crime, specifically during the summer months.

### **Target Population:**

Inhabitants of certain areas, and clusters of micro spatial units with high levels of violent crime in Philadelphia.

### **Summary:**

During the first decade of the 21st century, violent crime levels rose to epic proportions in Philadelphia. From 2002 to 2008, there had been more than a hundred shootings recorded in the city each month. In response, the Philadelphia Police Department developed the Philadelphia Foot Patrol strategy, which used proactive, non-threatening, and community-oriented approaches to local policing. The strategy combined these approaches with techniques borrowed from hot spots policing, disseminating foot patrol to specific high-crime locations. Some officers engaged in extensive community-oriented work, speaking to community members and visiting child care centers and juvenile hangouts. Other officers took a more crime-oriented approach to their patrol assignment, stopping vehicles at stop signs and intersections, and interviewing pedestrians.

### **Main Partners:**

Department of Criminal Justice of Temple University

### **Outcomes/Evaluation:**

Ratcliffe et al. (2011) found that the target areas experienced a 23 percent statistically significant reduction in reported violent crime in comparison with the control areas.

An analysis of displacement and diffusion effects indicated a reduction of 90 crimes in the target areas, which was offset by an increase of approximately 37 offenses occurring in buffer zones surrounding target areas leading to an overall net effect of 53 violent

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crimes prevented across the city;

Foot patrol officers contributed substantially to the rise in proactive police activity observed in treatment areas. It is possible that such proactive policing techniques helped increase police visibility in treatment locations, thereby contributing to reductions in violent crime.

After three months, relative to the comparison areas, violent crime decreased by 23%. Official records of police activities during the intervention period reveal that in target areas, drug related incident detections increased by 15%; pedestrian stops increased by 64%; vehicle stops by increased 7%; and arrests increased by 13%.

**Further Information:**

- [Crime Solutions - Philadelphia Foot Patrol](#)
- [Temple University - Department of Criminal Justice: The Philadelphia Foot Patrol Experiment](#)
- [Temple University - The Philadelphia Foot Patrol Experiment Research Brief](#)

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## UPP SOCIAL PROGRAM

*Rio De Janeiro, Brazil*

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**Region:** South America  
**Years:** 2010 - ongoing  
**Keywords:** Police, Urban planning, Inclusion  
**Organisation:** City Hall of Rio de Janeiro, The Pereira Passos Institute (PPI)

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### Objective:

- To contribute to the consolidation of the pacifying process and promote local citizenship in the pacified territories;
- To promote urban, social and economic development in the pacified territories;
- To advance the full integration of the pacified territories within the city.

### Target Population:

All the communities benefiting from the Pacifying Police Units except for Mangueiras and Jacarezinho.

### Summary:

In order to address and deal with the high rates of violence, the state of Rio de Janeiro developed the Unidade de Polícia Pacificadora (Pacifying Police Unit) also known as the UPP project, to gain control over favelas dominated by drug trafficking networks.

The UPP Social was created as a complementary programme to the UPP. It was first set up in September 2010 in the favela Cidade de Deus (City of God), marked by public consultations held in order to understand the demands of the residents. The pacification process sets the stage for the UPP Social, which promotes social development, citizenship building, integration into the city, transformation of the informal / formal divide, and equal access to services and goods. At this stage, the government provides urban upgrading, such as sanitation facilities, electricity, and waste collection.

### Main Partners:

Some partners include Unicirco, Redemunho Produções Artísticas e Culturais, Inffinito – Núcleo de Arte e Cultura, Coca-Cola, Centro de Criação de Imagem Popular – Cecip / Instituto Dynamo / Secretaria Municipal de Educação - SME, Chevron e Elas Fundo de Investimento Social, Os Inclusos e os Sisos nas UPPs, Hotel Windsor Barra, Fundo Carioca / Brazil Foundation, La Fabbrica/ TIM/ Secretaria Municipal de Urbanismo -SMU, Circo Crescer e Viver e Produtora M'Baraká, Federação das Empresas de Transportes de Passageiros do Estado do Rio de Janeiro, Centro de Estudos de Políti-

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cas Públicas – CEPP, Sindicato de Hotéis, Bares e Restaurantes – SindRio, UNICEF, Universidade Estácio de Sá, Academia Brasileira de Letras / FLUPP, Roda de Produção Ilimitada e Coletivo Santa Música, Federação das Indústrias do Estado do Rio de Janeiro – Firjan, and the United States Consulate.

**Outcomes/Evaluation:**

The short-term results show a positive impact on safety. After the UPP pacification process, the majority of respondents in the affected communities claimed the state had successfully gained control. In addition, there were increased perceptions of safety compared to a year before intervention.

**Further Information:**

- [UPP Social](#)

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## CITY MARINES

*Rotterdam, Netherlands*

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**Region:** Europe  
**Years:** 2002 - ongoing  
**Keywords:** Safety, neighbourhoods, authority  
**Organisation:** City Marines, City of Rotterdam

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### **Objective:**

- To improve safety in Rotterdam's most unsafe neighbourhoods as indicated by the Rotterdam safety index.

### **Target Population:**

Population of the most unsafe neighbourhoods

### **Summary:**

The City Marine is a special delegate of the mayor responsible for tackling problems in the most unsafe neighbourhoods. The "taskforce for crime hotspots" was set up in 2002 with the newly created Rotterdam safety index, as in 6 out of 63 neighbourhoods conventional methods didn't seem to produce results. The approach consists of appointing an experienced senior personality as "city marine" to tackle the security problems in a neighbourhood.

