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## BELGIUM FORUM FOR PREVENTION AND URBAN SECURITY

We are an association of 84 Cities keen on promoting the role of local authorities in the field of prevention and urban security.

*Our members' expertise and approach are aimed at developing a prevention policy based on:*

- Local diagnosis
- Partnership
- Local network support
- Best practices exchange
- Training programs on new security works

### A BELGIUM FORUM AIMED AT:

- Collecting and exchanging
  - Think-tank
  - Professional networks in drugs, assessment, mediation, ...
  - Website and regular newsletter to be in touch with our members
- Link with European partners:
  - European Forum for Urban Security (Paris, France)
  - International Centre for Crime Prevention (Montreal, CA)
- Thinking about our practice and promoting our knowledge
  - Meetings and conference organisation
  - Support from cities
  - Press relations
- Representation and lobbying
  - Cities defender point of view with Belgium authorities
  - Cities representative in EUCPN
  - Partner in UE programmes

### STRONG POINTS OF BELGIUM PREVENTION PROGRAMMES

- They are financed by federal and local subsidies
- They last for several years
- Trained professionals with in-service training

### CONTACT US

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## BELGIUM STRATEGIC PLANS FOR PREVENTION

*Integrated (local partnership) & transversal (prevention – repression – restoration)*

INITIATIVE : FEDERAL GOVERNMENT - MINISTRY OF HOME AFFAIRS

- Priority
  - Criminal statistics
  - Security Monitor Survey (opinion poll)
- Facts
  - Burglaries,
  - Car break-ins
  - Racketeering
  - Domestic and public violence
  - Drugs / social harmful effects
- Evaluation

IMPLEMENTATION: LOCAL AUTHORITIES AS INITIATORS

- Local Security Diagnosis
  - Local criminality
  - Social factors
  - Economical statistics
  - Demographic data
- Local Needs
  - Local Task Force implementation
  - Causes of problem
  - Local experience statements
  - Request by citizens
  - Local lack

### COMMUNICATION

- Citizen information
- Prevention campaign
- Press and Public relations
- Exhibitions, meetings...

### EVALUATION

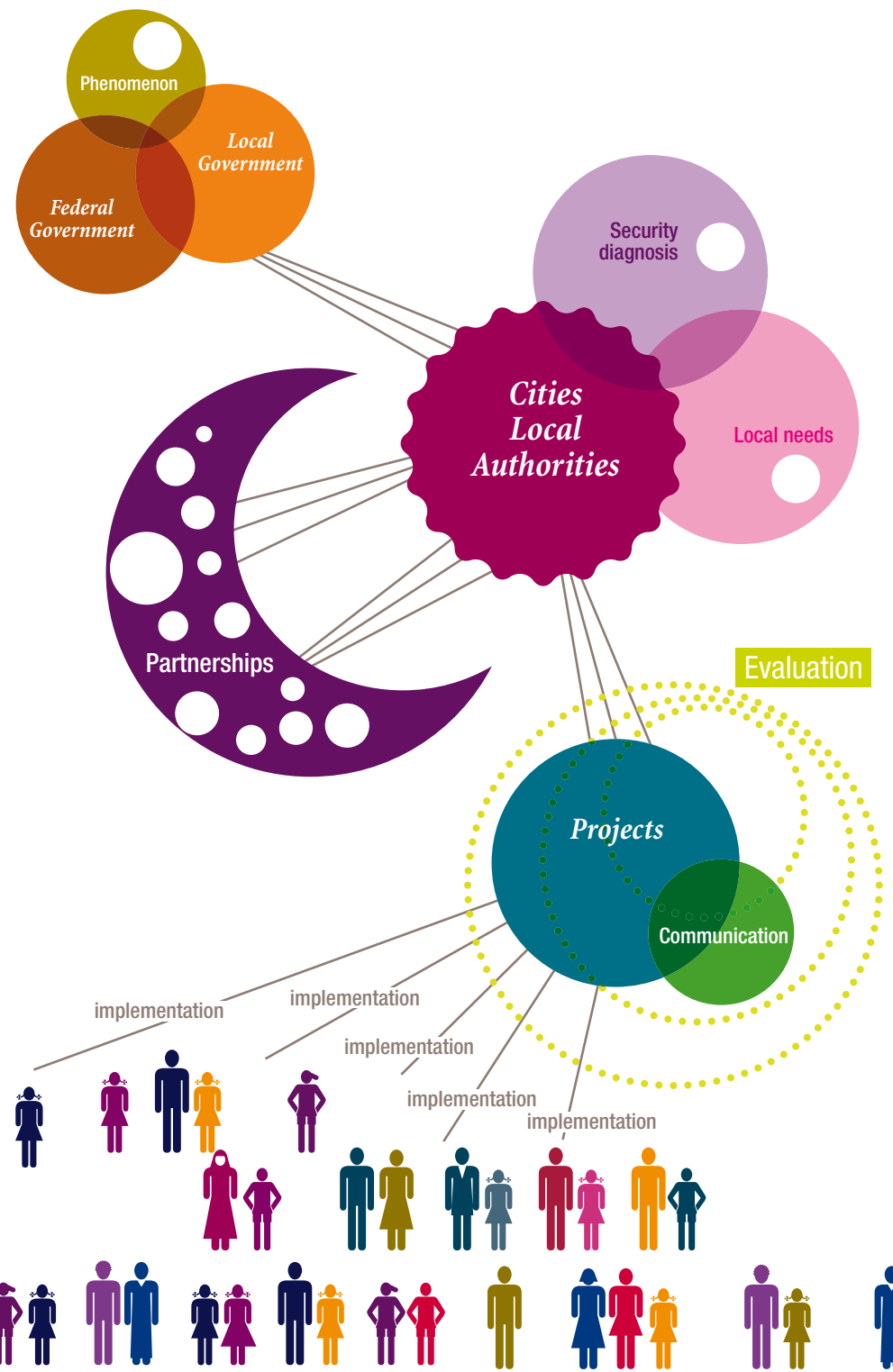
- Calendar
- Work method
- Results of strategic objectives
- Difficulties
- How to do the best job?

