

Fostering Social Cohesion and Safety in Vulnerable Areas: Tested practices in public, cooperative, and social housing

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HOUSING EUROPE OBSERVATORY

Disclaimer

This briefing note is intended to provide insights into good practices put forward by social housing providers to address trends of anti-social behaviour and delinquency in vulnerable urban areas. It is essential to recognize that neighbourhood conflicts are not confined to any particular housing category or sector.

It is important to note that this document does not provide an exhaustive examination of anti-social behaviour and delinquency across the EU. While this briefing provides valuable insights into the specific topic of anti-social behaviour and delinquency in vulnerable areas, readers are encouraged to seek additional resources for a more comprehensive understanding.

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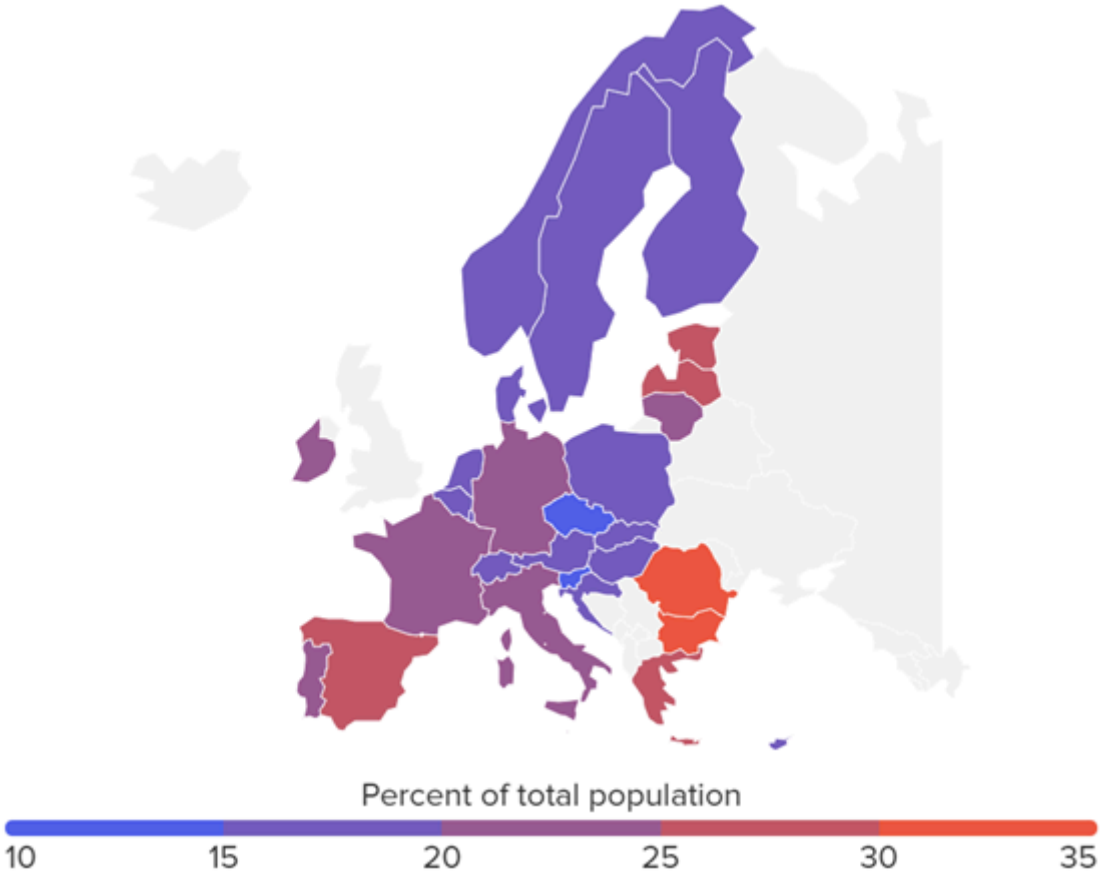
I. Introduction

The evolving landscape of urban areas across Europe, has illuminated the critical role of investing in people to foster inclusive, resilient communities. These investments focus on improving living conditions, quality housing and access to opportunities, addressing the root causes of segregation, social exclusion and anti-social behaviour. Such investments are essential steps towards mitigating the social and economic divides that often characterise urban areas. The emphasis on people-centric investments acknowledges the complex interplay between socioeconomic factors and living conditions and can significantly impact community well-being.

According to Eurostat data (Graphic 1), the risk of poverty or social exclusion is indeed present in the EU. As of 2022, 95.3 million people, equivalent to 21.6 percent of the population of the EU, were at risk of poverty or social exclusion. Particularly concerning is the higher vulnerability among EU households with children, where more than one fifth (22.4 percent) were at risk of poverty and social exclusion. These numbers underscore the **critical need for comprehensive urban development approaches** incorporating social initiatives aimed at lifting communities out of the cycle of poverty and social exclusion. By integrating housing solutions with education, employment, and social services, policymakers can address the multifaceted challenges these vulnerable populations face.



Graphic 1. People at risk of poverty or social exclusion, 2022

Reference: Data gathered from Eurostat, compiled by Housing Europe (2023).