The city marine obtains the authority of the mayor to make changes and access funds to immediately produce quick results. It is a straightforward, hands-on approach that mixes authority and law enforcement, mobilisation of stakeholders, mediation, support offers and investment in one person who is able to work with citizens and administration. The city marine has to quickly obtain a clear analysis of the problems in a neighbourhood, and then start tackling them by beginning with the most urgent issues. He can also use unorthodox solutions, but very soon needs to start producing visible results for residents. His success can be measured in the annual survey conducted for the safety index.

### **Main Partners:**

Appointed directly by the Mayor of the Rotterdam, each city marine reports to the "Safety steering group" comprised of the mayor, attorney and head of police. The city marines also work on mobilising the community, initiating partnerships between local stakeholders such as the employment service, housing agencies or businesses to tackle the problems.

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**Outcomes/Evaluation:**

The city marines have been shown to play an important role in improving safety in Rotterdam's neighbourhoods in recent years. There are no unsafe neighbourhoods anymore, i.e. neighbourhoods with a lower score on the safety index than a 3.9. However, they are still used to improve the security in the neighbourhoods which are relatively worse off. In the Spangen neighbourhood, which for a long time symbolised the lack of safety in their city for many Rotterdammers, the score has increased from a 2.7 to a 6.3. The city marines schemes is now applied in other cities in the Netherlands and abroad.

**Further Information:**

- [Rotterdam - Stats Mariniers](#)

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## OFFICE FOR PUBLIC TRANQUILLITY

*Toulouse, France*

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**Region:** Europe  
**Years:** 2009 - ongoing  
**Keywords:** Public tranquillity, Mediation, Conflict resolution  
**Organisation:** Office for Public Tranquillity

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### **Objective:**

- To give greater attention to citizens and improve their quality of life.

### **Target Population:**

People who do not need immediate assistance from emergency services but need to report other problems.

### **Summary:**

The Office for Public Tranquillity responds to victims of conflicts, noise-related disturbances, degradation of public goods and anti-social behaviour. Urgent calls are forwarded to the relevant authorities; the rest are either answered by the office or redirected elsewhere.

The Office for Public Tranquillity responds to citizens' requests that are not urgent or violent but concern crime prevention, urban security or public spaces. A free call centre is open 24 hours a day, 7 days a week; it can forward calls directly to the police when necessary and equally the police can do the reverse. Whenever requests occur repeatedly, the issue is followed up with the cooperation of the relevant service.

In cases of conflict between neighbours, the call is forwarded to a team of 6 mediators who work in pairs to resolve conflicts through dialogue and without the intervention of repressive forces. Noise-related problems are also initially dealt with by mediators, although the police's intervention is requested when necessary.

The Office for Public Tranquillity also offers a house patrolling service to citizens when they are on holiday.

### **Main Partners:**

In general, the office follows the logic of mutual, transversal cooperation with all stakeholders which can improve the quality of the service given to citizens.



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**Outcomes/Evaluation:**

Factors of success require strong political support; efficient cooperation between services (ability to adapt to new work routines); rules for procedures allow for clarity regarding responsibilities and avoid conflict with other services; and training staff (employees need to be able to deal with situations, stress and sometimes emergencies).

The office answers approximately 600 calls a day, on average a call lasts 40 seconds -1 minute although calls can last up to one hour (they often involve further investigation that goes beyond the domain of public peace).

**Further Information:**

- [Mairie de Toulouse - Office de la Tranquillite](#)

# **GOVERNANCE SAFETY PRACTICES**

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## BOGOTA HUMANA, YA!

*Bogota, Colombia*

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**Region:** South America  
**Years:** 1998 - ongoing  
**Keywords:** Inclusion, Jobs, Solidarity  
**Organisation:** Institute for Social Economy of the City of Bogota

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### Objective:

- To reduce social segregation and build an inclusive and equitable city: A city with work opportunities for all; that does not discriminate against the poor; that treats women and youth as equal citizens; that respects diverse cultural, racial and sexual orientations; that reduces the price of basic goods; that provides free healthcare, education, and that supports the formal economy.
- To construct a city that does not harm nature, and one that revitalises public spaces: A city that considers water as crucial for development; protects its waterways; and privileges people over vehicles.
- To combat corruption and insecurity, deepening democracy with citizen empowerment and participation: Improve the administration of Bogota by improving transparency in the management of public goods, applying the principles of participative planning and budgeting, and fighting corruption and organized crime.

### Target Population:

Youth at risk

### Summary:

In order to meet these objectives, the government carried out eight programs:

1. Inclusive city; 2. Support for formal economy; 3. The heart of the city and its metropolitan area; 4. Improve mobility along main roads in the city; 5. Focus on the environment; 6. Transparent city administration without corruption; 7. Reduce organized crime activities; 8. Enhance democracy with participative planning and budgeting.

### Main Partners:

Secretariat of Culture, Recreation and Sport, District System of Art, Culture and Heritage.

### Outcomes/Evaluation:

1,996 persons have been involved, of which 410 are men and women working in prosti-

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tution; 250 Lesbian, Gay, Bisexual and Transgender; 1,034 youths from the most violent areas of Bogota; 219 victims of armed conflict; and 83 disabled persons.

**Further Information:**

- [Bogota Humana](#)

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## MAYOR'S OFFICE OF NEW BOSTONIANS

*Boston, United States*

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**Region:** North America  
**Years:** 1998 - ongoing  
**Keywords:** Immigration  
**Organisation:** Mayor's Office of New Bostonians

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### Objective:

- To strengthen the ability of diverse cultural and linguistic communities to play an active role in the economic, civic, social and cultural life in the city of Boston.