### PREVENTION IN BELGIUM

102 Strategic Plans developed in collaboration with Cities  
35 042 350 Euros/Year  
3078 workers

TO IMPROVE QUALITY OF LIFE IN DISTRICTS

# Belgian schema



## EUROPEAN FORUM FOR URBAN SECURITY

### SARAGOSSA MANIFESTO

The participants in the Saragossa Conference of 2-4 November 2006 adopted the Saragossa Manifesto on urban safety and democracy:

**1** Safety is an essential public interest, closely linked to other public goods such as social inclusion and the right to work, to health care, education and culture. Every strategy using fear is to be rejected in favour of policies furthering active citizenship, an appropriation of the city's territory and the development of collective life. Access to other rights also favours the right to security.

**2** Conscious of the profoundly worrying stakes caused by crime in all its forms, weighing heavy on the maintenance of social, legal, cultural and political balances, the participants wish to see effective integrated global policies set up, aimed at fighting the effects of crime as well as its causes such as social exclusion, discrimination in rights, and economic inequalities.

**3** In particular, conference participants made sure that the right of women to full professional and social participation be recognised and that positive initiatives be developed in this regard in the overall policy of the fight against insecurity. The violence of which they are victims is an expression of the inequality of male/female relations and cultural prejudices. Women's Rights must be the subject of programmes promoting equality and an approach by gender.

**4** Despite there being dialogue amongst people and cultures at the local level, there is considerable risk that the forces supporting the 'shock of civilisations' prevail, creating an apocalyptic framework for the safety and future of citizens. In this situation, our commitment as administrators and representatives of our communities is to create a place for dialogue and encounter between populations of different origins, and an alliance between civilisations.

**5** Encouraging the European Union to set up common rules on conditions for the admission and repatriation of foreigners, we confirm our commitment to ensuring reception conditions respectful of fundamental rights as well as integration measures and rules for the sharing of rights and duties, especially for immigrants whose papers are in order.

**6** Terrorism tries to exploit social and cultural inequalities existing in our societies. Any response favouring discriminatory actions, designating scapegoats or encouraging aggressive, racist attitudes is to be banned.

**7** We affirm the necessity of maintaining civil liberties and appeal to countries and international institutions to respect fundamental rights.

**8** We ask that the role of cities be recognised by the European Union and individual countries and that this recognition be backed up by financial instruments. Cities and local governments must provide themselves with local safety plans integrating prevention and the consequences of organised crime and human trafficking in particular. The role of the media must be taken into account and all ideological or religious instrumentalisation avoided.

**9** Providing a safe environment for their inhabitants, one favouring social cohesion, is the primary duty of elected officials. By means of urban regeneration and reconstruction strategies, by providing basic services in the areas of education, social security and culture, cities have the ability to act on the causes and effects of insecurity. By developing integrated, multisectoral approaches, and with the support of regional, national and European authorities, urban policies are innovative if they do not put security solely in the hands of justice and the police.

**10** The involvement of cities and communities in sustainable safety policies must receive support from national, European, and international authorities. A 'bottom upwards' approach must guide the elaboration and unfolding of action programmes of the European Union as much as other international authorities. Priority must be given to experimentation with innovative practices, the development of evaluative and diagnostic methodologies, exchanges and cooperation between cities, multidisciplinary training of local players and the dissemination of practices such as those concerning public-private-partnerships.

**11** It is the role of local councillors, in crisis situations as well as in their daily action, to encourage bringing together all inhabitants of their city regardless of philosophical or sexual orientation, ethnic, cultural and religious membership or legal situation. This role is ensured by the vigilant respect for the equality of all in access to city services.

**12** Our efforts must encourage community awareness of our problems and our ability to resolve them in cooperative fashion with a view to maintaining the dialogue between cities on all continents based on mutual enrichment, tolerance and the respect for civil liberties.

# FIELDS OF PREVENTION IN BELGIUM

The city of Brussels has a population of 148,873 inhabitants  
Unemployment rate: 21%  
Density of populations: 4381 inhabitants per Km<sup>2</sup>  
29,6% of the population with a foreign origin



## CITY OF BRUSSELS

For a better community life in social housing

### PHENOMENON

To reinforce social link between inhabitants in social housing

### OBJECTIVES

Many people must share public space. Each one with their habits, desires or needs. Step by step, social workers try to intensify social link and give advice to improve the quality of life in the building

### METHODS

- Inhabitants are informed of the upcoming project one week before it actually starts
- At the date, they people are reassembled, introduced to each other; the services proposed by the Prevention Plan is laid out. Inhabitant have the opportunity to present themselves and their difficulties in the community
- A list of the problems is made
- After the meeting, a report is made and sent over to a competent person.
- One month later, each participant receives a summary and the follow-up.

### PARTNERSHIP

Awareness-raising campaign and collaboration with

- The social housing team
- Social and local mediators
- Community guards
- Technical prevention counselor

### EVALUATION

The evaluation is realised by the federal and local governments within the context of the prevention plan

New subsidy from brussels city council and local government to improve quality of life in social housing has been based on this programme.

Subsidy from the Federal and Local Government  
Operational costs taken on services budget

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## CITY OF BRUSSELS

### Community guards



The city of Brussels has a population of 148,873 inhabitants  
Unemployment rate: 21%  
Density of populations: 4381 inhabitants per Km<sup>2</sup>  
29,6% of the population with a foreign origin

Prevention through presence in neighbourhoods  
Since 2004, with the creation of the association Bravvo, the City has encouraged the grouping of prevention agents and services. Brussels was already a pioneer in unification and integrated prevention. In May 2007 the law on civic guards was proclaimed, that gave stewards, park guards and prevention agents the status and appellation of 'community guards'. This law strengthened the commitment by the City of Brussels to prevention through presence and reinforced the community guard project.

#### OBJECTIVES

Community guards aim at reducing the feeling of insecurity on the streets and in social housings and helping to fight nuisances. They endeavour to create a friendly neighbourhood and they fight antisocial behaviour.

#### MISSIONS

The missions of a community guard are :

- Stimulation of social interaction and improvement of civility, feeling of safety and collective life
- Information to citizens as a way of maintaining the feeling of safety
- Observation and reporting
- Public awareness of crime prevention through street presence
- Emphasis on public cleanliness, degradation of public goods and police regulation
- Surveillance during events organized by the municipal authorities
- Intervention through dialogue, mediation and persuasion.
- Help to victims (first aid, call onto emergency relief...)

