

## **Intercultural Pathways to Urban Safety 'How do Cities and Citizens Benefit?' Lisbon, September 17<sup>th</sup> – 18<sup>th</sup>, 2012**

### **REPORT**

#### *Executive summary and policy guidelines*

The ICC seminar in Lisbon was the start of a learning process, engaging twelve cities at the level of municipal safety coordinators and operational partners, mostly senior police officers. The participants showed that intercultural cities can benefit from 'diversity advantages' in urban safety policies, facing the double challenge of improving *feelings of safety*, and responding to changing *patterns of crime and public disorder*. However, such policies could and should meet high standards of 'Accountability, Trust and Legitimacy'.

This report sketches a variety of 'intercultural pathways' that were explored in the workshops, related to the public space (I), police culture (II), responses to youth crime, domestic and street violence (III), and monitoring 'hot spot' neighbourhoods (IV). First lessons learned can be summarized in some possible policy lessons for the ICC Network:

1. *Focus on shared safety priorities.* Elaborate safety strategies that combine 'The Best of Three Worlds' through problem-oriented policing. Adopt the Hague 'SARA model' in the ICC Index, as a standard procedure for defining priorities and actions with the police, social partners and citizens of diverse backgrounds.
2. *Look for creative safety alternatives in the public space.* Highlight visible improvements in 'hotspot' neighbourhoods, (Lisbon Mouraria, Reggio Emilia station district etc.), make safety workshops a regular part of ICC enquiry visits.
3. *Promote trust-building in changing police cultures.* Make intercultural communication part and parcel of police trainings, as well as new methods of proximity policing through social media, such as the Finnish 'Net Cops' and the Geneva 'Flic du Quartier'.
4. *Establish structural and visible relations between safety and care.* Develop a joint ICC response to youth violence and criminal gangs; connect proved models like the Botkyrka approach to rioting, the Lewisham 'Cease Fire' for youth murder re-offenders and the 'Tilburg Care & Safety House', as business-cases in the ICC approach to Community-Based Result Accountability (CBRA).
5. *Develop monitoring tools for safety interventions.* Adapt the 'Rotterdam-Copenhagen Safety index' model to local priorities, as a method of taking safety concerns of citizens seriously, and enabling both trust-building and enforcement in neighbourhoods.
6. *Link up with current EU urban safety programs.* Make good use of platforms, toolkits and EC-funded programs of EFUS, and comparative research in the frame of CEPOL. Take part at the EFUS conference of 12-14h of December in Saint-Denis, as a proper place of learning about 'The future of prevention' (cf. Postscript below).

### Context and background

The topic of urban safety has a shared priority in municipalities that take part in the Intercultural Cities network of the Council of Europe (ICC). In practice, ICC municipalities are engaged in community policing and crime prevention projects, encouraging citizens' participation in ethnically diverse neighbourhoods. Comparative data analysis also suggested a positive correlation between scores on the Intercultural Index and perceptions of safety (*link*).

However, the Index still lacks clear indicators of a possible 'diversity advantage' in urban safety. As a general tendency, Mayors and Municipal Councils are under pressure to invest in repressive or symbolic measures. Despite any lack of evidence, public opinion and policy makers tend to perceive diversity and migration as causes of problems. At the other hand, patterns of crime and public disorder are rapidly changing as a result of ICT and virtual communities, allowing no easy solutions.

During the seminar preparations, some ICC municipalities expressed the growing concern of citizens with youth violence, either spontaneous rioting or organized street crime. For instance, in a question posed by the city of Copenhagen: *"Do you have any references for other European cities that might have experiences with combating extortion by local criminal youth gangs?"*

### Participants

This first ICC thematic seminar on urban safety was prepared in co-operation with the European Platform on Urban Safety (EFUS) and the Municipality of Lisbon. The COE had sponsored a mix of 24 participants from 12 cities, at the level of municipal safety coordinators and operational partners, usually senior police officers.