### Target Population:

Minorities

### Summary:

The Mayor's Office of New Bostonians is the municipal agency dedicated to welcoming the city's newcomers and getting them established. It acts as a catalyst for providing opportunity, access and equality for immigrants. It has a centralized coordination of services, including a pool of interpreters fluent in 17 languages that is available to 20 city departments and for newcomers, free legal advice relating to discrimination, and English classes for speakers of other languages (ESOL). The agency also conducts research and serves as an advocate for immigrants citywide. It is the 'go-to' place for all inquiries. It focuses on three areas:

1. Education: Diverse partners across all sectors – health, community-based organizations, business, higher education, labor, and education work together to ensure equitable and sustainable resources that support all English language learners and immigrant students towards high achievement and success in college and the workplace;
2. Adult ESOL: Boston's system of adult classes in English for speakers of other languages (ESOL) supports learners in attaining educational and economic success for themselves and their families. As parents, guardians, and caregivers of Boston public school children, these adults are empowered by learning English to best support their children's learning.
3. Jobs: Boston's immigrant families have access to a continuum of educational, vocational and supportive services that helps them attain, keep and advance in employment. They receive support to navigate this continuum of services as well as direction and advice on career choices, and mentorship for pre- and post-job placements. They are supported in their efforts to earn the credentials they need for economic success.

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**Main Partners:**

Immigrant Communities, Businesses, Philanthropies, Boston Public School System

**Outcomes/Evaluation:**

This initiative has funded 25 English ESOLs for around 1,000 adult learners annually; registered more than 5,000 immigrant voters; hosted an annual event for immigrants to help them learn how to access city services; developed an ESOL curriculum for parents and caregivers in partnership with the Boston public school system; and developed a dual strategy to help immigrants find productive work through employment and support for immigrant entrepreneurship.

**Further Information:**

- [Cities of Migration - Mayors Office of New Bostonians](#)
- [City of Boston - New Bostonians](#)
- [City of Boston - New Bostonians Executive Report](#)

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## HELP DESK FOR VICTIMS

*Brescia, Italy*

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**Region:** Europe  
**Years:** 2005  
**Keywords:** Moral and psychological support, Financial compensation  
**Organisation:** City of Brescia

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### **Objective:**

- To support victims of crime both morally and with financial compensation;
- To follow-up support for victims with the cooperation of the local police;
- To evaluate potential shortcomings of the victim support scheme;
- To make sure that victims of crime are aware of this service.

### **Target Population:**

Victims of crime in the City of Brescia.

### **Summary:**

A “help-desk” was set up as part of this project in order to support victims of crime through financial compensation and moral support. Compensation could be given for a range of crimes and circumstances: (a) in cases of physical violence the victim will receive compensation for any medical treatment that might be necessary; (b) compensation was available to repair material possessions that were damaged or destroyed by the violent criminal act; (c) when the damage concerned cars, bicycles or motorbikes, compensation was offered only when physical violence was also involved.

Victims had to report the damage immediately to the police in order to be eligible for compensation. Following an agreement with the local police, a follow-up scheme for victims of crime has been developed. An agent visited the victim regularly for a long period of time after the incident. This had two aims: to give the victim moral support by increasing their sense of security, and to review the victims’ support scheme thanks to their feedback. The data was collected and used to improve victim support in the future and also to create prevention campaigns.

### **Main Partners:**

Volunteer Organisations Auser, Antea, the Red Cross and Meb

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**Outcomes/Evaluation:**

Citizens gave very high value to the offer of economic compensation from a service run by the City. Offering moral and psychological support is absolutely necessary as it is the only way to improve the feeling of security for those who have been victims of a crime

**Further Information:**

- [Comune di Brescia](#)



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# HEIDELBERG AUDIT CONCEPT OF URBAN SECURITY - HAKUS

*Heidelberg, Germany*

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**Region:** Europe  
**Years:** 1997 - ongoing  
**Keywords:**  
**Organisation:** City of Heidelberg

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## **Objective:**

- To provide an understanding of the security situation, including the feeling of insecurity within a certain area, necessary to establish a local prevention strategy;
- To obtain information to improve local prevention measures;
- To evaluate the impact of all prevention measures;
- To provide information about relevant groups of citizens to create adequate “sales strategies“ for crime prevention measures.

## **Target Population:**

General population in the Heidelberg area.

## **Summary:**

The cornerstone of HAKUS is conducting a survey of citizens. The questionnaire operationalises the theoretical concepts underlying the city’s approach to crime prevention: broken windows theory, social capital theory, target group analyses. It specifically measures fear of crime, anti-social behaviour, social capital and the area’s socio-economic structure.

The survey was initially conducted to launch crime prevention activities in Heidelberg in 1997. Since then it has been implemented ten times in several municipalities until 2008 with random samples of approx. 5000 citizens.

The particularity of HAKUS is that it evaluates the overall impact of all community crime prevention measures on crime and fear of crime in Heidelberg and its surrounding Rhein-Neckar county. It does so firstly by comparing the development of these two aforementioned variables in Heidelberg/Rhein-Neckar-County to other territories. Secondly, it tests empirically the underlying theoretical model of the Heidelberg approach to community crime prevention through structural equation modelling (SEM).

## **Main Partners:**

City of Heidelberg; Heidelberg police department; Institute of criminology at the Univer-

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sity of Heidelberg; Civil society organisations, notably the Associations for crime prevention in the Rhein-Neckar County and the Association for safety in Heidelberg : “Sicherheit”.

### **Outcomes/Evaluation:**

Since this approach was implemented, the area has significantly lower crime and fear of crime than the State of Baden-Württemberg, or Germany as a whole, or other comparable territories in Europe. Both results suggest that the crime prevention measures worked.

Empirical analysis of the influence of prevention measures on crime and fear of crime demonstrates the effectiveness of the city’s approach to prevention. As expected, regarding the underlying crime theory, the number of prevention measures correlates strongly with a reduced fear of crime. Moreover, the number of prevention measures is also correlated with less anti-social behaviour, which is correlated with an increase in crime and fear of crime.