The community guard patrols start at 7:30 am and stop at 10:00 pm

Community guards are not police officers. The local police perform specific missions (such as repression) whereas Bravvo is in charge of an important part of the preventive work. In this context, the community guards of Bravvo are not authorized to sanction infractions or enforce general police regulations.

BRAVVO as an organisation has been working internally to create a group of professionals from the new community and prevention services.

#### PARTNERSHIP

Community guards work on a daily basis with Bravvo and the social services of the City of Brussels. They also work with BRAVVO partners such as the Local Police, TRANSIT Centre (Prevention of drug abuse and harm reduction), SAMU SOCIAL (Homeless issues), Public Centre for Social Help (CPAS), Solidarity associations...

They meet regularly with other Bravvo services and other neighbourhood associations in their intervention areas.

#### EVALUATION AN RESULTS

##### Security improvement of various problematic city areas

- 180 days of field presence during various events
- 16 school exits secured on a daily basis
- Full coverage of all social housing sites identified as problematic in the territory of the City (20 sites)
- Monthly campaigns targeting urban delinquency (break-ins)
- Continuous training of community guards in various work fields: removal of needles in public places, service to homeless people...

#### Quick reporting

- 44.475 records : technical (for example: illegal dumping) or qualitative observations (for example : complaints from residents), mainly in social housings (20.000 findings) and about public property (13.000 findings).
- Monthly activity reports, detailing all the issues in various neighbourhoods and how the follow-up of the report was managed.
- Daily reporting to our partners for all our findings.

#### Qualitative results

- They have accurate and actual knowledge of local problems and community needs
- Their action is complements that of the local police forces
- The service is perceived in a positive way
- The service is greatly appreciated by citizens of social housings and by social landlords

Subsidy by federal Home Affairs Ministry and local government  
2 700 500 Euros/ year  
114 employees

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## CITY OF BRUSSELS

Restorative justice



The city of Brussels has a population of 148,873 inhabitants  
Unemployment rate: 21%  
Density of population: 4381 inhabitants per Km<sup>2</sup>  
29,6% of the population with a foreign origin

### PHENOMENON

Criminal courts pronounce community service sentences (from 20 to 300 hours) for offences that don't exceed 5 years of imprisonment. Only people of age are concerned by this service. The sentence to community service is carried out free in the public services and associations social, cultural or scientific.

### OBJECTIVES ARE:

- To avoid imprisonment and its consequences
- To combat the feeling of impunity
- To create a network for a diversified offer of work places
- To define a project of service adapted to delinquents
- To assist delinquents and introduce them to the place of service
- To assist delinquents throughout the legal procedure

### PARTNERSHIP

- 25 structures, 40 jobs available: community services, social restaurants, crisis shelters for homeless people, sport centres, community centres...
- House of Justice that represents the public ministry

### EVALUATION

- Every year 200 files are dealt with, totalling 1500 hours of service for the community
- 85% of sentences have been completed
- Non-completion of sentences were caused by the inability submitting oneself to a schedule, theft on the place of service, drugs problems...

### The difficulties concerned are:

- Insufficient number of places of service at week-ends
- The offer is not satisfactory when it comes to seriously marginalized people
- Communication with the Ministry of Justice is insufficient

Subsidy by the Federal Ministry of Justice  
80.000 Euros/year  
2 criminologists

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## EVERE

ASBL EGREGOROS: A good neighbour is better than a relative far away

### OBJECTIVES ARE TO

LIST PROBLEMS AND SOLVE THEM  
WATCH & TAKE ACTION  
HELP & ADVISE

- To prevent antisocial behaviour
- To help maintain social relationships and create new links
- To inform and refer to competent authorities
- To contribute to the quality of life in the community

### METHODS

- 7 days a week from 10 AM to 02 AM
- Free phone number
- Night and Day Presence in the neighbourhood
- Mediation

### NETWORK AND PARTNERSHIP

- Evere Municipality
- Police Zone POLBRUNO
- Evere CPAS (public centre for social welfare)
- Social Housing Companies
- Non profit Associations

### EVALUATION

- Eight years of existence
- 2400 calls each year
- 900 specific interventions each year
- 4000 walking contacts each year

Subsidies: local, regional and federal  
600.00 Euros/Year  
18 employees

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Coordination: Marc De Decker

(+ 32 498 588 690)

Evere has a population of 35,695 inhabitants  
Unemployment rate: 19%  
Density: 7111 inhabitants per Km<sup>2</sup>  
17 % of the population with foreign origin



## CITY OF LIEGE

Emergency plan of action for harassed women

### PHENOMENON

Domestic violence towards women harassed by their former partner.

### OBJECTIVES

- To make sure victims are safe in and out of the house
- To comfort women and children victim of stalking
- To change the victims' behaviour towards their stalker
- To provide victims with psychological support

### TECHNICAL ASPECT

- Alarm call system
- Computerized emergency assistance
- Direct connection to the Police network
- Real-time localization on InternetMap

### PARTNERSHIP

Awareness-raising campaign and collaboration with

- The police force
- The department of Justice
- Local associations

### CANDIDATES SHOULD

- Be of age
- Be residents in the city
- Be victims of stalking
- Not live in the same house as the stalker
- Promise avoid any contact or exchange with the former partner
- Have filed a complaint within the 12 months prior to the release of the former partner
- Undertake to file a complaint after each incident
- Continue to protect themselves

Subsidy from the Federal Government  
50.000 Euros in technical investment  
One part-time criminologist

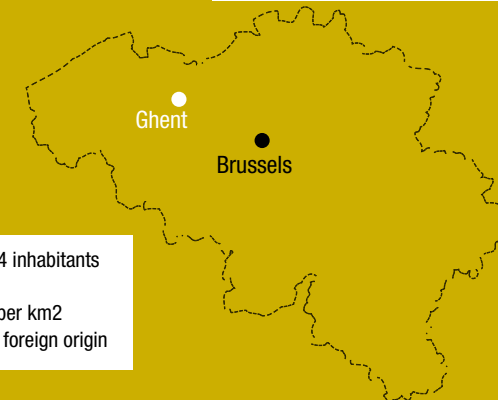
→ **CONTACT US:**  
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Liege is a town of 190,817 inhabitants, centre in agglomeration of 600,000  
Unemployment rate: 25%  
Density: 2757 inhabitants per Km2  
17% of the population with foreign origin



## CITY OF GHENT

'School spotters': how to provide employment for youths and reduce nuisances



Ghent is a city with 243.144 inhabitants  
Unemployment rate: 8%  
Density: 1.539 inhabitants per km2  
16% of the population with foreign origin

### CONDITIONS OF ADMISSION

- Candidates should be less than 26 years old
- They should not be holders of secondary school degree
- They should agree to work 4 days a week as "school spotters" and attend professional training one day a week

### PHENOMENON

The aim is to increase job opportunities and provide employment for young people without secondary school certificate and reduce public nuisances, violence and uncivil behaviour in school.