In **Denmark**, the largest non-profit housing areas with at least 1.000 inhabitants are monitored by the Ministry of Social Affairs, Housing, and Senior Citizens with respect to income, dependance on public welfare, education, crime and ethnicity. The ministry makes a separate yearly monitoring report for the selected areas among those which are more segregated than others and the latest report shows positive development in those, especially with respect to employment and education. Employment rate among working-age inhabitants in the non-profit housing sector has likewise increased from 52 to 60% from 2012 to 2021.

Furthermore, the rate of students who pass the 9th grade exams in Danish and Mathematics in the vulnerable areas with community based social masterplans has aligned with the Danish national level.[1]

Similarly, the gap in the rate of NEET (Not in Employment, Education or Training) individuals aged 15-24 between those in non-profit housing and the rest of the country narrowed.These outcomes underscore the effectiveness of targeted investments in people by reducing the barriers of segregation and inequality in opportunities.

The Danish Ministry of Justice's Research Office prepares an annual report that outlines the progress in reducing youth crime rates. This report - covering the entire country - shows a significant overall drop of 17 % in the number of suspicions and charges for criminal law offences against 10-17-year-olds between 2020 and 2021.[2] Although general development on several parameters with respect to employment and youth education and crime in non-profit housing areas has been positive, the inequality is not eliminated and remains a concern, highlighting the need for continued focus on interventions.

For **Germany**, in 2018, GdW received reports of deteriorating coexistence in residential areas. However, the Wohntrends 2035 study revealed positive sentiments overall, with 65.6% feeling comfortable in their neighborhoods and 22.1% feeling rather comfortable. Despite this, there is a growing dissatisfaction, with people feeling less safe compared to five years prior. The mean value for comfort in the neighborhood decreased from 1.51 in 2018 to 1.40 in 2013, although there were no apparent serious safety issues[3].

In **France**, a recent press release from l'Union Sociale pour l'Habitat (the French Federation of Social Housing Associations) mentions a resurgence in delinquency, an increase in trafficking - starting with drug trafficking, the leading scourge - anti-social behaviour and damage to property. Surveys of incivilities carried out each year by USH among low-income housing organisations for over 10 years confirm the persistence of insecurity issues, and a tendency for these phenomena to spread: nearly 60% of organisations said they systematically filed complaints in 2019, compared with 43% in 2017. This phenomenon is also highlighted in tenant satisfaction surveys. The survey on the perception of quality of life in housing carried out in June 2022 by BVA on behalf of USH shows significant differences between tenants in private and social housing in terms of the safety of people and property: while 8.5% of tenants in private housing say they are dissatisfied with safety conditions in their neighbourhood, the figure is 19.5% in social housing.

[1] BL, (2023). *Mini-analyse: Flere elever i områder med boligsociale helhedsplaner består folkeskolens afgangsprøver [Mini-analysis: More students in areas with comprehensive social housing plans pass the primary school leaving exams]*.https://bl.dk/politik-og-analyser/analyser/2023/6/mini-analyse-flere-elever-i-omraader-med-boligsociale-helhedsplaner-bestaar-folkeskolens-afgangsproever/
[2] Justits Ministeriet, (2022). *Ny rapport viser fald i ungdomskriminaliteten [New report shows decline in youth crime].* https://www.justitsministeriet.dk/pressemeddelelse/ny-rapport-viser-fald-i-ungdomskriminaliteten/
[3] Oswald, et al. (2019). *Challenge: Living together in the neighbourhood*. https://minor-wissenschaft.de/wp-content/uploads/2019/11/Minor_GDWS_Zusammenleben_im_Quartier_2019.pdf

This dissatisfaction is marked equally in areas with a high density of social housing (27.5% of tenants), but also in areas with a low density of social housing, confirming a gradual spread of the problem across the territory.[4]

In the **Netherlands**, two recent studies have confirmed the trend of increasing anti-social behaviour and declining livability in urban neighbourhoods.[5] There has been a trend for (at least) more than a decade in which the lowest incomes increasingly occupy housing association properties. The social rental sector is increasingly the domain of households that are disadvantaged in terms of both socioeconomic status and health. This development is accompanied by declining satisfaction with housing and living environment and increasing nuisance, especially from immediate neighbours. Furthermore, the differences between social and non-social housing neighbourhoods are increasing. For liveability, this has been especially the case since 2012. For nuisance, it is more recent: since 2014. The occurrence of specific problems and constraints has been increasing across the board since 2012 (p. 36). The studies emphasise the urgency of targeted interventions to address these complex challenges and improve the overall well-being of residents in social housing neighbourhoods.

Since 2022, the Dutch government has introduced a Liveability and Safety Program[6] at the national level. This program signifies a long-term commitment involving collaboration between the government, municipalities, and other local entities. The goal is to enhance the quality of life and safety in 20 focus areas across 19 cities, providing residents with improved prospects for the future.

