



European Crime Prevention Award and EUCPN Best Practice Conference 2010 Project Entry Form

The theme for this year's European Crime Prevention Award and EUCPN's Best Practice Conference is ***"A secure home in a safe community, through prevention, community policing and restoration"***.

According to this theme, the projects may focus on:

- the protection and the feeling of being protected against crimes (e.g. domestic burglary, computer crime, domestic violence, theft, itinerant groups, ...)
- the protection of the surroundings in the pursuit of a secure home (e.g. the prevention of nuisance, neighbourhood mediation, camera surveillance, environmental design, community workers, community guards, ...).

The list is not exhaustive. The projects may address any question relevant to this year's theme.

Please complete the attached form (the boxes are expandable). Note that the last point is for a one-page description of your project.

As we intend to compile a visual presentation of the entries, we kindly ask you to provide material for this (videos, photos, leaflets, etc)

Entries should be in English, but may be accompanied by a version of the entry in the national language if wished. Each country may enter one project as its ECPA entry and up to two other projects to be presented at the conference. Projects should be submitted only through the National Representatives. The full ECPA rules can be found at www.eucpn.org

Deadline for entries is **October 15th, 2010**.

Send your entry or entries to: eucpn@ibz.eu .

If you have any questions, please contact Anneleen Van Cauwenberge at eucpn@ibz.eu .



ECPA/BPC 2010

Please answer the following questions in English.

1. Is this your country's ECPA entry or is it an additional project? (Only one ECPA entry per country plus up to two other projects.)

The Swedish ECPA entry

2. What is the title of the project?

Svenska Bostäder's public safety project in Järva

3. Please give a short general description of the project.

The public housing company Svenska Bostäder is one of Sweden's largest housing firms. Svenska Bostäder owns and administers approximately 30,000 flats and apartments in the City of Stockholm, of which 5,400 and two shopping centres are located in Järva. The Järva area is a suburb of Stockholm with large apartment blocks housing many different ethnic groups, and is characterised by high unemployment and high levels of reported insecurity. A detailed survey was initiated in 2006, with over 3,000 questionnaires being sent to residents, who were asked to describe their exposure to crime, reporting propensities, their sense of safety, service provision and satisfaction. Detailed local maps were included on which the residents were asked to mark locations that they perceived as unsafe, and these were then compared with police statistics and demographic descriptions of the area. The project has had the objective of increasing the residents' levels of perceived safety and reducing exposure to crime in the residential environment. The surveys provided the basis for extensive public safety work that has reduced crime and increased the level of perceived safety among residents living in Järva. A broad package of measures was introduced, ranging from the installation of locks, alarms and improved lighting, to the prevention of domestic violence against women. A follow-up survey was conducted in 2009, which shows that levels of perceived safety in Svenska Bostäder's residential environments in Järva have increased substantially and that the level of exposure to crime among Svenska Bostäder's clients has been halved.

4. Please describe the objective(s) of the project.

The work is one result of the report "Järva's Future", which was produced in Järva in the course of 2006¹. One central aspect of Järva's Future involved charting the residents' levels of safety. This included, amongst other things, studies of crime reported to the police and of perceived insecurity in the whole of Akalla, Husby, Rinkeby, Tensta and Hjulsta, and not only in Svenska Bostäder's neighbourhoods.

The residents' perceived insecurity was surveyed by means of the distribution of a total of 3,200 questionnaires in four locally adapted versions to a random sample of residents (drawn

¹ The initiation of the inquiry into Järva's Future was originally motivated by: a major need for renovation in the area, the lack of any positive developments despite previous large-scale initiatives, and a general perception among the public of high levels of crime and perceived insecurity.

from a total of 12,000 households). Follow-up studies were conducted in the same way in 2009.

Järva's Future resulted in a number of proposals intended to improve Järva both socially and economically and these were then ratified by the board of Svenska Bostäder in September 2006.