### OBJECTIVES

- The school spotters are known to the students/pupils and the school staff
- They give advice and talk directly to the young people when a problem occurs
- They work before and after school hours and around noon; school skipping is also a point of interest
- They give advice to victims of violence/ bullying and assist them.
- They work as ombudsmen in case of aggression
- Their presence should relieve tension; they are aware of the problems taking place in the area

- They intervene inside the class rooms with a game: "Do you mind?" that stimulates new interactions
- More and more school spontaneously contacts school spotters instead of waiting for being sent one

### A WIN-WIN PROJECT FOR "SCHOOL SPOTTERS"

The originality of this project consists in giving these youths the possibility to resume their studies while working.

### PARTNERSHIP

- Community guards
- Public transports
- Local police
- Schools
- Local associations

### SUBSIDY

7 school spotters and one supervisor  
1 FT coach

The City of Ghent pays one part of the coach's salary and operating funds for the school spotters.

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## CITY OF CHARLEROI

Violence Prevention in a Football Stadium

The city of Charleroi itself has an estimated population of 204,000, the total reaches 420,000 for the surrounding metropolitan area.

Density of population: 1998 inhabitants per Km<sup>2</sup>

14,7% of the population with foreign origin 128 countries represented

Unemployment rate: 26.22 %

The Royal Charleroi Sporting Club plays in the Belgian Pro League.

Stadium max capacity: 22,000 spectators



### PHENOMENON:

Violence in and around the stadium during football games.

### OBJECTIVES ARE TO:

Avoid conflicts and incidents during "home" and away games.

Reduce risks caused by hooligans: fights, smoke bombs, emergency flares, acts of racism, general offences.

Educate young fans about positive support  
Diminish recruitment by hooligan groups  
Help social integration of club supporters

### METHODS:

Match days: the staff mediates between the fans and the police or the club stewards.

Social aid: individual assistance is provided to fans with social or financial difficulties.

Educational activities: make fans take part in the organisation of sporting activities during the week: management of 2 football clubs with the supporters acting as officers.

Enrichment programs for young supporters that emphasize good sportsmanship and fair play.

Social Development: free academic tutoring for 6-18 year olds, free continuing education for adults, free first aid course training for stewards and supporters, video against the use of pyrotechnics, and campaigns against alcohol abuse and drunk driving...

### PARTNERSHIPS:

Royal Charleroi Sporting Club  
Local Police forces  
Federation of fan associations  
ASBL Stade Ouvert

### TARGETS:

Supporters described as potential young offenders in stadium  
Official fan clubs and federations  
The community supporters of the Royal Charleroi Sporting Club

Subsidy from the Federal and Local Government: 113.000 Euros (personal costs activities),  
2 social workers,  
1 part-time secretary, a manager.

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## URBAN GANGS: BRUSSELS NETWORK

BE+ : how to prevent and fight urban gangs together



### PHENOMENON

Since the beginning of 2006, some gangs have been spotted in the area of Brussels.

They rival with each other and seize any opportunity to beat up or kill members of opposite gangs.

B (Bruxelles) E (Empowerment) + (partnership) was created in 2009 by the Federal Ministry for Social Integration and Policy of the Cities.

### OBJECTIVES ARE TO

- Develop a partnership and standardized communication between services of prevention, legal authorities and the police
- Create a permanent stream of communication between local services, in order to enable them to react quickly in case of incident
- Create a project of intensive social follow-up with young gangs members
- Initiate social work with gang members and their families
- Show members the way out of criminality and the possibility of integration into society through work, the education system or family ties
- Reinforce the protection of teenagers in their district

### METHODS

- Regular meetings between local partners (prevention services, police and legal authorities)
- Trading best practices with Canadian partners (Montreal/Brussels)
- Social street working and support of specific projects
- Developing permanent communication between youngsters and workers through new communication media (blogs, urban arts, etc)

### PARTNERSHIP

- 2 sections of police forces in Brussels
- Prevention services of the City of Brussels, Evere city and Saint-Josse
- Bruxelles Justice service

### EVALUATION

- Catholic University of Leuven

150.000 Euros from Federal Ministry for Policy of the Cities for 3 local municipalities

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The city of Charleroi itself has an estimated population of 204,000, the total reaches 420 000 for the surrounding metropolitan area.

Density of population: 1998 inhabitants per Km<sup>2</sup>

14,7% of the population with foreign origin  
128 countries represented



## CITY OF CHARLEROI

YCN\* Project

### PROBLEMS CONCERNED

Nuisances, sources of troubles, caused by groups of youths in public space or some private grounds, violence in and around school, incivilities.

### OBJECTIVES ARE TO:

Offer an appropriate course of action to persons who suffer nuisances caused by groupings of youths

Act as intermediaries between different people  
inform citizens about their rights and duties

Reduce tensions and create a better social climate in the neighbourhood

Emphasize the fact that public space is for everyone to use

Act hand in hand with the local services that are partners of the Commune (the police, prevention services, social help service, associations)

### BASIC METHODS

The action performed by YCN\* street workers may be selective or carried out for a longer period and may also end up involving various partners.

### PRIORITY ACTION

Mediation should lead to the reduction of nuisances caused by youths through:

- Discussions with all parties leading to a diagnosis of the problem
- Understanding the benefits of an amicable solution
- The interest shown by youths in the presence of YCN\* street workers
- The interest shown by both youths and inhabitants in contributing to the implementation of solutions to the problems

### SIMULTANEOUS ACTIONS

In order to deal with nuisances thoroughly, other approaches can complement the mediation itself depending on the requests and solutions offered by the targeted population.