Methodology

The briefing aims to design policy recommendations that reflect the needs of the field, and to build upon different good practices from different countries. These practices are drawn from the experiences of Members of Housing Europe and concentrate on various innovative projects and solutions (systemic approach, soft measures, cross-sectoral partnerships, etc.) implemented to address anti-social behaviour and delinquency in vulnerable urban areas which have a direct impact on the daily work of social housing providers.

Aim

Thus, the briefing explores the issue of anti-social behaviour and delinquency in disadvantaged urban areas - the former being defined as **the misuse of public space, disregard for community well-being**, and **acts directed at damaging people or the environment,** mainly by building from the experience of housing providers members. More specifically, the overall objective is to design a set of concrete recommendations for policy and practice aimed at building social cohesion among young people in disadvantaged urban areas. To that aim, the following sections will strive to:

- identify the pitfalls to avoid;
- roll out/scale up actions that tackle these trends;
- prevent potential backlash;
- help social housing providers in building arguments (what support/funding is needed from their government).

[4] Feuille de sûreté
[5] Aedes, (n.d.).*Verdieping Leefbaarheid [Floor Livability].* https://benchmark.aedes.nl/editie-2023/leefbaarheid
[6] Dutch National Government, (2022). *Nationaal Programma Leefbaarheid en Veiligheid [National Liveability and Safety Program].* https://www.rijksoverheid.nl/documenten/rapporten/2022/07/01/nationaal-programma-leefbaarheid-en-veiligheid



II. Overview of different good practices

Housing Europe identified and categorised various good practices according to their type of action such as holistic approach, participation of tenants, staff training, social mix etc. However, it is worth noting that there might be some overlapping between the different categories. For example, a project could be based on a multi-stakeholder approach while also providing staff training.

1.Multi-stakeholder approach

One kind of approach to cope with trends of violence and anti-social behaviour is to provide a more holistic solution which aims at investing in people in order to correct for the resource-inequality across living areas. This is implemented by involving different experts such as civil society organisations, public authorities, the local police or the judicial system to cooperate with social housing providers. This supposes **close cooperation** between the different entities but also with tenants, since the overarching idea is not to trigger punitive solutions, but rather to reinforce trust and gather different data to get a more comprehensive evaluation of the issue at stake. This then enables tailoring solutions that fit best to the local context.

Denmark

Social Masterplans – multi-year strategic programmes

Summary

The non-profit affordable housing organisations in Denmark are using so-called social masterplans to address social challenges in 50 housing areas in Denmark.

The concept of a Master Plan covers both:

- **A physical master plan** - a plan to target physical barriers. It involves renovating the dwellings, the surrounding recreational area and making attempts to break inexpedient urban structures or movement patterns if needed. A goal is likewise to promote a better reputation for the housing area making the area attractive for newcomers.
- **A social masterplan** - a local community based program to target segregation, exclusion and inequality of opportunities in vulnerable housing areas and to prevent the emergence of such areas in the future.

The framework of the social masterplans is constituted of four focal points:

- Employment
- Education
- Crime prevention
- Social cohesion and active citizenship

These masterplans should be understood as community-based multi-year strategic programmes, that establish a local platform, building on a well-described and engaging collaboration between civil society, the public authorities (job-centres, educational institutions, police) and relevant private actors. Representatives of the housing organisations are acting as intermediaries building the bridge between the public authorities, such as employees of a municipal jobcentre, and the inhabitants who need help. The advantage of involving the representatives of the housing organisations lies within the fact that they are well-known and trusted among inhabitants of the areas and their flexibility. The inhabitants can reach out to them directly in their living areas without having to travel to the location of public authorities as well as often at flexible and convenient times.[7]

The social masterplans in Denmark have a strong organisation with a steering group and a board of directors, and the development in the area is monitored based on a set of local identified indicators and success criteria.

Investing in the human and social capital in the vulnerable areas is the key-concept of the Danish social masterplans. The most frequent activities in the social masterplan cover spare time jobs, homework cafes, pocket money activities, housing social clubs, job and education guidance as well as financial counselling.

Social masterplans have 3 main aims:

- Prevent ghettos and parallel societies (segregation and inequality)
- Safe neighbourhoods by using urban strategy, social cohesion practices
- Social mobility (ensuring equal life opportunities for everyone)

[7] Christensen, G., et al.. (2018). *En vej til arbejdsmarkedet med de boligsociale indsatser – Evaluering af Landsbyggefondens boligsociale indsatser finansieret af 2011-14-midlerne [A path to the labor market with social housing initiatives – Evaluation of the Landsbyggefonden's housing social efforts financed by the 2011-14 funds]*
https://www.vive.dk/da/udgivelser/en-vej-til-arbejdsmarkedet-med-de-boligsociale-indsatser-4vl70kzj/



Success factors

The social masterplans are financed primarily by the National Building Fund with a minimum of 25 % co-financing provided by the local municipality and housing organisations. The Nation Building Fund invests approx. 140 million Danish Kroners in social masterplans pr. year.

The National Building Fund is an independent institution, which is developed by the Danish social housing organisations and regulated by the state through legislation. In short, The National Building Fund works with funds that come from the housing sector itself. The taxpayers' money is not involved.