These proposals included a number of concrete measures to reduce exposure to crime and to increase levels of perceived safety. The proposals were described in the following way: "The measures have a victim-oriented focus and mean that fewer people will be exposed to crime and feel unsafe in their own neighbourhood. The number of potential offenders will not decrease over the short term. The measures will only mean a reduction in the opportunities to expose others to crime. This will also make it much more difficult for children and youths to begin a criminal career in Järva."

The organisation that was formed in order to put the measures, including those focused on public safety, into practice was given the name the "Järva Lift". A decision by the Stockholm City Council developed the Järva Lift into a priority for both the city management and for all affected municipal authorities and companies.

The Järva Lift also includes other measures which are likely to have a positive effect levels of perceived safety in Järva; amongst other things, special initiatives to prevent the illegal sub-letting of apartments, improvements to courtyards, the initiation of projects to promote the formation of voluntary associations for tenants and special initiatives to create job opportunities for Järva residents.

5. How was the project implemented?

The proposals and subsequent measures to promote crime prevention and public safety were based on "routine activities theory"² (*Cohen and Felson*) and theories from the "Fixing Broken Windows" school (*Kelling and Coles*).

The organisation that was formed to put the safety promotion measures into practice (together with other measures) came to be known as the "Järva Lift". A decision by the Stockholm City Council then developed Järva Lift into a priority for both the city administration and all the affected municipal administrations and companies. One essential aspect of the project has involved collaborations across property boundaries. In order to achieve this, Svenska Bostäder initiated the establishment of the Association of Järva Landlords in 2007, which is open to landlords from both the private and municipal sectors. As a result of the establishment of this association, a large number of measures have also spread to other landlords. Another important factor for the project's success has been a very close collaboration with the district council administrations and the neighbourhood police organisation in the affected area. In line with the project's original goals, the measures have subsequently been integrated into Svenska Bostäder's routine administrative work.

6. Were partners involved in planning and/or development and/or implementation of the project? If so, who were they, and what were their roles?

The extensive surveys conducted in 2006 and 2009 were undertaken in close collaboration with the district council administrations in Rinkeby-Kista and Spånga-Tensta, who amongst

2 The intention being to reduce the number of accessible objects for crims/crime victims and increase the number of guardians. No special measures were included in the projekt to decrease the number of motivated offenders.

other things distributed the survey questionnaire. The police authorities in Stockholm West and in Stockholm County have continuously contributed reported crime statistics.

In collaboration with Sweden's largest women's shelter, Alla Kvinnors Hus in Stockholm, Svenska Bostäder have produced information for women and children exposed to crime, which has been posted in every stairwell and laundry room. Alla Kvinnors Hus is also assisting Svenska Bostäder to provide training to all its staff so that they can provide concrete information on domestic violence and on what the staff can do about it. The training comprises both lectures and special information packs. The collaboration between Svenska Bostäder and Alla Kvinnors Hus has been regulated in a contract between the parties since 2008.

Inventories are made of mopeds in collaboration with both other landlords and the police and district council administrations.

There is also a close collaboration with the local crime prevention councils, which are organised and administered by the district council administrations.

7. How did you build in plans to measure the performance of the project? Has the project been evaluated? How, and by whom?

Between 2006 and 2009, statistical follow-ups were conducted every week of offences reported to the police. Statistics relating to the crimes of relevance to Svenska Bostäder were sent weekly by e-mail to the relevant administrative staff. Police statistics for each calendar year were compiled, amongst other things by means of crime mapping. As soon as the project was initiated in 2006, the decision was taken to conduct follow-up surveys in 2009.

8. What were the results? How far were the objectives of the project achieved?

The results of the questionnaire survey conducted in 2006 constituted the basis of the action plan for public safety implemented by Svenska Bostäder in collaboration with the other actors involved in the Järva Lift. The project "Svenska Bostäder's Public Safety Project" is a result of the surveys conducted in 2006 and 2009. The questions on problems related to both the Järva area as a whole and to the tenants' own neighbourhoods.