The participating ICC municipalities represented a variety of police cultures. The host city of **Lisbon**, as well as **Regio Emilia** (Italy), **Neuchatel** and **Geneva** (Switzerland) are combining a centralized 'gendarmerie' structure with municipal police organizations that are experimenting with community policing. At the other hand, **Botkyrka** (Sweden, Stockholm region), **Copenhagen** (Denmark), **Lewisham** (UK, London area), **Rotterdam** and **Tilburg** (Netherlands) share longstanding traditions of community policing, but also face the challenge of re-centralization of national police forces. Like Lisbon, the cities of **Pecs** (Hungary) and **Izhevsk** (Russia) are in a process of transition from an authoritarian police state to municipal civil services. The city of **Montréal** (Canada), affiliated to the ICC Network, offers a non-European model of community policing as part of a social diversity policy; also **Mexico City** had expressed interest to present a view from the South, but was inhibited for technical reasons.

### Venue Lisbon

Lisbon, as venue of the seminar, offered a show-case of urban safety policy that includes the improvement of the public space. At the arrival day, the TODOS street festival showed a transformation from a former no-go area of drugs dealing and prostitution into a vivid meeting place with entrepreneurs from various communities.

*Manuel de Brito*, Deputy Mayor in charge of Civil Protection, welcomed the participants in the historical City Hall. The municipality builds upon its legacy of religious tolerance and civic

values for responding to the urban safety challenges, posed by recent large-scale migration from the former African colonies, Brazil and Eastern Europe. A visible gesture was the move of the Mayor's office from the City Hall to a former factory building in the popular district of Mouraria, which helped to build trust and normalize the safety situation directly.

### **European vision: EFUS**

Looking back at 25 years of experience, EFUS Executive Director *Elisabeth Johnston* outlined the broad scope of the European learning process, now including 300 municipalities from 18 countries ([link](#)). EFUS promotes local strategies and an integrated European vision of urban safety, including prevention, repression and solidarity, and involving a range of civic actors. These are strengthened through exchange of good practice, technical assistance and policy positions, such as evaluation of camera surveillance.

The ICC Network is particularly interesting for redefining sensitive issues of migration and security. In political discourse and police statistics, migrants, minorities and refugees are put in one basket. The question raised by the municipality of Copenhagen about youth gang violence is particularly relevant for upcoming EFUS conference in the banlieux of Paris, December 2012 ([link](#)).

### **Virtual community policing and accountability**

*Sirpa Virta*, professor of security studies at Tampere University in Finland and at the European Police College (CEPOL) outlined the key elements of effective policing: Accountability, Trust and Legitimacy. Drawing upon evaluation studies of local and national safety strategies, she illustrated the innovation of community policing with good practice in Finnish cities,

Since 2008, youth violence is being tackled by 'virtual community policing'. A team of 'Net Cops' is making proactive use of social media like Facebook and Twitter. In their professional capacities as uniformed policemen, they discuss with young people, sharing information and advise. An internet survey of 2011 showed that the Net Cops had 172269 fans on Facebook and were easily recognized in regular street patrols. Apart from preventing incidents, this approach helped to improve reporting on issues such as domestic violence, sexual abuses and cybercrime. Trust in the police clearly increased, also among migrant children. The evaluation study suggests that this approach also contributes to preventing radicalization and extremist violence. But the process is delicate, one should avoid that young people are perceived as informants. At present, 30 new Net Cops are being trained at the police academy.

Such an approach combines a strategy of community policing with the management tool of intelligence-led policing. It contributes to a public mentality of generalized trust of the police (in Finland 96%). Concrete results can be measured both in terms of both 'value for money' and 'public values', such as increased cohesion and well-being of society. The state of research is summed up in her draft article, '[Innovation of community policing in Finland](#)', distributed before the seminar.

### **Problem-oriented policing: 'The best of three worlds'**

How these elements of accountability, trust and legitimacy can be combined at an operational level, was illustrated by *Peter Versteegh*, senior analyst of the police in The Hague. Since 2006

increasing crime figures, especially burglaries, have prompted an all-out evaluation of the police organization and practice. It became clear what measures don't work, like unfocused surveillance, distributing crime prevention leaflets and arresting suspects at random. For instance, of 1000 burglary victims, 621 crimes were reported, leading to 46 arrests and only 11 prison sentences (1%); this obviously yields negative effects on public perceptions of safety and trust in the police.