The National Building Fund closely monitors the development in the areas, which are covered by the social masterplans, with the help of demographic and socioeconomic resident-data. These trends can be continuously compared to the trends in a given municipality, the non-profit housing sector in general or the entire Denmark.[8]

In addition to this the National Building Fund has contracted Danish research institution VIVE to evaluate several periods of grants given to the non-profit housing organisation. An overall conclusion of their research has shown that the cooperation between non-profit housing organisations and public welfare initiatives in social masterplans in vulnerable residential areas can support the development of children and youth and compensate for their socially disadvantaged background.[9] Usually the positive results are achieved as the combination of several initiatives combined specifically for each individual in a holistic way. VIVE was though able to document separate positive effects for spare time jobs for youth and so-called "Neigbourhood mothers"-initiative.[10]

BL, the Danish Federation of non-profit housing organisations has likewise made a few evaluations of the social masterplans finding that they contribute considerably to the employment frequency, income and educational level in the chosen vulnerable residential areas.[11] These findings are supported by the Center of Social Development[12] which finds that bringing the public authorities responsible for employment interventions physically closer to the inhabitants in the vulnerable living areas and actively working on building a positive contact between the authorities and the inhabitants has given a raise in employment rates.[13]

[8] Madsen, B. and Vasiljeva, K. (2024). *Wellbeing Economy: Fremtidens økonomi i Danmark? [Wellbeing Economy The economy of the future in Denmark?]*
https://www.wellbeingeconomy.dk/wp-content/uploads/2024/03/Wellbeing-Economy-debatbog-2024.pdf
[9] Christensen, G., et al. (2022). *Chanceulighed i udsatte boligområder [Opportunity inequality in disadvantaged neighbourhoods]*
https://www.vive.dk/da/udgivelser/chanceulighed-i-udsatte-boligomraader-kx0b0rzl/
[10] VIVE, (2021). *Effekter og resultater af de boligsociale indsatser [Effects and results of the housing social initiatives].*
https://www.vive.dk/media/pure/15867/5256714
[11] BL, (2019), (2020), (2024). https://bl.dk/politik-og-analyser/analyser/2019/11/analyse-fra-udsat-omraade-til-blandet-by/, https://bl.dk/politik-og-analyser/analyser/2020/9/analyse-korskaerparken-helhedsplan-med-fokus-paa-beskaeftigelse/ and https://bl.dk/politik-og-analyser/analyser/2024/2/analyse-ungeindsatsen-i-korskaerparken/
[12] The Center of Social Development is a research institution, financed by the National Building Fund, that was established with the purpose of evaluating. gathering and sharing best practices from Social Masterplans.
[13] Center for Boligsocial Udvikling, (2020). *Fremskudt beskæftigelse i udsatte boligområder [Increased employment in vulnerable residential areas].*
https://cfbu.dk/wp-content/uploads/2023/07/fremskudt-beskaeftigelse-i-udsatte-boligomraader-2020-2.pdf

France

Assermentation – Swearing-in – a practice integrated into the ordinary activity of the entity[14]

Summary

To counter the growing anti-social behaviour trends, l'Union Sociale pour l'Habitat put forward (among others), a solution called "assermentation" or **"swearing-in" of local staff** [in English][15], as a tool to promote peace and quiet. Swearing-in consists of enabling an owner to delegate the power to record a certain number of offences committed against his or her property (landlords undertake to do so), enables the detection of property damage and issuing of reports to the public prosecutor's office but no right to issue fines[16].

Who can be sworn in? It can range from building guards, sector managers, security representatives and in certain cases maintenance technicians and territorial directors. The general idea is not to promote an additional burden for social landlords, but rather to promote a holistic approach in which landlords play a part, thanks in particular to their privileged contact/position with tenants.

Success factors

Positive aspects of these efforts include:

- **The reinforcement or reintroduction of dialogue with tenants**: there is a 54% reduction in incivility rates among those benefiting from these initiatives compared to those who do not. Additionally, these endeavours provide greater legitimacy to the voices of security guards. However, swearing-in also implies the imperative to ensure the safety of local staff against potential aggression. To address the initial apprehension of staff, it is crucial to present sworn private guards (gardes particuliers assermentés) as a genuine catalyst for partnership action and professional development.
- **Multi-stakeholder approach**: Various organisations are key contributors to residential tranquillity and to ensure security. Their actions vary based on their sensibilities and their perception of their role, with some extending beyond their official competencies and collaborating with local authorities, police, and the justice system to co-produce security.
- **Prior consultation with staff**: to assess whether there is potential for replicability in your estate, it requires prior consultation, in particular with staff representative bodies, to provide a transparent response. It will often be necessary to overcome the initial apprehension of staff by presenting sworn private guards (gardes particuliers assermentés) as a genuine lever for partnership action and professional development.

