



Step by step
for a safer
and more
secure
Göteborg.

Advice, tips and a check list for safety and security walks

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Put your foot down to produce a more human town

We want the town to invite us out. So that we can meet on the square, walk home on a summer evening and cycle over to friends in a different part of town. An attractive town welcomes everyone and provides a large area for personal encounters.

A safety and security walk is an important step forward towards a more human town. You can help create the conditions for security, pleasurable encounters and friendly environments in your city district. Here and there in Göteborg there are a number of successful examples of how walks have led to concrete measures being taken.

The safety and security walk in itself means that people get together, have fun and talk about how things can be improved in their own city district. It can also encourage and inspire people to further involvement and participation.

A public health / crime prevention council or an individual working on security issues in the city district will help to organise the walk, from the planning to follow-up work. This publication shows how to set about it, step by step. Here you will find most of what you need to bear in mind – before, during and after the walk.

Good luck!



Preparations

Delineate the area geographically

It is a good idea to walk in those places and thoroughfares where the local residents often walk. The walk should be a few kilometres at most, as the group will stop many times on the way.

Plan walks in both daylight and darkness. The same place can be experienced very differently at night and during the day.

Minute takers

Nominate people in advance to take minutes and photographs. It is a good idea to have several people doing this, in order to acquire many different views.

Who should go along?

Residents and other people working in and using the area are the most important. Different ages, genders and backgrounds are valuable, just as are people with functional disorders of different kinds.

Acquire a map showing who the landowners/property managers are in the area. It is important to get as many as possible of them to take part in the walk.

Find out who else is important in this regard, for example municipal administrations, politicians, property managers, residents associations, the police, business people, societies and other operators. Perhaps the post-person, the artist, the newspaper delivery person or the home help service have special knowledge. Invite them along! Occasionally it might be a good idea to invite along a lighting expert – issues of lighting are a difficult and important problem area.

A maximum of 20 people might be a suitable number for the walk.



How do you get people to come along?

Make a poster. Use the city district homepage to invite people to come along on the walk. Get in touch with neighbourhoods hosts/caretakers/tenant's associations ask for help in putting up the poster and encouraging people to sign up.

Contact school including nursery schools. Invite residents who have made themselves known previously. Encourage those people who cannot come along to provide their views about the area by letter, telephone or homepage.

Map and camera

All walkers need a good map. If anyone has GIS knowledge (see page 15) then it is a good idea to use it. A camera is also important, preferably one that takes pictures in the dark.

Crime statistics

Ask the local police for statistics about reported crime in the area. Have a look at the crime statistics and ask the police to talk about them. Where do potential crimes take place? Stop at those places and look around. Does the physical environment have any significance? Can this be put right? Remember that reported crime and a feeling of security/insecurity do not necessarily have to be linked. Talk about this!

Start with a get-together

A brief get-together is advisable, with an introduction of everyone taking part, and a short description of how the walk is going to take place, the process to be used, a little about the organisation of the town and some general thoughts about the area and its history.



On with your safety and security glasses

The individual is the most important thing

The outdoor environment with buildings, streets, parks and greenery is the framework around people's lives.

It is important that this framework functions so that people can live their lives as comfortably as possible, meet other people, do things together, but also have the confidence to move about on their own.

Listen to your feelings

When you carry out a safety and security walk, it is important that you listen to your feelings and try to remember what it feels like to be alone in the different places at different times of day.

Take time to think. Talk about your feelings with the other people on the walk. How and why do feelings of security and insecurity arise? Remember that age, gender and personal experiences cause this experience to vary – learn from this.

Being able to see and be seen

Most things to do with security have to do with the presence of people and being seen by people; on the one hand, the fact that you yourself have an overview over your surroundings, on the other that there are other people in the vicinity.

Alternatives

A footpath which is beautiful and attractive in daylight is perhaps dark and insecure in the dark. It is a good idea to have different alternatives to choose from when you are going to walk to school, the bus stop or the square.



Lighting – things to bear in mind

A footpath with strong and frequent lighting is no guarantee that people will feel secure. It may be that they feel that they are on a brilliantly lit stage. The effect can then be the reverse. External lighting should therefore also illuminate some of the surroundings along the road, and not dazzle people.

Make use of what is comfortable

Remember that it is vital to note what it is you see that is pleasant and secure. Protect this in your city district. It is a question of seeing what works and using that knowledge when you make changes to places that work less well.

Many different perspectives

Try to understand the area from the viewpoint of children, young people, older people, and people with functional disorders. Is there any difference between the experiences of men and women?



Now we walk!