What does work is a focused and concentrated approach. The police corps of The Hague region was the first in the Netherlands to combine 'the best of three worlds', i.e. *problem-oriented policing (POP)*, *intelligence-led policing (ILP)* and *community policing (CP)*. This new model is a present being taught at the Dutch police academy. As a first step, crime trends are signaled on the basis of annual police data and reports, using the standardized method of *Scanning, Analysis, Response and Assessment (SARA)*. Priority problems are defined according to the '80/20 rule' that 80% of problems are due to 20% of causes. These problems are analyzed in terms of concentration ('*hot spots*'), frequency ('*hot crimes*'), perpetrators ('*hot shots*') and targets ('*hot victims*'). The project plan is supported by an intelligence-led model of task forces, partnerships and management, with the Mayor in a key role of prioritizing on police capacities and engaging partner institutions. The presentation of 'The Best of Three Worlds' is available [here](#).

### **Problem-oriented policing in practice: The Hague /Schilderswijk**

*Rob Kool*, chief of a police bureau in the center of The Hague's city center, showed how this model works in daily practice. His district 'Schilderswijk' is notorious in all statistics, including the highest levels of segregation and poverty in the Netherlands. 85% of 30.000 residents are migrants of 120 origins, predominantly Morocco, Turkey and Surinam. In this compact living environment, world conflicts like the 'Arab Spring' can have a direct impact on feelings of safety. Problem-oriented policing (POP) showed a top priority of increasing burglaries (*hot crimes*), concentrated in some particular streets and blocks (*hotspots*), and committed by frequent offenders, 75% youth in the age of 12 – 17 years and even younger (*hotshots*). Most vulnerable were elderly migrants, because of lack of social control and poor quality housing (*hot victims*).

As a response, community policing was reinforced with 42 'bikers', highly mobile and approachable street patrols. In cooperation with social workers and housing corporations, the quality of door locks and of street lights was improved. The partners made a joint list of the 40 most persistent offenders, weekly selecting 5 persons for getting extra attention on multiple police levels. Also former offenders receive frequent visits of community police officers or social workers. Intelligence-led policing is made public, through social media and neighborhood meetings. Instead of hiding disturbing crime data, people are fully informed, get advice about burglary prevention, and are encouraged to discuss community efforts.

It is expected that 2012 will show a drop of the burglary rate. Experience shows that when burglaries go down, all other types of crime go down as well. Main challenges are a change of organizational culture in the police force and in social organizations to engage in problem-oriented partnerships, and the active involvement of groups of inhabitants in each neighborhood. 90% of the victims are migrants who usually don't trust the police and fail to report crimes from fear of retaliation. The focused way of policing helps to create a diversity advantage in urban safety, in the sense that migrants are not misperceived as potential criminals

but valued as potential allies. Police officers are trained in intercultural skills, also through informal learning, for instance organizing a youth football event together with Mosques and other community groups.

### **‘Umbrella workshop’: community policing in Alta de Lisboa**

The theme of the seminar was illustrated in a plenary workshop that served as an ‘umbrella’ for discussion. *André Gomes*, Commander of Lisbon Municipal Police, illuminated the rapid transition in the organizational culture of the police, from the security branch of a dictatorship to a municipal service engaged in community policing. The concepts of interculturality and active citizenship are embedded in police management, and also visible in the streets. *Mónica Diniz*, Head of Strategic Development, showed creative examples such as police patrols make use of open electric cars in order to be more accessible to the public. Trust-building between citizens and police starts at primary school age, encouraging kids to visit police stations.

The community policing program in Alta de Lisboa shows how confidence building can work in practice. The program is monitored by ongoing sociological research. *Veronica Neves* sketched the characteristics of this district, built as a **shanty** town during the dictatorship in the 1960’s and redeveloped as a suburb with big apartment buildings and a mixture of social and private housing. Some figures: 34.000 people, 40% social housing, 81% migrants, several families living **on** less than 200€a month, 8% illiterate. Still, 65% of residents think the neighborhood is safe, although community participation is low, just above 9%. Social cohesion is weakened by living in big buildings, main safety concerns are criminal gangs of teenagers, drugs abuse and theft, commonly associated with Roma residents.

