

European Crime Prevention Award (ECPA)

Annex I

Approved by the EUCPN Management Board in 2018

Please complete the template in English in compliance with the ECPA criteria contained in the Rules and procedures for awarding and presenting the European Crime Prevention Award (Par.2 §3).

General information

1. Please specify your country.

Belgium

2. Is this your country's ECPA entry or an additional project?

It's our ECPA entry

3. What is the title of the project?

"Conciergerie de quartier" (neighborhood conciergerie)

4. Who is responsible for the project? Contact details.

Mezosy Quentin – 0032.2.536.02.08

5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

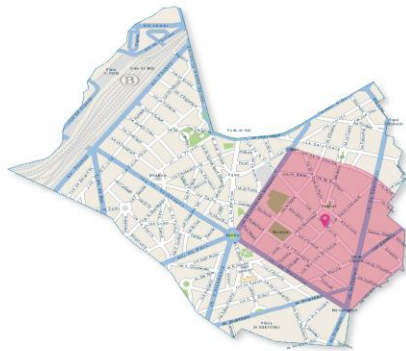
Start date: 27 October 2017 – The project is still running but an intermediate impact evaluation will deliver its results in October 2018.

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

<https://stgilles.brussels/services/conciergeries/>

7. Please give a **one page** description of the project (**Max. 600 words**)

The “neighborhood conciergerie” is a local public service developed by the municipality and aims to facilitate and encourage relations between residents (and people who work but do not live) in a neighborhood (perimeter) strictly defined in the territory of the municipality:



This local service brings the municipal administration closer to the citizen and creates places of conviviality for the benefit of the security, the quality of life and the environment by gaining the loyalty of local’s actors to their sector. It is a public structure where the residents of the delimited neighborhood can get some public documents, can report technical incidents on the public space such as a plugged drain, a loose pavement or clandestine garbage dump, graffiti tag, etc. but also can report security concerns. The conciergerie is the relay between citizens and the municipal services of Cleanliness, Urban planning, Public space (security) and social welfare. This new way of working makes it possible to provide quick and easy solutions to the small daily problems of the neighborhood and allows welcoming all the remarks on the improvement of the quality of life in their neighborhood. Therefore these decrease the time reaction between the description and the solution of any problem with an impact on the quality of life following those 3 principles :

- Social cohesion
- Public security
- Environmental quality

How do we do it ? The manager of the neighborhood conciergerie is the privileged interlocutor of the residents (and people who work but not live in the delimited area) and ensures the follow-up of the requests and reports of incidents with the support of a multidisciplinary team:

- “Administration team” : providing information’s, documents (such as certificates of life, nationality, household composition, residence) and social mediation at opening ours different from the main administration. The delivery of the document is done directly on site (“conciergerie”).
- “Quick response team” : cleaning, repairing and improving of the environmental quality in the designated neighborhood.
- “Prevention and security assistant” (=“Peacekeepers team”. It is a non-police law enforcement public security function) : observing, intervene in the legal field allowed and relaying to the sector manager
- “Mediation team” : patrolling 7/7 till 2 a.m. on know “hot spots” and providing a quick response in case of any trouble.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or the reduction of crime or the fear of crime? Does it focus on raising citizens' awareness or does it apply other mechanisms? (**Max. 200 words**)

The project is a new way of thinking the social cohesion. It contributes to crime prevention in 2 axes :

- Commitment of the municipality to strengthen its presence and improve the quality of its service to users by improving the presence of local civil servants from multiple local services (sector manager, cleaning teams, "peacekeepers" (see above), mediation team, environmental teams...)
- Ensure citizen participation and develop a sense of pride in belonging to the neighbourhood by making the neighbourhood "the" neighbourhood of the people who lives there. Making "La Conciergerie de quartier" the place to meet, exchange an report problems between residents and between residents and local civil servants; improving the quality of life by adjusting the infrastructure to the demands of the people; improving the environment with the participation of the people).

II. The project shall have been evaluated and have achieved most or all of its objectives.¹

9. What were the reasons for setting up the project? Was this context analysed before the project was initiated and in what way (How, and by whom? Which data were used?)? In what way did this analysis inform the set-up of the project? (**Max. 150 words**)

The neighbourhood targeted by the project is a perimeter where several acute problems of nuisance, social disorder and crime are reported to the local authorities. The starting point is therefore a local diagnosis requested by the mayor and constituted by police statistics but also social statistical data (welfare, housing, etc.) in order to draw a precise portrait of the situation:

- Sensitive area, with clear boundaries (uniformity of the buildings type, same incivilities...);
- Multiple queries of the inhabitants (uncleanliness, lights, aggressivity...);
- No particular state project for this area.

A first approach to provide an answer to this problem was the increase of the presence of policemen and others law enforcement functions. But to deal with the feeling of abandonment expressed by the residents, shops owners, etc. we came with the 4 needed axes (Administration – Quick response team – Peacekeeper – Mediation)

¹ For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): <http://www.eucpn.org/library/results.asp?category=32&pubdate>

10. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

The main objective is to decrease in the delimited area:

- The decay of public places;
- The nuisances and incivilities;
- Road traffic and insecurity;
- Fear of aggressions and feeling insecure;

The secondary objectives is to improve:

- the quality of life and citizen involvement in the management of their neighbourhood. Improve the structural comfort of the neighborhood through collective maintenance of spaces.

11. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what were the main results? Which indicators were used to measure the process? Did you make changes accordingly? (**max. 300 words**) - for more information on process evaluation, see *EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A*

The process evaluation is conducted by an interne evaluator (which is a local civil servant in charge of the evaluation of actions or prevention projects developed by the municipality. He also reports to the federal administration (Ministry of Home Office)).

The indicators used here consist in measuring the consistency of the action:

- Availability of affected staff;
- Follow-up of requests: interventions, solutions given (+ response rate);
- Time needed to put in place the requests;
- Cost monitoring;
- Work plan monitoring.

All the data spoken here are stored in a "data bank" which used to carry out further analysis on the implementation of the project.

12. Has there been an outcome or impact evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method were used and what were the main results? Which indicators were used to measure the impact? (**Max. 300 words**) - for more information on outcome or impact evaluation, see *EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A*

The interne evaluator is also in charge with the impact evaluation. Is measured here:

- the police statistics for the area and incidents reports in priority on the following aspects:
 - Noise nuisance;

- Uncleanliness;
- Tags and road traffic;
- Fear of aggressions.
- a quality survey conducted on the street on the following simple queries :
 - In your opinion, what could the municipality do to improve the quality of life in your neighborhood?
 - what do you like the least about the quality of life in your neighborhood
 - what do you like most in the quality of life of your neighborhood
 - What would you like the CGQ to do?
 - insecurity sentiment expressed by the person who lives in the neighborhood

This impact evaluation is done according to level 3 of the “Maryland Scientific Method Scale”: *comparison of outcomes in treated group after an intervention, with outcomes in the treated group before the intervention, and a comparison group used to provide a counterfactual (e.g. difference in difference)*. The comparison group used here is another near-similar neighbourhood of the municipality the does not have the conciergerie.

The interim evaluation after one year of the implementation of the project is in progress and the results are planned in October 2018. So, the data collected is being analysed. The trend is slightly different from the preview analysis. The outcomes of impact evaluation will be respected.

All the data spoken here are stored in a “data bank” which used to carry out further analysis on the implementation of the project.

III. The project shall, as far as possible, be innovative, involving new methods or new approaches.

13. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

It's a simplification of communication and another way of running the municipal administration. A service and information center has been created for the local needs of the inhabitants:

- A Multidisciplinary Administrative desk led by a “conciierge” on a more efficient scale
- Feedback of the complaint or suggestion that the people had formulated
- Pop up alarms when an inquiry takes too long to find a solution

IV. The project shall be based on cooperation between partners, where possible.

14. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

First of all, the project is based on the implication of the citizen. Then, come the

participation of all services of the municipality from Saint-Gilles.
 A bus of communication exist with different filial and competences of property, urbanistic, prevention, services. We are currently involving all the actors concerned by this sector :

- Civilians associations
- Non profit organisations
- Shops owners
- ...

The project shall be capable of replication in other Member States.

15. How and by whom is the project funded? (**Max. 150 words**)

A balance strong is needed between the short and long term strategies has in order to properly choose priorities and performance indicators. The project was funded on decision of the mayor (after consultation with the actors in the field and the inhabitants). All costs are currently supported by the municipality.

The municipal services involved here exist in the other Member States. So, replication is possible.

16. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

- Administration team : 3 full time jobs
- Quick response team : 2 full time jobs
- Mediation team : 5 full time jobs
- Implementation of the "Centrale de la Conciergerie de Quartier" : 25.000€
- Annual fonctionnement costs : 33500€

<i>FOURNITURES ADMINISTRATIVES POUR CONSOMMATION DIRECTE</i>	1.300
<i>FRAIS DE TÉLÉCOMMUNICATION</i>	5.890
<i>FRAIS DE LOCATION ET D'ENTRETR. DU MAT. ET DU MOB. DE BUREAU</i>	110
<i>FRAIS DE GESTION ET DU FONCTIONNEMENT DE L'INFORMATIQUE</i>	1.700
<i>FOURNITURES TECHNIQUES POUR CONSOMMATION DIRECTE</i>	1.500
<i>FOUR., ENTRET. ET LOC. DES VÊTEMENTS DE TRAV. POUR LE PERS.</i>	2.000
<i>PRESTATIONS TECHNIQUES DE TIERS SPÉCIFIQUES À LA FONCTION</i>	1.936
<i>ASSURANCES DIVERSES (RC, VOL, INCENDIE, MOBILIER, ETC...)</i>	64
<i>LOYERS ET CHARGES LOCATIVES DES IMMEUBLES LOUÉS</i>	19.000

17. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

No, as the benefits in terms of "life quality" are not easy to assess

18. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

Yes certainly. It is probably necessary to use the practice in each country's prevention policy to adjust the project to the reality.

19. How is the project relevant for other Member States? Please explain the European dimension of your project.

Crime prevention strategies are integrated into everyday life citizens of Europe through practical measures elected. The treatment of insecurity and feelings of insecurity is a priority and a major concern for all governments and the citizens.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

Improving the quality of life and the environmental neighbourhood is the main goal of the project. Sentiment of insecurity can take many forms therefore we had to create "a space" for an efficient process communication at all levels :

- Inhabitants can come to share their observations, queries and report problems of insecurity
- All actors of the designated area can have a follow up of their queries and a deadline for the solution proposed
- All the people working for the municipality is therefore only devoted to this specific area. They are well known and acts as referent for the citizens (Agent loyalty from sector of Conciergerie de Quartier)

Specifics communications tools were implemented :

- Files structured (jobs descriptions, organizations...)
- Work Procedures
- Function descriptions
- Recipients file (Central Cartography)
- New record of findings

This is a continuous improvement process