They consist in

- building projects
- make the group contact the competent services

### PARTNERS

Network of community partners:

Mediation service of the district, social development group of the district, Local police, Help to the victims group, various community services

### NON COMMUNITY PARTNERS

Neighbourhood committees, associations, institutions such as the public prosecutor's office, the federal police, Justice, social housing companies. ...

### Subsidy by Local Government

5 full-time employees:

141334 Euros per year

### Evaluation:

Since September 2009, 67 files have been created in various neighborhoods of the city. 32% of the files have led to an amicable settlement (protagonists considered the problem solved). 22% of the problems have been solved but verification must be made as to the durability of the solution. Other files are still pending.

It is still early for a detailed evaluation; however information about the efficiency of actions is encouraging at this point.

\*YCN (Youths considered as nuisances)

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## CITY OF MOUSCRON

Hurlubus : how to get home safely



### Economical situation

Mouscron is a city with 54687 inhabitants  
Unemployment rate: 15%  
Density: 1,334 inhabitants per Km<sup>2</sup>  
5 % of the population with foreign origin

### PHENOMENON

In 2007, youths have been victims of several assaults. The Hurlubus project was launched in 2008, following decisions made during meetings between the municipality and citizens.

### OBJECTIVES ARE TO

- Make sure that youths get home safely after parties in the area of Mouscron
- Be sure that youths (5911 young people aged between 16 to 24) are safe around parties
- Attract more audience into public events
- To put buses and escort at disposal of youths
- More advertising in local medias and two city websites

### CONDITIONS

- Hurlubus starts at 23 and ends at the end of festivities
- Party-goers are driven back from festivities to the centre of the district or community house (depending on request)
- Price: 0,50 cents per person.

### PARTNERSHIP

- Service of youth of Mouscron municipality
- Prevention service
- House of health of Mouscron municipality

### EVALUATION

- The numbers of passengers is in continuous increase and the notoriety of the service is growing.
- This service should not be considered as an encouragement or an excuse for public drunkenness
- Teenagers and their parents consider Hurlubus to be beneficial.
- Party organisers have embraced the project and have even spontaneously opened up to collaboration .
- Nuisances around the events have decreased.
- It is not easy to get the press to publish articles about that operation
- It's not easy to get an escort from the organisers, the profile is hard to find.

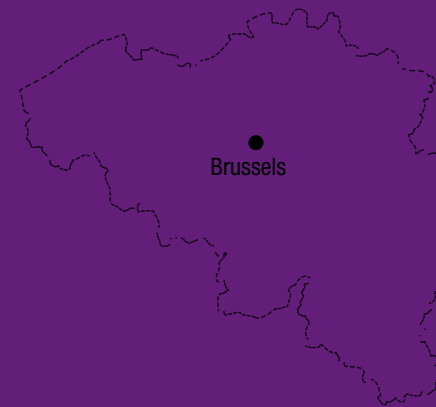
No special subsidy or employees  
Operational costs taken on services budget

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## CITY OF BRUSSELS

Place of women in the society



The city of Brussels has a population of 148,873 inhabitants  
Unemployment rate: 21%  
Density of population: 4381 inhabitants per Km<sup>2</sup>  
29,6% of the population with a foreign origin

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### PHENOMENON

To reduce discrimination against women and provide young girls with a creation centre within the community centre,

### OBJECTIVES ARE TO

- Increase awareness (especially with youths) of humiliations suffered by women (verbal or physical abuse)
- Institute a weekly gathering aimed at young women only in the community centre
- Make women from different social environments meet and share their views on the problem of discrimination
- Give them the opportunity to illustrate discrimination through theatre, exhibitions, animation...
- Build up commitment to the project
- Create a relationship of trust with parents reluctant to the idea of their daughter attending a community centre

### CONCRETE RESULTS

- The project was brought to a first stage of achievement for the International Day for Women
- The weekly gathering has attracted regular attendance.
- An exhibition on the theme of perception of women in society has been made.
- A video film has been shot on the theme of discriminations against women,
- These tools have made it possible to organise debates and exchanges with other youth groups

### PARTNERSHIP

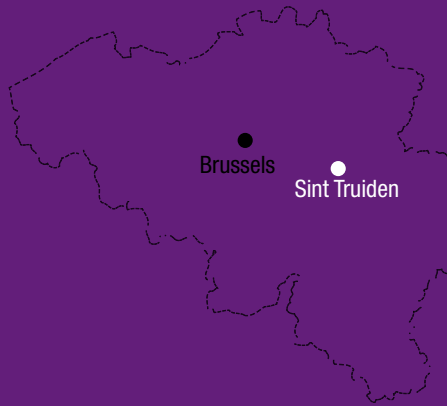
- Brussels strategic prevention plan Bravvo asbl
- Social mediation in north district
- Different Partners in Avignon France (School, women associations...)

### EVALUATION

- Regular debriefing has produced good results.
  - Most of the participants have followed the project until the end.
  - There are prospects for further exchanges.
- 19.000 euros subsidy for a part time social worker

## CITY OF SINT-TRUIDEN

Youth work and neighbourhood activation in the context of social nuisances



Number of inhabitants: 39106  
Number of unemployed people: 1222  
Density: 365,96 inhabitants per km<sup>2</sup>  
Belgian: 37583- immigrants: 1523: is  
3,9% immigrants

### PHENOMENON

A person's sense of security is determined by the objective insecurity, the criminal acts that actually occur, on the one hand and on the other hand by the subjective perception of security, the extent to which someone feels safe or not.

People not feeling safe in their environment is made worse by noise pollution, littering, street kids hanging around, dog mess...

Through this project on social nuisances we mean to improve the quality of life in given districts and neighbourhoods. There is the neighbourhood activation project on the one hand and our youth program on the other hand.

Neighbourhood activation: the Department of Prevention organises several activities to promote social interaction between neighbours such as the neighbourhood activation premium, postcards for the neighbourhood, poetry on the sidewalk, etc.

Youth program: a low threshold offer to youths that is aimed at making them participate in the existing offer of leisure activities. This program consists in four aspects: a boxing project, a dance project, a football project and a general operation.