Community policing started with meetings in day centers, schools, health centers etc., with a key role of a community-based safety group. *João Tito Basto*, representing the Community Group, demonstrated the topic of the workshop, ‘From broken windows to windows of opportunity’. A Safety Group of residents has attained a range of small visible successes, such as clearing dark and insecure places of drugs dealing near schools, and removing over 100 abandoned vehicles, that also served as hiding places for drugs trade. At a subsequent study visit to Alta de Lisboa, seminar participants observed the problems and results on the spot. Discussing with social workers and residents, it was noted that the community police program expressed a courageous open-end approach of early prevention, also in respect to problems of youth crime and violence that are predictable in large-scale suburban districts.

These dimensions of urban safety were elaborated in the workshops, that offered vivid exchanges of good practices with at least four different focal points.

### **Good practices I: Creative approaches to safety in the public space**

Two workshops (1 and 4) focused on community policing, elaborating Lisbon’s model further with a focus on the public space and proximity. *Miguel Abreu*, Director of the Academia de Produtores Culturais, presented the TODOS festival as an example how an artistic approach can help to enhance perceptions of safety in urban districts. Second Commander *Manuel Lopes Rodrigues* commented upon the sphere of co-operation between community leaders, professionals and the municipal police officers.

As *Franco Corradini* outlined, this approach resembles **Reggio-Emilia**'s safety strategy. Responding to urban degradation and antisocial behaviour in the notorious railway station zone, the municipality furthers the creation of a new identity for the neighbourhood, through urban renewal. Public spaces have become sites of intercultural mixing and dialogue, with the establishment of a new square and intercultural refurbishment of a local park with Moroccan-themed children's theatre, an ethical Fair Trade shop and a social mediation centre, with the Municipal Police local office open nextdoor 12 hours a day. The project has mobilised volunteers to work in the Reggio East Community Centre, which hosts the 'Academy of Everyday Life' - courses in Italian language and everyday culture for Arab women and courses in sport and arts for the 167 summer festival.

As a criminologist, *Giancarlo Nobili* outlined the complex 5-fold structure of the police in Italy, and the lack of co-ordination between the carabinieri and state police at local level. He highlighted the role of the regions, that are responsible for 65,000 officers, in co-financing and developing community policing. In Reggio Emilia this transformation resulted in a shift of focus to preventing car theft, traffic accidents, street crime and anti-social behavior, reflected in the decline of arrests and increased reliance on fines. The local police is investing in intercultural training and learning of migrant languages. The diversity advantage is paying off by the increasing role of volunteers as guardians of the public space, in order to deter anti-social behaviour and elicit police intervention when necessary.

### Good practices II: Organizational culture and proximity policing

Bringing in a non-European perspective, *Patrice Allard*, head of Social Diversity Department in **Montreal**, outlined the approach of embedding urban safety in the municipal integration policy, promoting common values of democracy, equality, secularism, French speaking and interculturalism. As poverty is one of key causes of crime and homelessness, as well as street gangs and urban degradation, the City has a *Charter of Rights and Responsibilities*, committing itself to improve the police service as well. Distinctive traits are challenging racial profiling of crime, working with social organizations against racism, and fighting poverty in neighbourhoods. The police actively takes part in local round-tables, social projects and local boards of urban safety. For example, police officers are training unemployed young people as social mediators, also diverting them from youth gangs.

*Jacques Dimier*, Head of Municipal Police in **Geneva**, underlined the challenge posed by the divided structure of the cantonal ('gendarmerie') and municipal police, with its different functions, mandates and methods. The municipal police adopts a proximity approach to neighborhood safety, lightly armed with truncheons and pepper spray, and patrolling on bicycles. Priorities are prevention of delinquency and repression of public disturbances in the public space, such as graffiti, alcohol consumption, begging and gambling. This approach to proximity policing is elaborated with schools, shopowners and parents associations etc. in order to enforce the law without intercultural negotiation. *Yves Patrick Delachaux*, serving as a Geneva 'neighborhood cop' ('flic du quartier') made use of social media in presenting his duty from a perspective of peace keeping and human rights protection <http://www.flicdequartier.ch/>.