When you are studying and thinking about the environment in a city district or in a residential area, it may be a good idea to divide up the questions into six areas:

1. Human activity

How do we human beings make use of our neighbourhood? Where are the meeting places? Where does it feel congenial, and why? Where are there problems, and why?

2. Upkeep and maintenance

Where is it smart and well-maintained, and what does this mean?

Where are the things that do not work, that are broken, rubbish, vegetation that needs to be trimmed back etc? Summer/Winter? What can the residents themselves contribute?

3. The design of the housing and different installations

What, for example, are the following like: entrances, gable ends of buildings, multi-storey car parks, subways, bus shelters, fences and walls of different kinds?

How does the outdoor environment work otherwise, nature areas, parks and courtyards? Lighting?

Do these areas encourage encounters and human activity, are they in full view, do they create security?

4. The design of the town plan

How does the area function in its entirety? Are there unpopulated intervening spaces? Are there roads which create barriers? Where are the human environments where people like to move about? How are the public transport locations located?

5. Physical accessibility and usability

Is it easy to find your way about? Is it simple to get about even with mobility aids.

6. Opportunities for creative activity

Is there space and opportunity for people and different groups to be active in the area? Care, cultivation, sport, games, art and culture?

See Questions on the way on page 20.



After the walk

A get-together afterwards with refreshments is necessary in order to discuss the walk and supplement maps and views. Sum up what is pleasant and functional. Identify the sore points in the city district. Talk about future progress. Who does what?

How do you go further?

The initiator and the minute-taker make a clean copy of their notes. The data is sorted by administrators/operators and communicated to those involved.

At this stage the question can also be asked whether there are any volunteers in the area. Can societies or groups “adopt” certain green areas? Perhaps a new meeting can be arranged.

After a few months it may be a good idea to have a first follow-up.

And then?

This type of safety and security walk can be carried out in all areas, in daylight or darkness and at regular intervals. Dating documentation on maps and in writing makes it easier to follow up the work as it progresses. A simple photo documentation year-by-year from the most important locations can be both useful and enjoyable.

Showing pictures before and after improvements have been made makes for satisfaction in the safety work.

Information and feedback

It is a good idea to present the results of the walk on the homepages of the city district and the property owners, and perhaps in the local paper.

GIS (Geographic Information System) is a system for storing information digitally on maps. If anyone in the city district, has knowledge of GIS, the results of the safety and security walks can be collected together in this way. Follow-up and documentation thus becomes simple and graphic.

Help develop the safety and security walks

By all means get in touch. Please help out with proposals on how this document can be improved to achieve an even more pleasant town.

The Göteborg Routines

In order to conduct a “regular” safety and security walk, in which expectations may be made of the parties involved, the following should be done:

- One individual from the relevant city district administration should take responsibility for planning, arrangement and management of the walk, and provide a map.
- The walk should be prepared and this guide should have been studied.
- In the invitation to participate in the walk it should be clear where this will take place. By all means include a map. The invitation should always go out to contacts at other city administrations the Parks and Landscape Administration, Traffic & Public Transport Authority, the Supply of Premises Administration and Västtrafik. The individual responsible should in good time check that some of these individuals can take part in the walk.
- There should be preparation for some improvement occurring after the walk.
- There should be a list of responsible operators/administrators with their names. This should be compiled by the responsible person at the city district administration.
- At least five citizens who live in the area should be prepared to take part.
- Before the walk begins there should be a get-together and introduction of the participants.
- After the walk the responsible individual should sum up views/proposals and apportion responsibility to those who are to action these or investigate them.
- The walk should be documented by the responsible individual from the city district administration in the minutes and preferably with photographs. The documentation should be sent no later than two weeks after the walk to those who have taken part in it, and to the contact individuals at other city administrations the Parks and Landscape Administration, the Traffic and Public Transport Authority and the Supply of Premises Administration as well as Västtrafik.
- No later than two weeks after the notes have come in to the above authorities the responsible individual at the city district administration should be informed of the “situation” on each view/proposal.
- Issues to be investigated are followed up by the responsible individual at the city district administration.



This is how you can structure the documentation

1. Note down the location, time and participants

Safety and security walk in city district administration XX.
Date. Participants. Course of the walk from – via – to –.

2. Note down general conversations about the area

Refer to conversations about the area before, during and after the walk. What kind of area is this? How did it arise? Why does it look as it does? What is the situation in the area like at present? What problems and opportunities exist? What is the human dimension like? Who lives/works/is active around here?

3. Note down views and proposals

Make a list (see example on the right) or use the template on www.göteborg.se/tryggvackerstad under policies, brochures, documents etc. Mark the locations on a map.