Trends in Järva as a whole

A clear, positive trend was visible between 2006 and 2009 in large parts of the Järva area. Exposure to crime among residents declined substantially in the whole of the Järva area at the same time as levels of perceived safety increased and many public places became safer.

Trends on Svenska Bostäder's properties

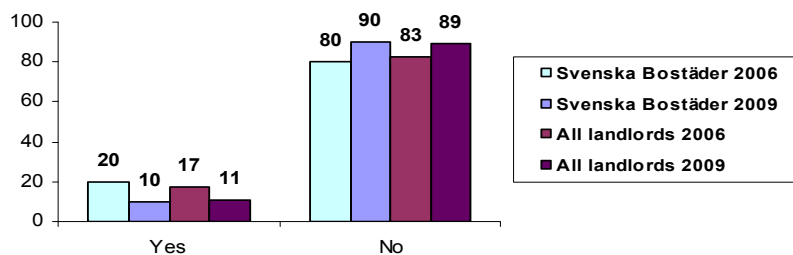
Exposure to crime over the past year (percent)

The trend among Svenska Bostäder's tenants in Järva was even more positive than the total trend. Exposure to crime among Svenska Bostäder's tenants was halved between 2006 and 2009, from 20 percent reporting exposure to crime over the past year to 10 percent.

Question: Have you been exposed to crime during the past twelve months?

n SB 2006 = 537, n SB 2009 = 362,

n All landlords 2006 = 1317, n All landlords 2009 = 1317

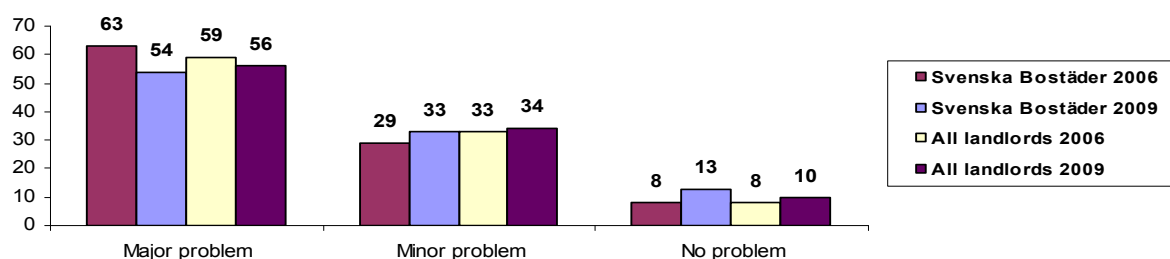


Crime as a problem (percent)

In 2006, 63 percent of Svenska Bostäder's tenants reported that crime was a major problem in the area. This figure had declined to 54 percent in 2009.

Question: Do you think that the crime found in Akalla/Husby/Rinkeby/Tensta-Hjulsta constitutes a major problem, a minor problem or no problem?

n SB 2006 = 545, n SB 2009 = 371, n All landlords 2006 = 1569, n All landlords 2009 = 1323

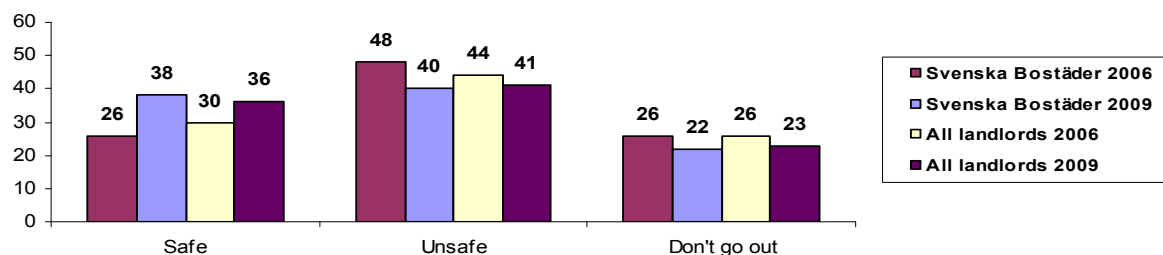


Perceived safety (percent)

The general perception of safety increased dramatically during the period among Svenska Bostäder's tenants. In 2006, only 26 percent reported that they felt safe if they went out alone late at night in their neighbourhood. In 2009, this proportion had increased to 38 percent.