This challenge of proximity policing is comparable in **Neuchâtel**, represented by *Raoul Lembwadio* as municipal delegate for migrant affairs. Such experiences are seen as particularly interesting for Eastern European municipalities. *Tang de Blasio* from **Pecs** shared conclusions

of the WHO healthy cities project in Hungary. There is a clear need of inter-sectoral co-ordination for effective law enforcement, with a view to integrating well-being and equity into safety strategies. The municipality of Pecs is shaping conditions to facilitate collaboration of the local police with residents and NGOs.

In the discussion, a distinction was made between community policing and proximity policing. The latter is, like in Geneva, characterized by equal law enforcement, balancing co-ordination between municipal and central police levels and close relations with citizens. An operational difference is the repression of graffiti, loud music and other cultural expressions whereas with an intercultural community policing strategy, these are negotiated with communities and can be transformed into creative projects, enriching the city.

It was also remarked that equal law enforcement should not be blind to the generic culture of civic irresponsibility which, in Italy, is more prevalent among 'native' Italians than migrants. While migrant violations of the law could not be ignored, in an open city cultural diversity should be seen as an advantage. Finally, the effects of police training as a remedy against racial profiling were questioned. In practice, arrests and investigations based on racial bias remain a key source of parental complaints against police officers in Montreal .

### **Good practices III: Safety and care – preventing rioting and youth violence**

The workshops on prevention (2-3) had a common focus on the question raised by the municipality of Copenhagen about combating youth gang violence (above, p. 2).

*Marcus Qvinnerstedt*, Municipal Safety Department of **Botkyrka** (Stockholm area), stated that lessons from history are quickly forgotten, both on the strategic and operational level. Few decision makers remember the investigation report after the riots in London /Brixton in 1981. Instead, municipalities and police organizations keep re-inventing the (wrong) wheel, for instance during the recent riots in the *banlieux* of Paris, in Swedish cities and, past Summer 2011, again in London. The lesson from all these incidents is that putting in massive police forces only tends to aggravate the problems, attracting mobile youth groups to attend 'the circus'. Thus, Botkyrka has developed a *rioting prevention strategy* , reacting in a 'soft way' on signals that an incident of vandalism and car burning in a shopping center risked to escalate. With a few community police officers and civilians, and the rioting police standby but out of sight, the municipality effectively extinguished the spark, in stead of fuelling riots and urban violence.

The key success factor is good communication between local and national police levels, the fire brigade and social workers. This reactive approach is balanced by proactive prevention of youth violence. Botkyrka facilitates dialogue forums at multiple levels, including the police, social organizations, house owners and local community and faith groups. The police is also building relations of trust with young people directly, with role games at schools and trainings for motivated young unemployed to start a career as private security guards or to enter the police school. Special efforts are made for working with local newspapers and social media to report about incidents in a sober and objective way. Throughs sms, Facebook etc., young people and informal leaders are also communicating early warning signals.

In the Dutch municipality of **Tilburg**, such co-operation is structural and highly visible, embodied in a regional *House of Care and Safety*. The House Coordinator, *John Wauben* and

*Sandra Timmermans*, municipal Safety Coordinator, outlined the organizational structure and working method. This model, first developed in Tilburg, has become a blueprint for youth crime prevention in the Netherlands.

Evaluation studies show the success factors. First, the partnership, led by the municipality, including the police, the public prosecutor's office and a wide spectre of social organizations, dealing with well-being, prevention of domestic violence, alcohol and drugs abuse, etc. Second, the joint approach of starting with prevention 'behind the front-door', with a focus on families with multiple problems. Third, early intervention on the basis of shared information and joint action plans ('one professional for one family'). These plans offer alternatives and guidance, for instance on debt settlement, as well as clear punitive measures and fast judicial procedures.