4. Make a note of contacts At the city district administration, Traffic & Public Transport Authority, Västtrafik, the Supply of Premises Administration and/or Parks and Landscape Administration. Contact person, name and telephone number, e-mail address.

Here you can also state where people can find material about previous walks. Give an e-mail address and telephone number to a contact who can answer questions.

Views and suggestions	What is happening?
<i>Here you write views and proposals. Photos are included.</i>	<i>Measure and responsible body. Preferably with a time frame.</i>
1. XX street	
2. XX place	
3. XX square	
4 XX park etc	

Questions on the way...

Things to observe throughout the area

*Keep your eyes open for things that appear en route.
Try to see what is unique in your area.*

- > What is human activity like in the area?
- > Are there meeting places for everyone?
- > Which people gather there? Compare and discuss.
- > Is there an ability to accept that people are different and have different cultures?
- > What can the residents themselves contribute in the neighbourhood?
- > What does the neighbourhood look like in its entirety?
- > Where are the most beautiful and the ugliest sections?
- > Var finns de vackraste och fulaste partierna?
- > Where do people feel secure?
- > Where do people feel insecure?
- > Where is better maintenance needed?
- > Where is there damage?
- > What do trees, bushes and other vegetation look like in the neighbourhood?
- > Does any of this need tidying up and trimming back to obtain a better view?
- > Where is more greenery needed to enhance enjoyment? What sort of greenery?

- > Do paths and pedestrian crossings function satisfactorily?
- > What needs to be changed, and how, in order for it to be secure and pleasant to move about the neighbourhood?
- > Does the lighting work?
- > Where is the good darkness?
- > Is it light where necessary? Is any supplementary lighting needed?
- > How do footpath surfaces, steps and handrails work? Do they need improvements?
- > Can people with functional disorders (sight, hearing, mobility, allergy and orientation problems) move about and live in the neighbourhood?
- > Are there enough – or too many – park benches and wastepaper bins? What do they look like?
- > Is it easy to find your way around the neighbourhood? Are maps and signs needed?
- > Perhaps more housing, shops, nursery schools, stages, allotments, workplaces etc are needed? Fantasise, discuss and play around with ideas!
- > How do people make their views known, where can you turn, what do you do to solve problems in the neighbourhood and yourself come up with good ideas?

Footpaths and cycle paths

- > Which footpaths and cycle paths are the most important?
Look also for spontaneous footpaths. How do they work and what needs to be improved?
- > Do footpaths and cycle paths pass close to residential housing and roads or park areas? Which one feels most secure?
- > Are there alternative paths to choose in daylight and darkness?
- > Are there windows in residential housing or staffed activities near the footpaths?
- > Where can you ride a moped without disturbing people?
- > What is it like in winter?

Residential courtyards and entrances

- > How can residents feel secure and at home in a courtyard and entranceway?
- > What do the ground floors look like?
- > Do windows and entrances create security?
- > Where is the laundry room? Are you secure there and on the way there? How does it work?
- > Do courtyards and entrances work for all groups: children, young, old, people with functional disorders of different kinds?
- > Are the entrances to housing or businesses lit so that you can find your way there?
- > Can you see locks, house phones and nameplates?
- > Are the entranceways different so that you easily recognize your own?
- > Does waste collection – recycling work?
- > Is the courtyard well-maintained?
- > Is there an opportunity for residents to be active and creative in their courtyard?
- > Is there an opportunity for the residents to leave their mark on the courtyard and entranceways?

Bus and tram stops

- > How are bus and tram stops designed and maintained?
- > How does it feel to stand there waiting?
- > Are there any opportunities to sit?
- > Is there protection against the rain?
- > Is the lighting good?
- > Are there windows of houses or passing cars which overlook the stops?
- > How do you get to the stop – are the footpaths secure, pleasant and accessible?
- > Are there several alternative routes to get to/from the stop?

Car parks

- > What is the design of car parks?
- > Are there windows of houses or workplaces which overlook the car parks – or are they out of sight?
- > Are there walls, bushes or buildings in the way?
- > Is the car park divided into smaller units?
- > Are cars parked in unsuitable places?
- > The garages – what are they like when you put on your security glasses?
- > Is the lighting in the car parks and at the garage good?

Square

- > Is the square attractive and well-maintained so that you are proud of it?
- > Are there houses round the square?
- > Are there secure meeting places on the square?
- > Do cars drive around the square and are there parking spaces that work?
- > Are there places on or around the square which are hidden and insecure?
- > Dark areas behind?
- > Loading ramps and alleys?
- > Are the people who are significant for the square?
- > Are there unused premises on the square? How could they be used?
- > How can the square become more alive; how can people involve themselves in the issues of the square?
Discuss.