[14] L'Union Sociale pour l'Habitat, (2023). *Assermentation du personnel de proximité : un outil au service de la tranquillité [Swearing in of local staff: a tool for peace of mind].* https://www.union-habitat.org/assermentation-du-personnel-de-proximite-un-outil-au-service-de-la-tranquillite L'Union Sociale pour l'Habitat, (2023). Assermentation du personnel de proximité : un outil au service de la tranquillité. https://www.union-habitat.org/assermentation-du-personnel-de-proximite-un-outil-au-service-de-la-tranquillite
Actualités Habitat, (2021). *Le dossier: Comment préserver la tranquillité résidentielle? [The file: How to preserve residential tranquility?]* https://www.union-habitat.org/sites/default/files/magazines/pdf/2021-05/bat_web_2021050296_usph_actu_1145.pdf

[15] To ensure the safety of the local staff sworn-in, a communication kit has been developed. Available at: L'Union Sociale pour l'Habitat, (2024). *Kit de communication - Sécurité des personnels d'accueil et de proximité [Communication kit - Safety of reception and local staff.]*. https://www.union-habitat.org/centre-de-ressources/ressources-humaines-organisation/kit-de-communication-securite-des-personnels
L'Union Sociale pour l'Habitat, (2021). *Sécurité : soutenir systématiquement les personnels de proximité agressés [Safety: systematically support local staff who are attacked].*
https://www.union-habitat.org/actualites/securite-soutenir-systematiquement-les-personnels-de-proximite-agresses

[16] The decision to issue a fine is up to the juge/prosecutor's office.



Ireland

Janus Justice individualised programmes[17]

Timeline

The average individualised programme would last 12-18 months.[18]

Summary

Janus Justice projects aim at working with 12-23 year old young people who are at high risk of offending behaviour in the community. They are referred to Extern, an Irish organisation working with young people at families at risk, by the Probation Service and An Garda Siochana (police), through the Juvenile Liaison Officers (police officers). Their catchment areas include Limerick City, the wider Limerick county as well as County Clare. They work intensively with these young people on a **one-to-one basis** to achieve the goals set out and to support them in reaching their potential. The young people's families are also involved in the plan to support any potential change.

Budget

The project is funded annually by the Department of Justice. Projected annual costs and plans are submitted to the Department of Justice in Q4 each year in relation to the following year.

Conclusions

Janus Justice is a component of the Department of Justice Youth Justice Strategy 2021-2027, aimed at improving oversight of youth justice policies to address underlying factors of crime and antisocial behaviour. It focuses on diversion from criminal processes and promoting desistance from further offending. The aim of this is to ensure that there is a strong ongoing focus on addressing the factors underlying crime and antisocial behaviour, diversion away from crime and criminal justice processes which, as far as possible, promote desistance for further offending.

To assess progress, they use feedback from young people, parents, and referral agents, with annual plans and reports provided to the Department of Justice. Reviews and bi-monthly reports help identify objectives and areas needing assistance. The project measures its impact using tools like the YLS CMI 2.0 to assess risk levels of young people's offending behaviour and the Outcomes Star to work on reducing areas of difficulty, with some overlap between the two tools.

[17] Extern, (n.d.). *Janus Justice.* https://www.extern.org/janus-justice-limerick

[18] The time spent on the programme is dictated by a number of factors e.g. level of engagement, the number of areas / issues that need to be addressed, and how long it takes to achieve the objectives to ensure they have either reduced or ceased offending behaviour and are engaging in positive activities and pro-social behaviours within their communities.

Netherlands

Local data sharing to combat youth nuisance: the case of Care and Safety Homes[19]

Summary

The examples across Europe show that tackling youth nuisance and crime requires **integrated cooperation between chain partners**.

The Hague for example has devised a local strategy that navigates the challenges posed by the General Data Protection Regulation (GDPR). This approach involves **sharing information on issues such as school absenteeism, lack of internships, poverty, and debt** among collaborating organisations. The initiative **utilises Care and Safety Houses**, which are collaborative networks involving municipalities, care partners, and justice partners. These entities discuss cases and formulate approaches to prevent young people from engaging in criminal activities. To adhere to GDPR, the Care and Safety Houses have established cooperation agreements and privacy protocols that govern the rules for data exchange, ensuring transparency in the process.

Long-term impact

- **Cross-sectoral Partnership**: between municipalities, the judiciary and healthcare parties in the Netherlands.
- Since 2009, **a national network of safety houses has been established**. Over the years, they have developed into centres where the persistent problems of repeat offenders, multi-problem families, criminal youth and perpetrators of domestic violence are coordinated.

[19] Platform31, (2023). *Lokale gegevensdeling om jeugdoverlast te bestrijden [Local data sharing to combat youth nuisance].* https://www.platform31.nl/artikelen/lokale-gegevensdeling-om-jeugdoverlast-te-bestrijden/

Spain

A Social Commitment Agreement in Bilbao

Summary

OAL Viviendas Municipales de Bilbao has been working for years on a tool called “Compromiso Social Comun” or “**Common Social Commitment**” [in English], an agreement between the entity and the users for the prevention of behaviours contrary to the use and coexistence.