An indicator of effectiveness is a decline of 50% young repeat offenders. Like in The Hague, this focused problem-oriented approach strengthens the intercultural dimension of urban safety. Social exclusion, as a root cause of youth crime, is tackled directly by helping migrant families to find their way in the complex Dutch health and welfare system. Family coaches of different cultural background are acting as intermediaries, linking up with local district networks of community police, house corporations and youth workers. The Care and Safety House also earns back financial costs by simplifying procedures ([link](#)).

#### **Good practices IV: Prevention and Community-Based Result Accountability**

*Tanya Edwards* and *Fiona Kirkman* of the borough of **Lewisham**, London, demonstrated that, like in Tilburg, a direct link between care and safety also works for heavy youth crimes. Presenting the municipal *Strategic Crime Reduction Service*, they started with showing the faces of tens of young murder offenders, many of them very young. The Lewisham approach of balancing care and law enforcement is strongly value-based. The municipality is facilitating an intercultural civic coalition including the police, professional institutions and community and faith organizations with a shared commitment to stop murder in the neighbourhoods and to save these kids.

Contrary to other London boroughs, Lewisham did not forget lessons from history, effectively de-escalating the street riots of Summer 2011. Paradoxically, this success also led to budget cuttings from central government budgets. In Lewisham this is an incentive to highlight the financial returns on investments. Repeated offenders account for 50% of crime and big part of the costs of judicial procedures and detainment. Pooling of budgets and professionals helps to streamline action plans that offer clear choices: either to re-enter society and get educational support, or to stay in the criminal scene and get multi-level police attention. In a proper adaption of probed models such as the '*Boston Cease-fire*', the municipality and the police are offering trainings to ex-offenders for acting as 1-to-1 coaches and gaining work experience. Evaluation studies show that this approach has worked miracles, both for the young people themselves and in saving costs ([link](#)).

Another approach to accountability is the '*Rotterdam Safety index*', devised by the municipality of **Rotterdam** as a tool of both monitoring and intervention. *Agnes Cornelissens*, Program Coordinator at the municipal department for public safety, demonstrated the progress made since 2001 on the map, depicting the neighbourhoods as 'green' (safe), 'yellow' (at risk) and 'red' (unsafe'). The Safety index takes feelings of insecurity seriously. A biannual survey questions inhabitants on a variety of indicators, both factual information and opinions of

citizens. Respondents are selected at random, as a cross-section of Rotterdam's highly diverse population. The municipality is developing now a more refined instrument, called neighbourhood profile, that combines the Safety index, the Social index and the Physical index.

Safety index scores for each neighbourhood help the municipality to identify hotspots, prioritize problems, and build problem-oriented partnerships, and evaluate results at neighbourhood level. One of the intervention measures is the deployment of a 'City Marine' in neighborhoods of special concern. *Rien van der Steenoven*, a former police officer and senior member of the City Marine team, told from his long experience how he was using the index as his 'compass' for getting things done. For this purpose the City Marines are mandated to report to the Mayor directly and to enforce measures. Most important are strong leadership qualities, for building up trust with the diversity of residents and convincing reluctant coalition partners. If needed, he can put a 'Rotterdam big mouth', breaking through bureaucratic obstacles. In his experience, quick and visible improvements are the key to trust-building.

The model of the Rotterdam Safety index has been largely adopted by the ICC municipality of **Copenhagen** since 2008, with a focus on combating crime. *Henriette Nygaard Korf* and *Jeppe Sohrensens* of the Safety Department, pointed out that the *Copenhagen Safety index* measures not citizens' perceptions of safety but experiences of concrete criminal incidents. Responses from an annual Citizens' Survey, including a variety of crimes, are compared with police reports in order to identify the hotspots.

In the two main hotspot areas, the municipality has devised a coordinated crime prevention effort with local partners during four years (2011-2015). All actual and potential partners have been mapped, resulting in a core group of ten. The model is oriented to neighbourhood dialogue and including concerned citizens in the partnership. For instance, the priority issue of criminal youth gangs was raised by a woman who as a pub owner stood up against extortion and vandalism, and now is a key figure in the safety partnership. The joint efforts are incorporated in the regular work of institutions, gaining efficiency. The city mayors are backing the approach in a political steering committee, and accounting for results.