### **Further Information:**

- [Sicher Heid](#)
- [Universität Heidelberg - Institut für Kriminologie](#)

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## INCLUSIVE VIOLENCE AND CRIME PREVENTION FOR SAFE PUBLIC SPACES PROGRAMME (VCP)

*Ikwezi, South Africa*

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<b>Region:</b>	Africa
<b>Years:</b>	2012 - ongoing
<b>Keywords:</b>	Urban area, Public Private Partnership
<b>Organisation:</b>	Deutsche Gesellschaft fuer Internationale Zusammenarbeit (GIZ), Nelson Mandela Bay Metro, West Rand District Municipality and Ikwezi Municipality

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### Objective:

- To contribute to the realisation of the government's strategic outcome that all people in South Africa feel safe, through enabling and promoting collaborative action between governmental and non-governmental stakeholders at the national, provincial and municipal level.

### Target Population:

Selected municipalities with disadvantaged areas that are strongly exposed to insecurity and violence (particular for youth, women and girls).

Additional population groups are being targeted through different measures such as the provision of training opportunities or through exchange platforms at the national/provincial and local level.

### Summary:

The programme's approach comprises of four defined areas of intervention: (1) Up- and wide-scaling of violence prevention practices (establishing and strengthening exchange mechanisms/platforms); (2) Professionalization of violence prevention practitioners in different fields (increasing capacities); (3) Active citizen participation in creating safer communities, focusing on youth; (4) Mainstreaming of a safety lens in local government.

### Main Partners:

The programme is jointly implemented by the German Federal Ministry for Economic Cooperation and Development and various South African partners. The programme's multi/inter-departmental steering committee consists of the Department of Social Development, the South African Police Services and their Civilian Secretariat for Police, National Treasury, the Ministry of Cooperative Governance and Traditional Affairs (as chair) as well as the South African Local Government Association.

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**Outcomes/Evaluation:**

The programme has assisted in increasingly integrating the topic of urban violence prevention into national urban strategies that are supported at all governmental levels in cooperation with actors from civil society and the private sector. In addition, governance processes are being improved and knowledge and exchange platforms are being established to improve the collaboration of relevant actors around safety issues.

**Further Information:**

- [GIZ – Collaborative thinking and action for violence prevention and safe public spaces](#)

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## OBSERVATORY ON CITIZEN SECURITY AND COEXISTENCE

*Juarez, Mexico*

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**Region:** North America  
**Years:** 2008 - ongoing  
**Keywords:** Safety, Violence, Governance  
**Organisation:** Juarez Municipal Government

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### Objective:

- To coordinate efforts by several agencies to produce information and data on violence and injuries, both intentional and accidental, as well as to map out critical geographic crime hot spots;
- To ensure the information collected is used in policy-making efforts regarding safety related public policies.

### Target Population:

General public, inhabitants of the municipality of Ciudad Juarez.

### Summary:

The Observatory is independent, autonomous and citizen-based. The Observatory is one part of a comprehensive public health approach that views violence and injuries as a preventable problem that is everybody's responsibility. This approach begins with the building of a data system that is reliable and adaptable to produce timely data on safety that is also sustainable and supported by agencies at all three levels of government (Federal, State and Local) as well as non-governmental organizations. Data and information generated by the observatory is used to produce periodic reports through a bulletin, and shared with the general public via a web page.

### Main Partners:

Municipal Government of Juarez, Autonomous University of Ciudad Juarez, United States-Mexico Border Office of the Pan American Health Organization (PAHO / WHO), Integral Development of Family of Juarez (Desarrollo Integral de la Familia (DIF) de Juárez), Service of the Medical Examiner (Servicio Médico Forense (SEMEFO)), Mexican Institute of Social Insurance No. 6 (Instituto Mexicano del Seguro Social No. 6), Health Secretariat – National Center of Accidents Prevention (Secretaría de Salud - Centro Nacional Prevención de Accidentes), Municipal Institute of Investigation and Planning (IMIP) (Instituto Municipal de Investigación y Planeación (IMIP)), Instituto CISALVA - Universidad del Valle, Cali, Colombia, Public Security Secretariat of Juarez (Secretaría de Seguridad Pública de Juárez), General Directorate of Transit of Juarez

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(Dirección General de Tránsito de Juárez), etc.

**Outcomes/Evaluation:**

The Observatory is unique in its activities in the region and has been claimed as a promising initiative. An evaluation has not been conducted.

**Further Information:**

- [Observatorio Juarez](#)

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## SALOC – JOINT OPERATIONS ROOM

*Lisbon, Portugal*

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**Region:** Europe  
**Years:** 2010 - 2013  
**Keywords:** Civil protection, Disaster Reduction, Risk Management  
**Organisation:** City of Lisbon

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### **Objective:**

- To improve the capacity of prevention and risk management in the Lisbon area;
- To bring all civil protection and security forces together in the design, planning and operational organization of security through a single communications system.

### **Target Population:**

Lisbon inhabitants.

### **Summary:**

In 2010, the City of Lisbon inaugurated SALOC, the joint operations room which brings together the Lisbon Fire Brigade, the Municipal Police, Forest Fire department and the Department of Civil protection in one place, supported by a single communications system. These four entities were working in different physical spaces and were acting in an independent manner, with little or no coordination. A single communications and operational unit (SALOC) allows for a more pro-active management in the field of civil protection.

The main results were establishing a common strategy for disaster reduction; reducing delays in responding to emergency situations/disasters; and setting up an “occurrence management system” to streamline and simplify the entire process of creating and recording proceedings.

This system is used by the partners of SALOC as well as by the Mayor of Lisbon, Deputy Mayor in charge of security and the National Authority for Civil Protection.