Concretely, it is a document signed by the parties, which includes:

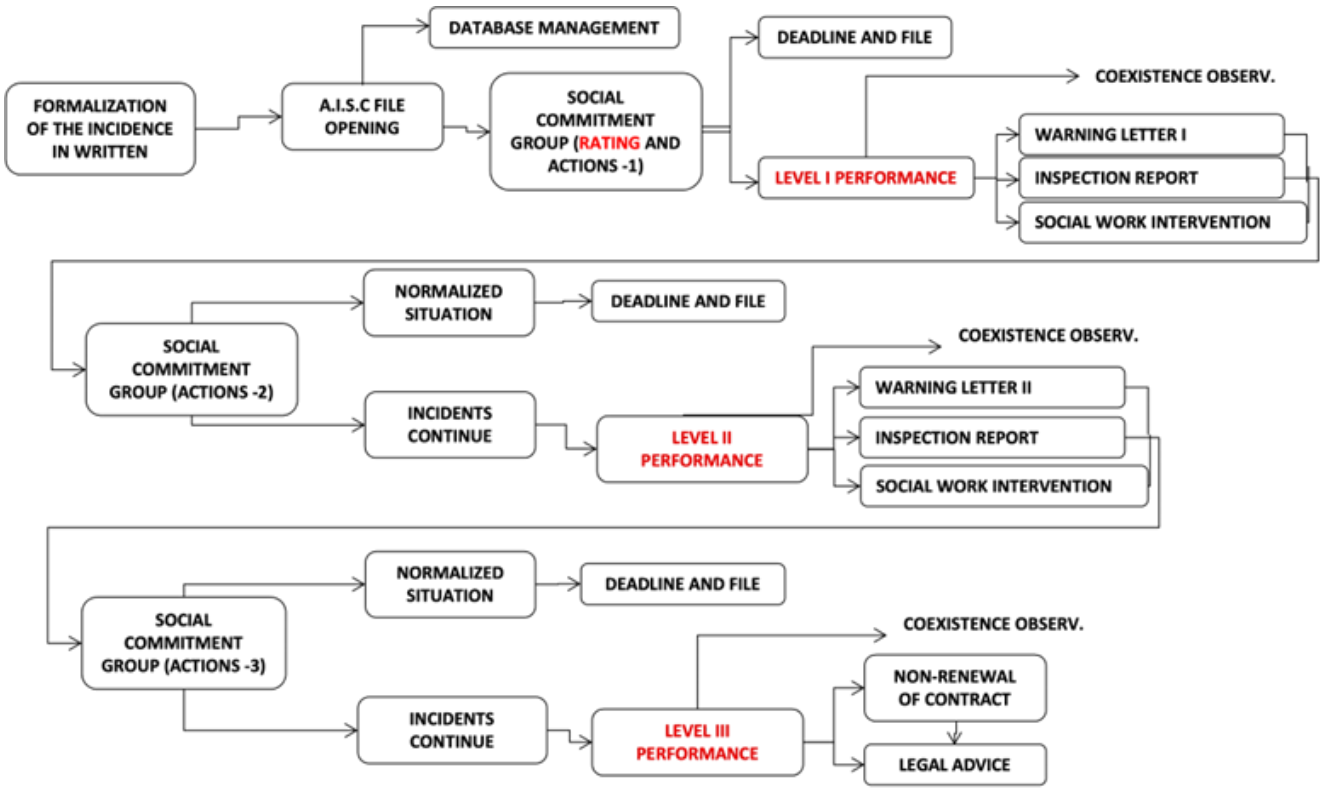
- the obligations of the tenants regarding the basic rules of use and enjoyment of the home as well as good coexistence practices.
- the rights of tenants regarding care, the resources at their disposal and the correct maintenance of the home by Municipal Housing.

In instances of recorded incidents, there is a qualification that can lead to the following actions:

- Warning and request letters
- Response to plaintiffs
- Inspection and social work reports
- Social intervention
- Mediation (municipal coexistence observatory)
- Judicial proceedings
- Non-renewal of contract/eviction



Flow Chart of the Social Commitment Agreement (*translation)



Credit: Bilbao Vivendas Etxebizitzak

Budget/Timeline

It does not have a specific budget because it is integrated into the ordinary activity of the entity as a process. It is of successive tract and permanent in time, with its own management indicators.

Conclusions

Evaluation reports of the Social commitment process show that 40% of managed files were successfully resolved after taking action. The cases primarily involved cohabitation issues, with 83% falling into this category. Other challenges included potential illegal subletting, excessive dwelling occupancy, and various irregularities. Most cohabitation problems were minor, like noise disturbances. Major issues included drug-related incidents and neighbourhood clashes. Addressing these complex situations often necessitated eviction as the most viable solution. often necessitated eviction as the most viable solution.

The example shows that public housing parks need **regulatory tools and an intervention methodology** (legal, social and transversal) that guarantees the presence of the public administration for the maintenance of the right to housing based on coexistence.

2. Participatory approach and youth engagement

Denmark

Apprenticeship programmes by the non profit affordable housing providers[20]

Summary

In Denmark, non-profit affordable housing providers play a vital role in fostering opportunities for youth through apprenticeships, hence investing in the future workforce while simultaneously addressing the need of promoting employment and education among the tenants.