Schools and preschools

- > Is the school the pride of the neighbourhood?
- > Do the children attending the school enjoy it? How can they leave their mark on the school and its surroundings?
- > How is the school located and designed?
- > What does it look like around the school?
- > Is the schoolyard inviting? Does it encourage other activities?
- > Are they calm and pleasant places to be in?
- > What is it like walking to school from different directions?
- > Can the children feel secure when they walk to school?
- > What is it like in and around the school in the evenings?
- > Are the premises used for different purposes?

Industrial, office and hospital areas etc

- > How are the buildings and surroundings designed?
- > Is the environment human, attractive and secure?
- > Is the neighbourhood desolate and empty at certain times of day?
- > What would it take to improve things? Fantasise.

Subways

Subways are constructed for traffic safety, but experienced by many people as insecure. With great risk to life and limb people prefer to cross a heavily trafficked road rather than walk through a dark tunnel.

- > Is there clear visibility right through all of the subways, or are they experienced as dark, long and narrow?
- > Is there sufficient lighting in front of and inside the tunnel?
- > Are there bushes, walls or shrubbery obscuring the entrances to subways?
- > Are there alternative routes?
- > Are there safe places to cross the street/road at street level?
- > What does it smell like?
- > Would it be possible to remove these subways entirely, and what would you then do instead?

Streets with car traffic

Many people choose to walk along streets with car traffic in order to feel more secure in the dark.

- > Are there pavements and safe and usable pedestrian crossings?*
- > Are there sections with housing which are desolate and where visibility is obscured? What can be done about that?*
- > Is the street lighting adequate and regular, or does it dazzle you?*
- > Is it easy to see other pedestrians?*

The structure of the town plan

The structure itself has great significance for how the town plan works. Major traffic systems and thoroughfares sometimes cut city districts off from each other. Attractive areas of park can feel insecure in the dark when you have to walk across them

- > What does it look like in your city district?*
- > What needs changing?*

Do you want to know more?

As this edition is going to press homepage addresses in the city of Göteborg are changing. For this reason we give you alternative addresses.

www.goteborg.se/tryggaremanskligare
www.tryggaremanskligare.goteborg.se

www.goteborg.se/tryggvackerstad
www.tryggvackerstad.goteborg.se

www.goteborg.se/parkochnatur
www.parkochnatur.goteborg.se

www.goteborg.se/trafikkontoret
www.trafikkontoret.goteborg.se

www.goteborg.se/stadsbyggnad
www.stadsbyggnad.goteborg.se

www.goteborg.se/lff
www.lff.goteborg.se

www.vasttrafik.se

Or: www.goteborg.se

Telephone to the City of Göteborg: 00 46 (0)31-368 00 00

Tryggare och Mänskligare Göteborg (“A More Secure and More Human Göteborg”) works with four overarching goals:

- That everyone should feel safe to move about when they wish and where they wish in Göteborg.
- Those of us who live and work in the town cooperate with the aim of promoting safety and security.
- Confidence and trust – the most important factors in well-being and security.
- The rights of all to relevant support when problems arise.

Hesitant steps have become great strides

Tryggare och Mänskligare Göteborg is the town's crime prevention council focusing on the promotion of security. It was established in 2001. The members represent important operators in the town and day-to-day work is carried out by a secretariat.

Safety and security walks as an idea and a method were introduced from the outset of the council's work. The idea was to make use of the knowledge and experience that already exists, through dialogue, walks and meetings between people. The council takes as its starting point the fact that human activity, social issues and geographical environments interact and are interdependent of each other.

A publication for safety and security walks was developed in collaboration with the City Planning Authority and the city district of Tynnered. That is where the first walks were undertaken. This publication has since been widely circulated, and many hundreds of walks have been carried out across the country.

This guide contains our experiences from walks in the suburbs, in the inner city, on squares, in older areas and new ones. Staff from many different administrations have collaborated in sharing their experience of the walks.

Security work is important and interesting, but not easy. Great ambitions can go astray if you do not, right from the outset, take into account as many perspectives as possible. Age, gender, background and life experiences govern how we think. This publication is about the value and benefit of making good use of all of this knowledge, and all citizens have something to contribute towards the town becoming even more pleasant to live in!

Tryggare och Mänskligare Göteborg

A safety and security walk is an important step forward for a more human town. You can help create the pre-requisites for interesting meetings, friendly environments and safety and security in your city district. This publication shows you how to go about it, step by step – before, during and after the walk.



**Göteborgs
Stad**



**TRYGGARE
MÄNSKLIQARE
GÖTEBORG**

www.goteborg.se/tryggaremanskligare

www.tryggaremanskligare.goteborg.se