### **Main Partners:**

City of Lisbon through its Local Police, Civil protection department, Fire service, Forest fire department

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**Outcomes/Evaluation:**

The results show better coordination and efficiency of the methods used in the field of civil protection. Furthermore, all the systems are dynamic and tend to evolve along with the organisations and the emergence of new technologies.

The integration of the City of Lisbon's emergency communications system into the national 'Integrated System of Security and Emergency Networks in Portugal' (SIRESP) is a key element that demonstrates the project's success. It shows the need to ensure intercommunication and interoperability between different services and the forces responsible for public safety and emergencies that work on a local level, and their integration into a single national system.

**Further Information:**

- [Camara Municipal de Lisboa - Safety](#)



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## PILOT PROJECT ON CCTV

*Mannheim, Baden-Württemberg, Germany*

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**Region:** Europe  
**Years:** 2001 - 2007  
**Keywords:** Technology  
**Organisation:** City of Mannheim

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### Objective:

- To improve crime prevention by preventing delinquency, improving citizens' feeling of security, and increasing the risk of being caught;
- To improve punishment by identifying offences, criminals and dangerous situations, making new lines of inquiry, making arrests with the best evidence;
- To improve the efficiency of police actions by an effective use of police forces, greater monitoring capacity, shorter intervention time.

### Target Population:

The project targets places rather than people. Nine cameras were installed; six were used from 2001 to 2007 and 3 are still working in the train station area.

### Summary:

Mannheim's CCTV network of 9 cameras (only 3 remain) is small for a city of 340,000 inhabitants. Its mission was, in accordance with State police law, to prevent and investigate offences and crimes in the problematic areas of the town centre.

### Main Partners:

City of Mannheim, Local Police

### Outcomes/Evaluation:

In Baden-Württemberg, CCTV is only allowed in public places with a high crime rate. If this proof of the need for CCTV becomes invalid, the system must be deactivated, as in the case of Mannheim in 2007. The crime rate in the town centre had dropped by 70% so the cameras there were disconnected. Since 1 January 2008, the CCTV system is only active in front of the train station.

Since then the crime rate has not changed significantly. video-surveillance's positive effect on security has been maintained without an increased police presence. The planning of public spaces that accompanied the CCTV network is probably responsible for

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the impact's sustainability. The space is more open, pleasant, visible and better lit.

Due to a slight delay, it was not possible to take a safety audit before the system's installation as it would have necessitated a scientific analysis of the system's impact. The evaluation is therefore limited to the trends in crime since the system's installation. These trends have been documented through the police's usual statistical tools and special statistical tools for spaces under video-surveillance. Thus comparisons can be made and trends identified. These observations were published annually in a report on the functioning of the system.

**Further Information:**

Töpfer, E. and Köber, T Open street CCTV — The pilot project in the city of Mannheim in: Heinrich-Böll-Stiftung (ed.), Save Privacy. (In German)

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## MEUSE-RHINE EUROREGION CRIME OBSERVATORY

*Liege Province, Europe*

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**Region:** Europe  
**Years:** 2009 - ongoing  
**Keywords:** Crime observatory, cross-border cooperation, drugs  
**Organisation:** Meuse-Rhine Euroregion Crime Observatory

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### Objective:

- To observe crime in the cross border area of the Meuse-Rhine Euroregion;
- To improve the cooperation of the Belgian, German and Dutch crime prevention and law enforcement institutions;
- To provide scientific assistance to the Euroregio stakeholders;
- To implement cross-border survey on the feeling of insecurity;
- To create a documentation centre on crime phenomena in the region.

### Target Population:

Local and regional authorities; police; justice; crime prevention stakeholders in the three bordering countries Belgium, Germany and the Netherlands. Indirectly, also the population of the region.

### Summary:

Stakeholders on the different sides of the borders had seen over the years that it was difficult to tackle problems linked to drugs alone, if the border to other countries with quite different drug policies was so close. Supported by an academic report (De Ruyver/ Fijnaut 2008) they decided on a cooperation project to jointly tackle drug problems in the Meuse-Rhine Euroregion. With the support of the EU's INTERREG IV-A programme the EMROD crime observatory was created. EMROD is an interdisciplinary, multi-agency, multi-language clearing house for information and a platform for cooperation. While its first mission was the creation of a thorough understanding of the problems linked to drugs and the mechanisms in the region, partners quickly extended cooperation on other forms of criminal activities in the border region.

### Main Partners:

Liège Province (pilot) Limbourg Province (Belgium and Netherlands), Regio Aachen, Governments and police authorities (and attorneys) of the bordering regions/states in Belgium, the Netherlands and Germany, the Meuse-Rhine Euroregion and the university of Liège.

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**Outcomes/Evaluation:**

In four years of existence, EMROD analysed the following crime problems in the cross-border area: production and trade of cannabis products, production and trade of synthetic drugs, metal theft, burglaries, and trafficking in human beings.

EMROD has undertaken a comprehensive survey on the feeling of insecurity in the Euroregion. It has established thematic working groups of actors of all three countries notably on drugs and addictions. It has provided academic analyses of problems and proposed conference and colloquiums on different issues. It has created a resource centre on its website and its intranet section.

A key to its success is the openness of the different partners to work together. EMROD is an instrument to establishing cross border partnership of different stakeholders to work jointly on different cross border crime problems.

**Further Information:**

- [Emrod](#)

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## NO LONGER LOST IN TRANSLATION: STRENGTHENING TIES WITH THE SPANISH COMMUNITY

*Newport News, United States*

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**Region:** North America  
**Years:** 2004  
**Keywords:** Citizen Integration, Immigration  
**Organisation:** Hispanic Advisory Committee

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### **Objective:**

- To improve relations and the trust between the Police Department and the Hispanic Community in Newport;
- To strengthening ties with the Spanish community.