In the discussion, questions were raised about prioritizing on youth offenders like in Botkyrka, Tilburg and Lewisham, or on 'hot spots' like in Rotterdam and Copenhagen. All presentations shared elements of problem-oriented safety strategies, combining community policing and intelligence-led policing in proactive ways. *Sergey Klimov*, head of the Safety Department of **Izhevsk**, expressed interest to visit Lewisham, its approach to heavy youth offenders seemed highly relevant in Russia, as well. It was also observed that the Lewisham program was most explicit in defining the 'diversity advantage', in terms of both community values, and saving costs by targeted cooperation and streamlining procedures.

### Conclusions

Workshop results were wrapped up by the moderators, *Irena Guidikova* of COE /ICC, *Monica Diniz* and *Manuela Judice* of Lisbon Municipality, and *Jude Bloomfield* and *Marten van Harten* as ICC experts. It was observed that the high quality of participants had proved to be the success factor of the seminar. The workshops had been well prepared with power point presentations and background materials (referred to in this report). The contacts established in the workshops and the side program were valued as starting points for informal mutual learning.

Commenting upon the work done, *Elisabeth Johnston* of EFUS noted how difficult it still is to articulate and analyse the implications of diversity for the work on safety. For instance, the topic of institutional racism had not been mentioned. This is one reason more why it is important to continue synergies between the networks. The success of our cities and countries will depend on our capacity to translate the diversity advantage into safety policies. The participants are invited to continue this important work in the EFUS conference in Paris.

*Sirpa Virta* of Tampere University reminded the participants to consider, how scientists can be involved in advising cities on their safety policies. Researchers will provide a sense of context. It is important to make sure that what works in some context may not work elsewhere. There are many stories of failed transfer of good practice. Instead of looking for instant solutions, comparative research encourages the search for alternatives.

*Jude Bloomfield*, expert of the ICC research project on safety and public space, shared some of her conclusions. First, the importance of involvement of citizens in safety strategies. Citizens' organizations should be enabled to work on the perceived negative image of a neighborhood, both vis-a-vis the outside world, and within the local community. Second, the need to provide intercultural training to the community police. The competence to intervene at human and community level also implies a cultural shift within the minds of police officers, and recruitment of people of diverse origins. Finally, to keep searching for intercultural alternatives. For instance, Roma who are persecuted for feeding their horses in the public space could be engaged in a 'win-win' project for using the wasteland in Alta de Lisboa. This would be an example of shifting perceptions from a safety angle to a creative approach.

The seminar was closed by the 'mystery guest' invited by Lisbon Municipality, *Vasco Franco*, co-founder of EFUS, former Secretary of State for Civil Protection and actually professor of political science. Speaking as a concerned citizen, he recalled the long process of re-development of Alta de Lisboa, from a slums district in the 1960's to the present challenges of building safe and prosperous neighborhoods.

### Postscript

Shortly after the Lisbon seminar, a serious incident of youth violence in the Netherlands offered a live illustration of the lesson learned from Botkyrka about rioting, that "*municipalities and police organizations keep re-inventing the (wrong) wheel*" (above, Good Practices III).

A private invitation to a girls' party, mistakenly spread by Facebook, was amplified by social and regular media during two weeks, triggering a rush of 4000 young people into the small town of Haren (Groningen area). After the deployment of 500 rioting police, street violence and plundering escalated, resulting in 32 wounded and (until now) 58 arrests. Suspects are still being traced on internet by police investigators and sentenced by 'rapid justice' procedure to jail or community services and heavy fines, for compensating over €1 million damage.  
<http://www.telegraph.co.uk/news/worldnews/europe/netherlands/9559868/Facebook-party-leads-to-riots-in-Dutch-town.html>

Lisbon /Amsterdam, October 2012

Marten van Harten M.A., ICC expert