Collaborating with local vocational schools and training centres, the non-profit housing providers integrate apprenticeships into their renovation projects. Young people are offered hands-on experience in various trades such as carpentry, plumbing, electrical work, and painting, among others.

In supplement to the apprenticeships, other types of jobs on the construction site can be offered to the unemployed such as **spaceman** (clean-up, checking access roads, putting up signs, locking the construction site after work), **cleaning and service jobs** (making coffee and lunch for the craftsmen, cleaning sheds and combi wagons, tidying up), jobs as **interpreters**, **publicists** (a local face visible on the construction site participates in the residents' meetings and which residents can ask regarding construction).

Also, a **sniff internship** can give young people without education the opportunity to follow the craftsmen and this can be the gateway to getting an apprenticeship as a carpenter, bricklayer or electrician.



Credit: BL

According to a political agreement from 2017 (Grøn Boligaftale 2020)[21] all non profit housing organisations must demand that a minimum of 14% of the employees on the renovation and construction projects are young apprentices.

BL, the National Federation of Housing Organisations, Bygherreforeningen (The Danish Association of Construction Clients (DACC)) and the National Building Fund support the housing organisations by providing implemental support, developing methods and tools that builders, contractors, housing providers and vocational schools can use to ensure that the requirement of 14% apprentices becomes a reality.

According to the political agreement, the requirement must be able to generate 3,400 apprenticeships nationwide. The effort will also help the construction industry to recruit and retain young people and young adults.

[20] Boligen (2020). *Her er der job til unge og ledige i almene byggerier [Here there are jobs for young people and the unemployed in general construction].* https://fagbladetboligen.dk/alle-nyheder/2020/juli/her-er-der-job-til-unge-og-ledige-i-almene-byggerier/

[21]Grøn Boligaftale, (2020). *Grøn boligaftale 2020: Landsbyggefondens rammer 2021-2026 og fremrykket indsats i 2020 [Green housing agreement 2020: Landsbyggefonden's framework 2021-2026 and advanced efforts in 2020].* https://www.sbst.dk/Media/638255265588348953/Gr%c3%b8n%20boligaftale%202020.pdf

By incorporating apprenticeships into their renovation projects, non-profit housing providers not only enhance the quality of their work but also contribute to the social and economic well-being of their communities.

Conclusions

There are many examples of construction and renovation projects where tenants have been employed during construction - and there are many advantages to this:

- It creates goodwill among the other residents and increases tolerance for the inconveniences caused by the construction
- The employed tenants are seen as role models and become spokespersons for the construction project
- Employment and training efforts have a preventive effect in relation to vandalism on the construction site.

According to the study Renovation and job creation in vulnerable residential areas from the Center for Housing Social Development, the initiative Job First in Tilst near Aarhus has employed a group of young people from the area. Here, the annual costs of **theft and vandalism** in the area fell from DKK 1.2 million to DKK 180,000.

Aalborg East – Long-term district regeneration underpinned by a wide partnership to tackle segregation[22]

Timeline

2011-2021

Summary

The renovation of Aalborg East is a project derived from a **long-term strategy** underpinned by **resident co-creation** to ensure quality of life for the residents. Between 2011 and 2021, the social housing company Himmerland Boligforening (HB) led the district regeneration with the support of a broad set of actors aiming to undertake an integrated approach.

HB provided administrative support, led the institutionalisation of cross-sector work (and investment) needed for an integrated solution, and led tenant involvement. East Aalborg, like many other public housing examples in Denmark, benefited from the effective financial structure in place at the national level to support large-scale renovation projects.



Credit: Himmerland Boligforening European Responsible Housing Awards 2022

[22] European Affordable Housing Consortium, (2024). *Delivering affordable 'lighthouse districts' in Europe: Stretching our imagination of what is possible.* p. 6. https://shape-affordablehousing.eu/files/2023/09/delivering-affordable-Housing-Lighthouse-Districts-in-Europe.pdf

Budget

Total cost of renovation: € 200 million

Subsidies received in euros: 50% from the National Building Fund

Social impact

- **Increased attractiveness of the neighbourhood**: the introduction of training courses at the health centre has enhanced the attractiveness and reputation of the district, by attracting 10,000 visitors annually.
- **Increased diversity of dwellings**: the district offers 30 types of dwellings, coupled with improved green spaces. This has fostered an **active community** and **boosted average household income**.
- **Energy savings**: there has been a 50% reduction in energy consumption, reflecting a commitment to sustainability.
- **Decreased criminality**
- **Decreased early-school leaving**: the percentage of 20-24-year-olds with only primary school education has decreased by 6.8%, showcasing positive social and educational developments.