### **Target Population:**

Hispanic Community in Newport.

### **Summary:**

In an effort to reduce crime in the Hispanic community, the Newport News Police Department took a proactive approach by setting up a training program for all members of the police department on Hispanic/Latino culture to ensure that officers could better communicate and understand a group that grew up in a culture where the police were feared.

The Police Department held the first Hispanic Community Leaders meeting, which hosted Hispanic leaders from different areas of the City. The topic of discussion was on building trust between the community and law enforcement personnel. This initiative, coupled with city leadership's desire to improve communications with Hispanic residents, led to the establishment of the Hispanic Advisory Committee (HAC). This Committee is comprised of 12 Hispanic community members who either live or work in the city and are actively involved with the Hispanic community. The members represent a variety of backgrounds including the medical, real estate, non-profit, health, and faith-based fields. Their expertise and direct involvement in the community provide an in-depth view of the wide-ranging issues that affect the limited-English speaking community. In 2009, HAC developed a detailed strategic plan that outlined several goals, including holding a public forum, developing informational tools, partnering with various community groups, facilitating training for city staff, formulating a volunteer/internship program and liaising with the Department of Human Services.

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**Main Partners:**

Human Services, Health, Public Schools, Parks and Recreation, Sheriff's Office, Police Department, Fire Department and Codes Compliance.

**Outcomes/Evaluation:**

One result was a short-term rise in crime, as previously unreported crimes were not being tracked, and so this was an expected result. Within the year, the crime rate began to drop again as police efforts began to educate the community on how to avoid becoming victims of crimes.

**Further Information:**

- [Newport News - No Longer Lost in Translation](#)

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## VIDEOPROTECTION PLAN FOR PARIS (PVPP)

*Paris, France*

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**Region:** Europe  
**Years:** 2008 - ongoing  
**Keywords:** Privacy Protection, Ethics committee, Citizen participation,  
**Organisation:** City of Paris

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### **Objective:**

- To help manage road traffic and strengthen road safety;
- To help maintaining public order, in particular at events and demonstrations;
- To help protecting institutions and critical infrastructure;
- To help securing Paris, protecting its inhabitants and visitors against crime;
- To help preventing the risk of terrorism especially around high risk places;
- To facilitate police interventions as well as the fire department and other emergency services.

### **Target Population:**

General population.

### **Summary:**

The Video Protection Plan for Paris is a polycentric public area CCTV system of 1105 cameras set up between 2008 and 2012 with access to further 10 000 cameras of partners such as the Paris transport authority (RATP), national railway company (SNCF), museums, shopping centres. This camera network built around 480 km of dedicated optic fibre has 260 operators working in thirty control rooms. It is embedded into a geographic information system, including the position of police cars and teams. It can provide images live, time-delayed, different data export forms and regularly stores imaged for 30 days.

### **Main Partners:**

Prefecture de Police of Paris and city of Paris; public private partnership with a consortium of private companies for installation and maintenance of the system

### **Outcomes/Evaluation:**

The PVPP respects all seven principles of the Efus Charter for democratic and responsible use of CCTV. It goes beyond legal obligations and has given itself an ethical charter as first introduced in Lyon (legality). It was set up with clearly defined missions (ne-

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cessity). It dynamically blacks out private areas from the scope of the cameras and the data is highly secured (proportionality). Transparency was achieved through a website and brochures, 520 comprehensive CCTV information signs and an online map with all cameras. Accountability is achieved through strong identification, electronic tractability of all system operations and well-trained operators. Independent oversight is achieved through an ethics committee. Citizens have been consulted prior to camera installations in 30 neighbourhood meetings. The neighbourhood meetings led to the modification of 10% of the original CCTV plan.

The prefecture de police points to the utility of the system, which had been used in 10 months in 6 348 cases, leading to 1 090 identifications and 2 839 arrests. The Ethics Committee was already set up during planning phase and has not had to intervene since the launch of the system.

**Further Information:**

- [Prefecture de Police - Actions de Prevention](#)



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## **PACT FOR LIFE (PACTO PELA VIDA)**

*Pernambuco, Brazil*

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**Region:** South America  
**Years:** 2007  
**Keywords:** Partnership, Strategy  
**Organisation:** Pernambuco State Government

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### **Objective:**

- To reduce violence with a focus on reducing crime against people and cultural heritage sites.

### **Target Population:**

High crime areas in the City of Pernambuco.

### **Summary:**

The Pact for Life is a transversal and integrated public safety policy that involves several partners. The first activity was the preparation of the policy: State Plan for Public Security (PESP PE-2007) in May 2007. Thereafter, 138 projects were developed and implemented by the state and local organizations to prevent and reduce crime. The projects range from the reform of the police and correctional services, to social prevention programs that have been inspired by ongoing dialogue with national and international bodies.

A strategic document was developed within the PESP PE-2007, which includes guidelines for all government-based actions that have a goal of reducing of intentional violent deaths (e.g. homicide, injuries followed by death, and robbery) in the state of Pernambuco. The goal was to reduce intentional violent deaths rates by 12% per year starting from 2007.

### **Main Partners:**

Municipalities, the Federal Government, the Judiciary, the Legislature, and the Ministry of Justice.

### **Outcomes/Evaluation:**

Since the launch of the PESP PE-2007, the Government of Pernambuco followed all 138 projects on a weekly basis and there are monthly progress reports.

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Every six months, a steering committee of the PESP PE-2007 prepared a report to monitor any improvements in public safety. Monthly bulletins are available on the website and offer some results

The Government of Pernambuco has received international awards, which includes three awards from UN Award for Public Service (UNPSA) in the following categories: Promotion of participation in the development of public policies through innovative mechanisms; promotion of public service-delivery geared to gender; and improving the delivery of public services.