Question: If you go out alone late at night in Akalla/Husby/Rinkeby/Tensta-Hjulsta, how do you feel?

n SB 2006 = 547, n SB 2009 = 363, n
All landlords 2006 = 1560, n All landlords 2009 = 1312



Neighbourhood insecurity (percent)

Many places in the immediate environment of Svenska Bostäder's properties were perceived as being significantly more safe in 2009 than in 2006. The trend was particularly positive with regard to cellar storage spaces, the street outside the respondents' home and the buildings' stairwells. The proportion who sometimes felt worried about being in their stairwell declined from 23 to 12 percent, for example.

Question: Do you sometimes feel worried about being in certain places in your neighbourhood? If the answer is yes, in which places do you feel worried. You can mark more than one response alternative.

Unsafe places in the tenants' immediate environment (percent)

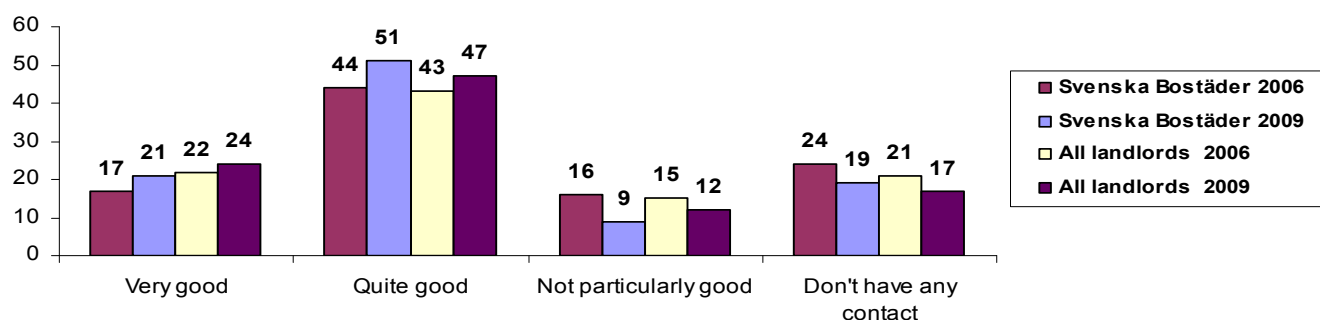
	SB 2006 (n = 556)	SB 2009 (n = 378)	All landlords 2006 (n = 1605)	All landlords 2009 (n = 1357)
In the cellar	30	22	25	19
On the street outside my home	22	13	18	14
In the laundry room	17	15	15	12
In the stairwell	23	12	15	10
In the garage	16	14	13	10
In the courtyard	10	9	10	7
In the parking lot	11	10	10	8
In my home	7	4	5	4

Contact with neighbours (percent)

The proportion of Svenska Bostäder's tenants who had quite good or very good contact with their neighbours increased from 61 percent in 2006 to 72 percent three years later.

Question: How is your contact with your neighbours?

n SB 2006 = 545, n SB 2009 = 372, n All landlords 2006 = 1581,
n All landlords 2009 = 1333