### OBJECTIVES ARE TO

- Reduce nuisances by providing street youths with an alternative
- Teach children and adolescents values in a low threshold way so as to stimulate their integration into society.
- Improve the self-esteem of children and adolescents
- Try to stimulate self expression of children and adolescents through existing sporting clubs
- Enhance the social cohesion by encouraging the neighbourhood to organise activities
- Improve interactions within the neighbourhood by organizing activities

### METHODS

- Regular meetings between partners
- Development of permanent communication between street workers and minors
- Constant development of new activities for children and adolescents
- Development of new projects to bring the neighbourhood together

### PARTNERSHIP

- City of Sint -Truiden
- Police forces of Sint -Truiden
- Youth service
- Youth advisement centre (JAC)
- Schools
- Dept of sports
- Province of Limburg
- Neighbourhood committees

Subsidy by the Federal Home Affairs  
Ministry  
185440 E per year  
19 employees

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## CITY OF TURNHOUT

23- 100 Our Space

Turnhout is a city with 40.765 inhabitants  
Unemployment rate:10,42%  
Density of population: 727 inhabitants per Km<sup>2</sup>  
10,22% of the population with foreign origin



### PHENOMENON

During the summer of 2007 our city had to deal with a large number of complaints about social nuisances caused by a group of loitering youths on a particular place, namely "het Kasteelplein". "Het Kasteelplein" is a lovely place to stay and hang around, but the number of youths gathering on summer nights caused inhabitants to feel unsafe. We started the project 23-100 our space. "23-100" refers to the ZIP code of Turnhout. "Our space" refers to "My space", a public space on the internet where you can do your own thing. What initially started out as looking for possibilities to reduce nuisance caused by loitering youths eventually led to three fundamental questions :

- What is the position of the city concerning public space and loitering youths?
- How do we handle social nuisances caused by them?
- How can we reinforce the bond with the group of non-organised youths?

### OBJECTIVES

- After consultation between all parties involved, everyone was unanimous in thinking that loitering is a right.
- This may cause social nuisances, which should be handled in all their various aspects by all the partners involved.
- Non-organised youths cannot be reached by only sitting and waiting for them to come along.

### PARTNERS

The process and the basic consensus were shaped by the prevention council, in which the mayor and all the policymakers from the department security (police), prevention, youth and welfare are represented. The youths were also invited several times to participate. Thereby, all the relevant parties were closely involved in the development process from the beginning. How was the project implemented ?

With respect to the possibilities and limits of each other's functioning, and based on a same basic

consensus, all the actors have contributed to the whole process. Here is a short list of the various projects that have been developed until now:

- Punishable facts are being followed up as closely as possible. This is the task of the police, justice and the department of administrative sanctions of the city of Turnhout.
- In order to prevent nuisances, the police was prepared to change the approach into a 'presence approach', provided that they received a good preventive support. Six contact persons of the police are regularly 'present' in the area of 'Het Kasteelplein'. The aim is not to solve problems, but to establish positive contacts with the youths. As for the latter, they were willing to move to a less occupied area after 1 AM, so as to reduce nuisances suffered by inhabitants during the night.
- The measures related to the non-problem-oriented approach are more extensive. A meeting was organised between inhabitants of het Kasteelplein, police and youths, where all the parties were informed of the VISION and the concrete agreements.
- The point of the process is to make the positive approach of non-organised loitering youths inherent to the policy carried out by as many partners as possible. Through this positive attention, based on the possibilities of this target group, we work on the social vulnerability of these youths and we try to counterbalance the wounds they have already suffered in their lives. We try to change their frustrations and rather pessimistic views on society into a positive involvement in the social life of our city. The youths were offered, with a large support from the sectors of youth, welfare and culture, to organise activities every year, for example a day on the theme of hip hop culture.

- The local field workers started with an intervention group, in order to get acquainted with alternative strategies (for example working outreaching and the presence approach) and try to put them into practice.
- In addition to this, organisations for field worker coordination have also been encouraged to reflect upon this issue.
- At the policy level, trainings and regular meetings were organised in order to spread the vision to a very broad work field in Turnhout, but also to the rest of Flanders.

Staff cost taken on services budget  
9.724,99 Euros for 2009

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# CITY OF MOLENBEEK-SAINT-JEAN

How to coach young offenders

89701 inhabitants

Unemployment rate: 9,2% (but the percentage of inhabitants of Molenbeek who get allowances and subsidies is higher than the regional percentage)

Density of population: 15.000 inhabitants per Km<sup>2</sup>

25% of the population with foreign origin



## PHENOMENON

A certain number of youths skip school, gradually estrange themselves from the community, become delinquents and usually encounter increasing difficulties.

They are generally 16 to 25 years old, and have broken social and family ties.

## OBJECTIVES

How to coach young offenders and reintegrate them into the community. This project has evolved from a small district project towards a great humanitarian one, expanding toward Africa. Kicot is the name of the first Cameroon town to participate in this project.

## METHODS

- To give them a mobilizing project
- To check their delinquent dynamic
- To make them participate in an important project
- The project must be very beneficial to the community so that participants acquire higher self-esteem
- They learn how to carry out helpful actions and manage their time
- When they are ready, Kicot offers them the possibility to participate in a great humanitarian project in Africa
- Eventually, they go back to school.

## PARTNERSHIP

- Federal Ministry of Home Affairs
- City of Molenbeek-Saint-Jean

## EVALUATION

The evaluation is carried out by the federal and local government in the context of the prevention plan. Since the beginning of the project in 2006, 20 youths have been made to participate in this action and have integrated official structures for integration into society.

**Subsidy from the Federal and Local Governments**  
**2 specialized social workers, 2 organizers,**  
**1 workman**

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# DRUG CITY OF LIEGE

TADAM: Belgian pilot project of medical heroin treatment



## OBJECTIVES ARE

To reduce the risks and the harmful effects of drugs.

## PHENOMENON

Many drug addicts tend to become social outcasts and therefore resist all attempts to treat them.

We must diversify help and care to this particular category of people.

As a pilot town in the battle against drugs, Liege has undertaken to test the medical heroin treatment.