**Further Information:**

- [Pacto Pela Vida](#)

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## ROTTERDAM SAFETY INDEX

*Rotterdam, Netherlands*

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<b>Region:</b>	Europe
<b>Years:</b>	1999
<b>Keywords:</b>	Crime statistics, Neighbourhood classification, Subjective and Objective data
<b>Organisation:</b>	City of Rotterdam

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### Objective:

- To measure the safety situation of the city at any given moment;
- To analyse and compare figures and data;
- To enable security policies to be adjusted if necessary.

### Target Population:

This is a comprehensive project that aims to manage all the security policies in the City. Some citizens will be targeted directly through surveys.

### Summary:

The Safety Index provides an insight into the situation of the city. The index brings together various types of information regarding urban security. Measuring urban security is not simple: on the one hand, objective data such as complaint files may not be effective as people are reluctant to report crime. On the other hand, subjective data alone would not be accurate as perceptions of security vary greatly among citizens. Thus the index is composed of both subjective and objective data.

Subjective data comes from questionnaires. At least 150 residents within each district are asked to participate and these people are divided up according to the population composition in the district. This type of data is collected once a year.

Objective data comes from two sources: (1) Incidents, violations, crimes and other signs recorded by the police, fire services and the waste-removal department; (2) Economic and social characteristics of each neighbourhood, such as population composition, house prices, percentage of the population receiving benefits. All this data is incorporated into a standard "Safety Index" (ranging from 1, least secure, to 10, most secure).

### Main Partners:

The City cooperates with: police, fire services, Roteb (waste department) and other bodies reporting on incidents, violations and crime. Another partner is the Centre for

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Research and Statistics of Rotterdam which helps collect and analyse the vast amount of data gathered each year.

**Outcomes/Evaluation:**

The Safety Index enabled political decisions to be adjusted and justified based on actual data (e.g. presenting police forces from one neighbourhood to the other, etc.).

The mix of subjective and objective data enables the collection of convincing data on urban security. The Safety Index enables the effectiveness of some prevention policies to be tested and to compare the “level” of security from one year to another.

**Further Information:**

- [Rotterdam - Summary](#)

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## COMMUNITIES THAT CARE PILOT PROGRAMME

*New Orleans, United States*

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<b>Region:</b>	Europe
<b>Years:</b>	2008 - 2012
<b>Keywords:</b>	Youth prevention, data-driven decision making, Community empowerment
<b>Organisation:</b>	Crime Prevention Council of Lower Saxony

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### Objective:

- To help communities prevent youth behavioural problems before they develop;
- To provide community-based partnerships with reliable information on the prevalence of youth behaviour problems and of underlying factors (risk- and protective factors);
- To transfer scientific prevention knowledge to local community prevention coalitions;
- To assess risk and protective factors at community level in order to match preventive programmes to the highest risk factors and/or lowest protective factors;
- To assess capacity building, needs and resources, effective prevention programming, evaluate results;
- To enhance sustainability of community prevention coalitions;
- To help prevention policy-makers choose effective or promising programmes for funding.

### Target Population:

Local citizens

### Summary:

Derived from a public health model, the Communities That Care (CTC) approach was originally developed in the US to assist and guide community prevention coalitions. Several countries adopted the CTC method (e.g. Australia, Columbia, UK, The Netherlands, Germany, Cyprus and Croatia), using the same implementation strategy and instruments.

The CTC operation system encourages communities to use prevention science to plan and implement effective measures to prevent youth behavioural problems based on each community's risk and protection profile. The CTC's core elements include: Research risk and protective factors, work with effective prevention programmes, community ownership of local implementation, proactive training, technical assistance and evaluation of local results.

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**Main Partners:**

Crime Prevention Council of Lower Saxony (pilot), Districts of Emsland, Osnabrück and Nienburg, Cities of Göttingen, Hannover, Oldenburg, Stadthagen, Hameln, Nordstemmen (partners).

**Outcomes/Evaluation:**

Main results of the evaluation of the CTC approach- pilot in Lower Saxony include that the approach was easy to implement provided that the available resources suit the method and this is ensured by setting the right priorities. Participants also saw the method as a good opportunity to make an inventory and overview of the resources available in a particular area and highlighted the CTC approach's evidence-based, goal-oriented strategy, rendering it particularly qualitative.

Local teams accepted and approved of the CTC approach thanks to the large amount of information distributed at training sessions and meetings, and the fact that this systematic method delivers clear directives and practical advice. Recent evaluation of results in the US has shown that CTC can reduce the prevalence of youth behavioural problems in a community.

**Further Information:**

- [Communities That Care](#)

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## GLOBAL AND INTEGRATED APPROACH “LOCAL SAFETY AUDIT”

*Saint-Gilles, Belgium*

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**Region:** Europe  
**Years:** 2003 - ongoing  
**Keywords:** Ongoing evaluation, Partnership, Integrated approach  
**Organisation:** City of Saint-Gilles

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### **Objective:**

- To establish a general local safety audit procedure;
- To develop a local safety audit that surpasses the simple analysis of the local status.

### **Target Population:**

General population.

### **Summary:**

This version of the audit would combine criminal records with the actions that are taken to combat crime and represents a step towards the definition of a right balance between the two.

The initiative is divided into three stages: (1) A local analysis of crime and citizens' feeling of security is carried out by taking into consideration objective (crime statistics, geographical data) and subjective (surveys, feeling of security) data. The results of this dual analysis are then shared with the relevant stakeholders in order to establish a shared local safety audit. (2) The analysis carried out in the first place is periodically repeated in order to adapt prevention policies accordingly. Stakeholders also meet every three months in order to discuss these issues. Criminal phenomena are discussed in broad terms and the local official responsible for prevention presents for review all actions that tackle each phenomenon. (3) Meetings with field workers, who are chosen according to the topic that is being addressed, are regularly organised. These meetings allow public officials and field workers to meet each other (build up trust) and to review aspects of the local safety audit.