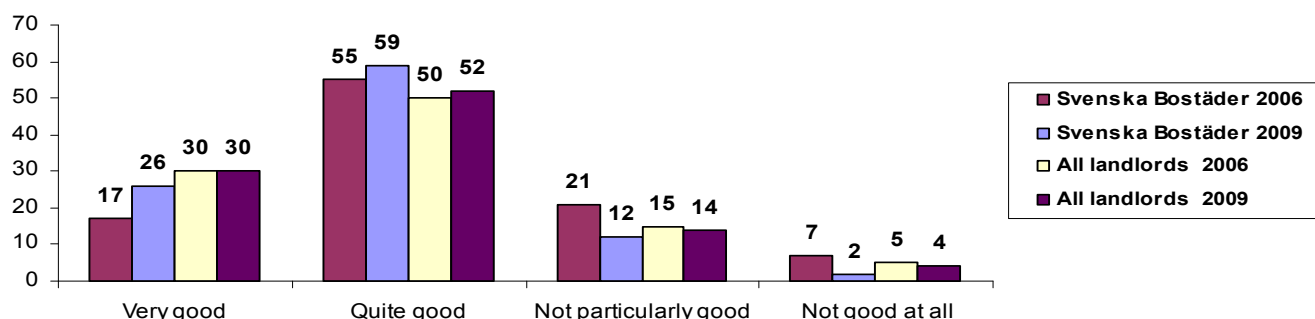


Good to live with the current landlord/housing association (percent)

The proportion who thought it was quite good or very good to live in a Svenska Bostäder property increased from 72 percent in 2006 to 85 percent in 2009.

Question: In general, how good do you think things are at your current landlord's/housing association?

n SB 2006 = 546, n SB 2009 = 368,
n All landlords 2006 = 1582, n All landlords 2009 = 1327



Crimes reported to the police

At the same time as the questionnaire surveys show a substantial decrease in the residents' exposure to crime, the number of crimes reported to the police in Järva as a whole did not decline over the same period. One explanation for this may be that offences reported to the police cover all crimes, including those which have not victimised residents. Several of the types of crime that do affect residents did however decline during the period. The number of reported car thefts declined substantially, and break-ins in cellar storage spaces also declined somewhat. One crime that only affects residents increased somewhat, however, namely residential burglary.

Conclusion

The public safety work conducted by Svenska Bostäder in collaboration with other actors has initiated a shift in the trend for the Järva area. Between 2006 and 2009 the area has undergone positive changes.

Major problems

The factors identified as **major problems** in 2006 have generally declined somewhat – the experience of Svenska Bostäder is that the willingness to report and deal with factors that affect the resident's housing situation has increased, which explains why break-ins in cars have declined substantially at the same time as perceptions of car break-ins as a problem have not declined to the same extent. The same is true of "Reckless moped driving ...", which has declined sharply but which is still perceived as a major problem.

Question: If you think any of the following things are a major problem in Akalla/Husby/Rinkeby/Tensta-Hjulsta, you can tick the box below. You can tick more than one response alternative.

	SB 2006 (n = 556)	SB 2009 (n = 378)	All landlords 2006 (n = 1605)	All landlords 2009 (n = 1357)
Littering	62	56	62	61
Break-ins in homes, cellars or attics	66	61	62	61
Vandalism	58	56	57	55
Youth groups who cause trouble and disturbances	54	58	51	55
Reckless driving of mopeds or motorbikes	46	58	48	58
Crimes against cars or motorbikes	43	42	41	41