This experiment involves 200 people, half of whom will be given heroin, while the other half will be given methadone. The drug distribution will be carried out at random.

## ADMISSION REQUIREMENTS

- Be at least 20 years of age
- 5 years of heroin use
- No pregnancy
- 12 months' residence in the city before the beginning of the treatment
- Failure in previous drug addiction treatment
- Addiction via injection or inhalation

## PARTNERSHIP

This particular programme is supported by

- The federal Ministry of Health
- The federal Home Affairs Ministry
- The federal Ministry of Justice
- The local Government of Wallonia
- The Council of Liege including all political leanings
- The Council of Medicine, Chemistry and Attorney General of the City

## EVALUATION

As this project was launched in November 2010, no feedback is available yet. But this aspect is dealt with by the departments of psychiatry and criminology of the university of Liège.

**1.000.000 Euros/year Subsidy**  
**from the Federal and Local Governments**  
**12 employees (staff and medical team)**

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## DRUG CITY OF BRUSSELS

TRANSIT: Crisis shelter and centre for drugs users

### PHENOMENON

Drugs-related troubles

### OBJECTIVES ARE TO

- Create a crisis shelter and centre for drugs users estranged from society
- Guarantee psychological and social follow-up
- Administrative regularization
- Guarantee access to helping and caring networks
- Reduce the risks of drug use
- Facilitate integration into society

### CONDITIONS

Transit is a crisis centre for drug users; it is open 24h/day 7days/week without conditions of admission.

### OFFERS

- To be received by a multidisciplinary team
- To receive sterile injection at a syringe exchange counter
- Coordination of help services for drug-addiction

### PARTNERSHIP

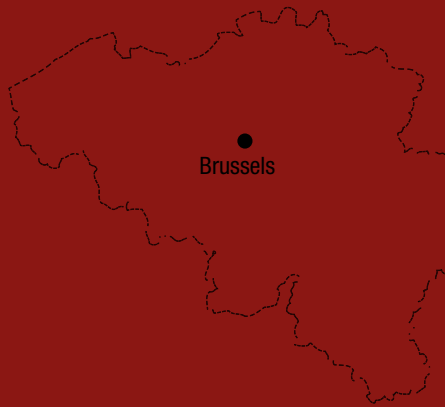
- All active services for drug-addiction: justice, police, hospital, social help...
- Network, exchange of good practices, local and national coordination.

### EVALUATION

- This centre is evaluated yearly by internal and external sources.
- 500 people are admitted each year
- 50% of them get directions and help for their administrative regularization
- It is considered a satisfactory complement to other services.

+/- 1.500.000 Euros Subsidy  
by the Federal Home Affairs Ministry and local  
Government for  
37 employees

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## DRUG THE 5 BIGGEST CITIES IN BELGIUM

work together for a better coordination of the battle against drugs



### PHENOMENON

Many policy areas are affected by drugs. It is obvious that we need an integrated policy on the local level to approach this phenomenon. The 5 biggest cities of Belgium (Antwerp, Brussels, Ghent, Liège and Charleroi) work in a concerted way towards this policy.

### OBJECTIVES

The 5 cities are pursuing an integrated, coherent and efficient battle against drugs that is in keeping with the national and European policies.

As drugs use is a multi-dimensional and very complex subject, an unilateral approach is bound to fail. Drugs problems should be dealt with in a practical way. Both legal and illegal drug use have become a social reality. The prevention, treatment and repression supported by the official dynamic approach should therefore counteract the negative consequences of drugs use.

### PARTNERSHIPS

Antwerp, Brussels, Ghent, Liège and Charleroi. The Presidency of the group is assured by turning role once a year. The Municipality has a directing role in the coordination of the local drugs policy. This means that we create the conditions in which a local drug policy can be developed. The most important partnerships take place with sectors of drug prevention, drug treatment, the police, the ministry of justice, street corner work, general treatment centres and NGOs.

### EVALUATION

Most of the local drugs policy strategies are linked with Strategic Safety- and Prevention Plans from the services of the Ministry of Home Affairs where an annual evaluation is made. The operation is also monitored by the Belgian Forum for Prevention and Urban Security. No special subsidy or employees Operational costs taken on services budget

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# BEST PRACTICES

## *What is civic participation?*

### A WORD WITH MANY USES

The notion of participation is sometimes used as a magic word supposed to justify an initiative and covers many different goals and approaches. It's all a matter of how, when and why it's required. Informing citizens in a clearly and regularly is a first step towards participation and, as such, is likely to give results. Public discussions on the theme of insecurity and criminality in any given neighbourhood can help inhabitants feel safer.

In fact, informing, counselling populations and working with them to stimulate decision-making are complementary approaches. Each one of these approaches can be carried out at different times so as to reach different goals. They require different tools, investments and attitudes from public authorities.

## *Participation levels and the roles they imply*

LEVEL OF PARTICIPATION	ROLE OF PUBLIC AUTHORITIES	ROLE OF CITIZENS	EXAMPLES
<b>Information</b> Explain how to carry out a project and make it available.	Public representatives and administration determine the decision process schedule and inform the concerned parties without letting them taking part in the policy development.	Information recipients	Information meetings: Neighbourhood meetings during which public authorities explain the decisions that have been made. Decisions are not questioned.
<b>Counselling</b> Collect opinions and expectations (before making decisions)	Public representatives and administration roughly determine the decision process schedule, taking into consideration the concerned parties. However, they don't commit to implementing all opinions gathered during discussions.	Express their opinions	Consultation meetings: public authorities express the wish to start a project and ask for people's opinions during neighbourhood meetings. The first draft for a project is made and citizens give their opinions as to how, what, why and when. These opinions may be taken into consideration by public authorities in order to make adjustments to the project, which may be discussed again during ulterior information or consultation meetings.
<b>Reaching</b>	Political authorities are supposed to determine the agenda but may give the concerned parties the possibility to hint at problems and to offer solutions.	Counsellors - give advice	Local committees (by theme):

## How do you measure the level of insecurity in a given area?

### DIAGNOSIS FIRST

Before launching an action, it is essential to make a global assessment. The diagnosis may be drawn from various sources. The crime statistics and the way locals feel about the situation will be both taken into consideration (which is particularly important when it comes to a “feeling of insecurity”) as well as other factors (social and demographical, transports, access to public services...). In short the point is to make a list of strong and weak points and resources of any given area so as to get a collective general picture of the situation that may be used as a starting point for field work.