### **Main Partners:**

Local officials in charge of security and prevention (educators, mediators, stewards, etc.), officers from several departments of the City (urbanism, internal affairs, etc.), Social housing managers, Private sector, Police.

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**Outcomes/Evaluation:**

This project promotes a better understanding of criminal and problematic local phenomena; implementing and evaluating targeted actions aimed at tackling security problems in the three areas of the City; and reinforcing mutual trust among local officials, field workers and other stakeholders.

Although the project needs a large investment of human capital in order to work efficiently, it can be started with relatively low material efforts and minimal technical expertise.

**Further Information:**

- [Commune de Saint Gilles - Service de Prevention](#)



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## METROPOLITAN FORUM OF PUBLIC SECURITY

*Sao Paulo, Brazil*

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<b>Region:</b>	South America
<b>Years:</b>	2001 - ongoing
<b>Keywords:</b>	Local authorities, Elected representatives, Governance, Intercity cooperation
<b>Organisation:</b>	Town Halls in the Metropolitan Area of Sao Paulo

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### **Objective:**

- To reduce and prevent crime and violence in the metropolitan area of São Paulo.

### **Target Population:**

Mayors

### **Summary:**

In March 2001, a first meeting was held between the 39 mayors of the Metropolitan Area of São Paulo. The aim was to discuss and promote crime prevention programmes; develop ways to integrate local strategies at the state and federal levels; develop partnerships with NGOs on crime and violence prevention and control; and to develop meaningful partnerships between the local, state, and federal levels of government.

Since the initial meeting, the mayors have met every quarter to assess their progress and to plan future improvements. Crime prevention legislation has been enacted in several municipalities and a Metropolitan Plan for Violence Prevention has been approved. Working groups, including secretariats and specialized departments in charge of public security, have been established and meet more frequently than their mayoral counterparts.

The working groups have a more specific scope; addressing crime information, municipal policing, crime and violence prevention, social communication and law, criminal, and prison policy. These groups aim to put into practice the decisions taken by the mayors in the plenary sessions of the Metropolitan Forum of Public Security. A permanent secretariat, managed by the São Paulo Institute Against Violence, has been established, and support from the Federal government has helped to set up a permanent forum.

### **Main Partners:**

São Paulo Institute Against Violence (Executive Secretariat), Federal Government and State Government

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**Outcomes/Evaluation:**

Since its creation, the Metropolitan Forum has held 14 sessions with the 39 mayors. Mayors have a better understanding of the challenges they face and have started to address them. As of December 2004, 11 of the 39 towns in the Metropolitan Area of São Paulo have created general offices or other institutions to coordinate local action in urban security; 26 of the 39 towns have created a municipal police force; and 15 of the 39 towns had enacted regulations on the opening and closing hours of bars.

Results in the metropolitan area of Sao Paulo have shown that there was a significant decline in homicides and thefts per 100,000 inhabitants by 2003. Specifically, the homicide rate per 100,000 inhabitants decreased by 20.5% from 49.3 in 2000 to 39.9 in 2003 and the rate of thefts and car thefts per one hundred thousand inhabitants decreased by 26.5% from 995.1 in 2000 to 731.4 in 2003.

**Further Information:**

- [International Center for the Prevention of Crime. \(2005\). Urban Crime Prevention and Youth at Risk.](#)

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## SAFETY HOUSES

*Hague, Netherlands*

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**Region:** Europe  
**Years:** 2002 - ongoing  
**Keywords:** Local security – Partners in office-sharing – Preventing re-offending  
**Organisation:** Safety Houses

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### Objective:

- To increase cooperation between law enforcement, local authority and health care agencies by creating a single service that combines the three aspects.

### Target Population:

Frequent offenders, Robbers, Members of criminal organisations, Systematic violent offenders, Young re-offenders, Perpetrators of domestic violence, Former prisoners.

### Summary:

Each case submitted to the Safety House is treated with a multidisciplinary approach aimed at finding joint and common solutions based on cooperation between crime prevention services.

Safety Houses represent partnerships between crime related services at the local level. A cooperation agreement is signed by all partners and states mutual rights and obligations. Although each security service has kept its own office, Safety Houses are intended to allow all relevant stakeholders to work together on sensitive issues.

Safety Houses have permanent staff that coordinate cases that need to be addressed by different partners. Their work consists of facilitating the cooperation of partners on individual cases, assessing whose partners are best suited to work on a case and also monitoring the implementation of actions by partners.

The methodology of Safety Houses follows the scale-up model, meaning that a first attempt to resolve cases is made with the competent institution and the Safety House intervene only when this first approach isn't successful. Whenever coordination problems among partners arises a consultation with superiors of the departments involved is scheduled.

### Main Partners:

City of the Hague, Public Order and Security Department, Public Prosecution Service,

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Probation Services, Prison Service, Institutions for mental health care and the treatment of addiction , City's social services, Youth Care Offices , Partners in the care chain that are specifically concerned with domestic violence.

**Outcomes/Evaluation:**

Success factors require the carefully evaluation of needs and cases that can be assessed through cooperation between partners; elaborate practical examples of cases where cooperation would have been beneficial in order to attract funding for the initiative; and being able to cope with coordination problems among partners, which are prevalent but when overcome can bring successful results.

**Further Information:**

- [Ministerie van Veiligheid en Justitie](#)

# **100 PROMISING PRACTICES ON SAFER CITIES**

Collation of Urban Safety Practices