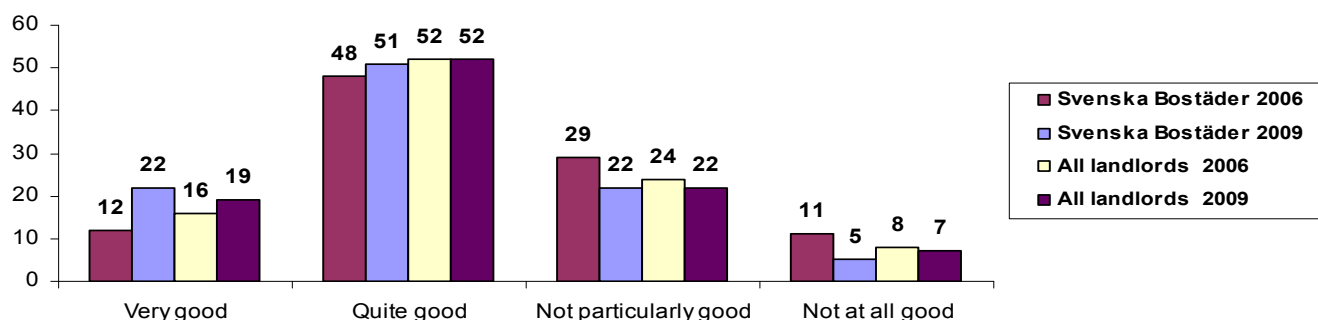
Violence or threats of violence	38	30	38	31
People intoxicated by alcohol or drugs in public places	41	39	37	35
Driving of cars in the residential area	31	35	34	33
Bicycle thefts	34	28	33	31
Drug dealing	28	25	28	24
Disturbances from neighbours	33	26	25	21
Fighting dogs or other big dogs	24	20	23	19
Reckless driving of cars	17	15	20	20
Disturbances in connection with restaurants	13	14	11	8
Something else	10	9	9	7
Illegal gambling	5	4	5	5
Prostitution	4	3	3	3

Good to live ...

The proportion of tenants who are happy in the area has increased and the proportion who previously reported that they wanted to move away has decreased.

Question: In general, how good do you think it is to live in Akalla/Husby/Rinkeby/Tensta-Hjulsta?

n SB 2006 = 551, n SB 2009 = 366,
n All landlords 2006 = 1585, n All landlords 2009 = 1331



Plans to move

The proportion who have serious plans to move or who have decided to move, and for whom crime and insecurity is one of the most important, or the most dominant reason:

2006: Plans to move A (percent)

Question: Do you plan to move away from Akalla/Husby/Rinkeby/Tensta-Hjulsta?

	SB (n = 540)	All landlords (n = 1566)
No, no such plans at all	27	30
No, no serious plans to do so	23	26
Yes, I have serious plans to do so	33	31
Yes, I have decided to move away in the near future	17	13

2006: Plans to move (percent)

Question: What are the reasons for your plans to move away from Akalla/Husby/Rinkeby/Tensta-Hjulsta?

	SB (n = 304)	All landlords (n = 804)
Completely different reasons than crime and insecurity	29	33
Crime and insecurity not one of the most important reasons	16	16
Crime and insecurity one of the most important reasons	37	36
Crime and insecurity are the most dominant reason.	18	15

2006: Proportion with serious plans to move or who have decided to move and where crime and insecurity are one of the most important or the most dominant reason:

Svenska Bostäder 27 percent
All landlords 22 percent

2009: Plans to move A (percent)

Question: Do you plan to move away from Akalla/Husby/Rinkeby/Tensta-Hjulsta?

	SB (n = 349)	All landlords (n = 1297)
No, no such plans at all	36	31
No, no serious plans to do so	31	32
Yes, I have serious plans to do so	24	27
Yes, I have decided to move away in the near future	9	11

2009: Plans to move (percent)

Question: What are the reasons for your plans to move away from Akalla/Husby/Rinkeby/Tensta-Hjulsta?

	SB (n = 156)	All landlords (n = 621)
Completely different reasons than crime and insecurity	37	38
Crime and insecurity not one of the	15	14

most important reasons		
Crime and insecurity one of the most important reasons	36	32
Crime and insecurity are the most dominant reason.	12	16

2009: Proportion with serious plans to move or who have decided to move and where crime and insecurity are one of the most important or the most dominant reason:

Svenska Bostäder	16 percent
Total	18 percent

Other measures

The “Järva Lift” project also includes other measures that probably affect levels of public safety in Järva in a positive way; these include measures to combat the illegal sub-letting of apartments, improvements to courtyards, the initiation of projects to promote the formation of voluntary associations for tenants and special initiatives to create job opportunities for Järva residents. These measures are not discussed in this document, however, with the exception of a few lines about improvements to courtyards.

As regards the general trend in Järva, there are a number of actors who have contributed to the positive developments, including other landlords, the district council administrations and the police.