### WHAT A DIAGNOSIS SHOULD TAKE INTO CONSIDERATION

The diagnosis should be used as the base for a strategic analysis. It should be supported by all concerned parties. This is why in order to prevent any false hopes it should describe

- the theme;
- problems and their causes;
- a selection of indicators with the most impact

### SOURCES

- For factual data :
  - criminal statistics available at the local police station or at the prevention service of the commune;
  - data of the local diagnosis of security (for communes that have them) from the evaluator of the prevention service;
  - geographical data from the national institute for statistics;
  - social and demographical data available the demography department of the local administration;
  - what the data from the investigation led by the Security Observatory tell about how people feel about any given urban site, how it looks what traffic is like etc... (the federal police carries out an investigation every two years).
- In order to bring in collective reports:
  - Resort to survey methods, pay attention to street conversations and exploratory walks.

### SOME ADVICE

- While collecting data everyone should be let to express themselves without being judged;
- Citizens should be listened to, which is the best way to get an idea of the subjective point of view of any given group;

- Workers'opinions should also be collected (street workers, policemen etc.);
  - Objective useful sources that can help clarify the problem should be identified;
  - Collaboration with other services that carry out strategic analysis in the same application field;
  - Examination of data should be handed to specialized analysts whenever possible;
  - Interior Public Federal Service should be called upon in order to get lists of sources of available information within any given commune or police district;
  - Statistical data should be compared to the way locals feel;
  - Everyone's advice should be asked about the Final report of the diagnosis in order to confirm its collective dimension.
- 

## How to achieve efficient partnership?

### «WHERE ARE WE HEADING?»

Achieving partnership on a local level means working towards a common goal in order to broaden the scope of the project and to make it possible for the project to be viewed from various points. Hence the importance for the project leader to be methodical, rigorous and to set the conditions most suitable for the partnership to develop harmoniously. The first question one should ask oneself is: “What is our common destination?”.

### GENERAL CONDITIONS FOR EFFICIENT PARTNERSHIP

- diversity of partners and taking into consideration everyone's point of view;
- respect and trust;
- acknowledging other people's work and awareness of everyone's experience and limitations;
- taking responsibilities but also being able to delegate ;
- being aware of the fact that the others are part of the solution and that a satisfactory solution is unlikely to be found by one single person.

## SOME ADVICE

### Beforehand:

- a common course of action should be established to avoid dispersion of energies and waste of time;
- the partnership should be recognized as an efficient means (based on dialogue between participants) of fighting the feeling of insecurity and producing long-term positive effects;
- coordination should be officially determined. Groups should be formed, work should be planned (meeting deadlines takes time, energy and special skills). It's recommended to appoint a full-time coordinator;
- financial needs should be estimated from the earliest stages of the project and a budget should be determined in order to be prepared, should anything unexpected happen;
- the role of each partner should be determined and one should make sure that all participants understand what those roles are.
- A method in which all participants believe should be chosen, participants should be convinced of the usefulness of the experience.

### During the process:

- partners should be made to realize that they are contributing a common effort. Common strategy should reflect everyone's concerns;
  - one should expect to encounter some opposition, and should therefore be inclined to resort to conciliation, to break out of the limits of the organisation and make compromises; the point of the conflict should be highlighted and so should be diverging interests;
  - one should not forget that taking part in a project is not compulsory. Possibility should be given for people to take part in the project or to disengage themselves from it at any time or to take part in certain activities only;
  - one should acknowledge the partners' stronger and weaker points and use their abilities;
  - communication should be regular and thorough;
  - one should commit to solving problems and not only elaborating strategies designed to face them;
  - one should welcome any new participation even though it is always preferable to work with partners from an early stage;
  - evaluation should be present every step of the way.
- 

## How to organize communication surrounding a project

### COMMUNICATION WITH PARTNERS SHOULD BE TARGETED!

Lack of professionalism sometimes makes a collective project miss its goal by slowing down communication, choosing the wrong media, making it superficial or too complicated. Communication is a matter for specialists. Whenever possible one will call on the person in charge of communication in order to elaborate a plan. First the goal and the targets of communication should be determined then the time and means should be decided upon. National or local media, printed advertisements, leaflets, local gazettes or free magazines, websites, television on the Internet: the best media is the one that meets partners' expectations and is fitted to the targeted public.

New technologies create an opportunity to reach and mobilize the public. Text messages, MSN and WebTV are turning into preferred media aimed at targeting the younger public. Police forces also organize chat sessions with the public.

### GUIDELINES IN ORDER TO AVOID BAD COMMUNICATION

- The time, the contents and the media should be carefully chosen;
- A spade should be called a spade; however, things should be neither embellished nor dramatized;
- Future events and people in charge should be explicitly mentioned.

### DEALING WITH THE MEDIA: A MATTER OF TRUST

It is a delicate problem because each side needs the other but has different goals and frames of reference: the media need appealing information in order to sell their product whereas public authorities are more interested in transmitting precise and concrete information to a large audience. The difference in priorities of the media (short term, urgency) and public authorities (who need to think ahead because of the responsibilities implied by public statements) affect the feeling of insecurity. Following some rules and trusting one's partners are the keys to making these two worlds work together.

### SOME ADVICE

- One should not wait for a crisis or a criminal act to happen before starting to work on a communication plan;
- A procedure should be determined in order to give the following questions a straightforward answer: who can answer the media? To what extent? Who are the key persons?
- A list of contacts should be made;

- The schedule of the media should be taken into consideration: editors meeting, printing deadlines, availability of journalists;
  - Local journalists specialized in the type of problems the projects deals with should be approached beforehand. Holidays are often a good time to approach them or send them information about projects;
  - Media should be carefully chosen (television, radio, printed press), and one should be aware of their respective qualities, limitations and specificities. Journalists should be reminded of an upcoming press release before it is actually made public;
  - A press release should be concise and to the point and answer the questions: who does what, when and why?
  - For a press conference, various aspects of information should be thought of, namely pictures (video and camera);
  - One should keep in mind that an interview can be prepared and started over; questions can follow the angle chosen by the journalist.
-