9. Are there reports or documents available on the project? In print or on the Web? Please, give references to the most relevant ones.

All the surveys, together with their respective maps of crime locations and Svenska Bostäder’s 2008 check-lists for public safety controls, parking agreements, crime-victim information, check-lists for moped inventories and more are available to the public and can be accessed on Svenska Bostäder’s website:

<http://www.svenskabostader.se/sv/Om-oss/Trygghet-utonus/>

10. Please, write a *one page* description of the project:

Crime problem

Svenska Bostäder owns approximately 30,000 flats and apartments in the City of Stockholm, of which 5,400 are in Järva. The Järva area is a suburb of Stockholm with large apartment blocks housing many different ethnic groups, and is characterised by high unemployment and high levels of reported insecurity. A detailed survey was initiated in 2006. Over 3,000 questionnaires were sent to residents in Akalla, Husby, Rinkeby and Tensta/Hjulsta. The residents were asked about exposure to crime, reporting propensities, their sense of safety, service and satisfaction. Detailed local maps were included on which the residents were asked to mark locations that they perceived as unsafe.

The results from the questionnaire survey were compared with crimes reported to the police and demographic descriptions of the area. The survey showed amongst other things the following: 63 percent of residents perceived crime as a major problem in their neighbourhood. Approximately 45 percent of residents felt unsafe if they went out alone late at night, and 25 percent stated that they did not go out at all. Approximately 40 percent reported being worried about being exposed to violent crime. Among the crime, vandalism, littering, break-ins in cellar and attic storage spaces, car thefts and youth groups causing trouble and disturbances were reported as the major sources of problems and of worry. The principal objective of the measures in Svenska Bostäder's public safety program became that of ensuring that "fewer people would be exposed to crime and feel unsafe in their own neighbourhood".

Project work

Svenska Bostäder employed two safety inspectors who, using a checklist formed on the basis of the results of the survey, systematically inspected parking garages, cellars, laundry rooms, stairwells and courtyards. The inspections of parking garages showed that almost one-quarter of the cars belonged to individuals who were not registered as being resident in the area. Many of the cars were also subject to driving bans. In order to reduce car crime and illegal second-hand parking space rentals, all locks on the garages were changed between 2007 and 2009, all parking contracts were terminated and new contracts were written. The new regulations included the requirement that all cars be equipped with an approved steering wheel lock, which was loaned out by the housing company. Together with the neighbourhood police, Svenska Bostäder and other landlords have also conducted inventories of mopeds in order to deal with the problems of reckless driving and illegally parked mopeds. In local shopping centres, such as Husby for example, street lighting has been improved and special routines have been formulated in order to prevent robberies. In order to prevent relationship violence, the project has initiated a collaboration between Svenska Bostäder and Alla kvinnors hus (Sweden's largest women's shelter). This has resulted in information for women being posted in all laundry rooms and stairwells. Alla kvinnors has also assisted in training all staff members at Svenska Bostäder. In order to reduce burglaries of apartments, a trial project installed 150 safes in local flats. The trial showed promising results and today safes are optional for all tenants of Svenska Bostäder.

Evaluation/Results

Follow-ups conducted among the residents show that exposure to crime among Svenska Bostäder's tenants has been halved between 2006 and 2009. In 2006, 20 percent of residents reported having been exposed to crime during the previous year. The corresponding figure in 2009 was ten percent. General perceptions of safety have also increased. In 2006, 26 percent of tenants reported feeling safe when they went out alone at night in their neighbourhood. The corresponding figure in 2009 was 38 percent. The sense of safety has also increased in several specific locations. In 2006, for example, 23 percent reported feeling worried about spending any time in the stairwell of their building, as compared with twelve percent in 2009. The total amount of crime reported to the police has not however declined between 2006 and 2009. However, reported car crime has declined dramatically and burglaries in cellar storage spaces have also declined somewhat, although burglaries of dwellings have increased somewhat during the period.