Sweden

Homebuilder project: Creating new job opportunities for residents in a major renewal project – Vivalla[23]

Timeline

2009-Present

Summary

ÖrebroBostäder, a public non-profit housing company owned by the municipality, was the first public housing provider in Sweden to include the obligation to hire jobless inhabitants as construction workers for a limited period as a condition in the procurement. In addition, the planning of the intervention aimed at fostering social cohesion in the neighbourhood. The Vivalla neighbourhood in Örebro was constructed in the late 1960s as a part of the Swedish government's **public housing "Million Programme"**. In Vivalla, there is a significant rate of unemployment and salaries are lower than the national average. Due to its high level of criminality, it was for long considered a no-go zone by the police, as shootings and skirmishes were rampant. More than 85% of residents are foreigners and some of them do not speak Swedish. The area, despite being the same size as a small town, lacked amenities and services and was physically cut off from the rest of the city.

[23] For references and more information:

European Affordable Housing Consortium, (2024). *Delivering affordable 'lighthouse districts' in Europe: Stretching our imagination of what is possible*. p. 8.
https://shape-affordablehousing.eu/files/2023/09/delivering-affordable-Housing-Lighthouse-Districts-in-Europe.pdf

OBO, (2022). Brottsligheten har minskat och tryggheten ökat i Vivalla [Crime has decreased and safety has increased in Vivalla].
https://www.obo.se/nyheter-press/brottsligheten-har-minskat-och-tryggheten-okat-i-vivalla/
https://www.mynewsdesk.com/se/orebrobostader/news/brottsligheten-har-minskat-och-tryggheten-oekat-i-vivalla-446337

Polisen, (2023). *Polisen och Örebro kommun tecknar samverkansöverenskommelse – fokus på unga [The police and Örebro municipality sign a collaboration agreement - focus on young people].*
https://polisen.se/aktuellt/nyheter/bergslagen/2023/december/polisen-och-orebro-kommun-tecknar-samverkansoverenskommelse--stort-fokus-pa-unga/

Hovlund, P. (2023, October 26). *Vivalla-Örebro, Sweden*. [PowerPoint slides].



Credit: © ÖrebroBostäder European Affordable Housing Consortium

- Actions were implemented in cooperation with the local police and municipality that increased the trend towards safety and well-being. These include
- investments in digital locking systems;
- new lighting; and
- in collaboration with associations, regular safety walks.

Efforts to address segregation were also made:

- changes in flat allocation rules mandate that 75% of residents must have income, reducing dependence on government subsidies.
- Consultations with religious leaders are being conducted to counteract segregation effectively.

Budget

Total cost of renovation: EUR 40.000.000
Subsidies received: 0
Loans at market interest rates were the main funding source.

Social impact

- Overall, **internships within the projects led to less damage to the construction sites**. Data from 20 months recorded a total of about 730 reports, including incidents against employees, property damage (e.g. broken windows or graffiti), insecure groups of persons and other unsafe or disturbing.
- Police statistics show that in Vivalla, **the number of crimes has fallen by more than 10%**, and vandalism has been halved.
- Additionally, municipal statistics show **a 27% reduction in vandalism over the last two years compared with previous years**.

Investing in young people – 'Aim you shot at the basket, not at each other' – the Västra Hisingen Basketball Club in Gothenburg[24]

Timeline
2016-2021

Summary
The project targets young people in vulnerable areas, boys and girls with natural leadership qualities and who do not necessarily regard themselves as leaders at present. Therefore, the focus is not on how well they perform at school or in sports, but rather on choosing young people who have demonstrated strong leadership abilities. Therefore, it is also not necessary for them to have a strong interest in sports, since basketball is just the platform used to develop leadership skills. The three main elements of the programme include:

1. the **actual leadership programme**;
2. followed by the offer of a **work experience post and summer job** for young people at HSB Gothenburg.
3. At the same time, HSB Academy is also investing in creating **meaningful leisure time** for boys and girls between 8 and 15 years of age living in Biskopsgården.

Budget
Annual budget: 100 000 SEK (approx. 8844 €)

Conclusions
In 2016, ten people participated in the pilot experiment. The first batch of graduates earned their diplomas. Now, the HSB Gothenburg administration has made the decision to invest in two more management programs as well as homework assistance for the Västra Hisingen Basketball Club's younger players.

In 2017, it was also reported that the initiative had already achieved several positive societal benefits with, several participants having found employment directly due to the expanded and relocated network that the participants have gained in the meantime. The strong focus on personal development has also resulted in changes in self-image, according to the evaluation[25].



Credit: HSB Riksförbund Gothenburg

[24] Housing Europe, (2017). *Investing in young people 'Aim you shot at the basket, not at each other' calls the HSB Academy*. https://www.housingeurope.eu/blog-898/investing-in-young-people
European Affordable Housing Consortium, (2024). *Investing in young people-HSB Basketball academy.* https://shape-affordablehousing.eu/project/investing-in-young-people-hsb-basketball-academy/
Housing Evolutions, (n.d.). *Investing in young people-hsb basketball academy.* https://www.housingevolutions.eu/project/investing-in-young-people-hsb-basketball-academy/
[25] *HSB, (2017). HSB Göteborgs Academy skapar samhällsnytta [HSB Göteborgs Academy creates social benefit].* https://www.hsb.se/nyheter-och-tips/nyheter/2017/hsb-goteborgs-academy-skapar-samhallsnytta/

3. Ensuring a social mix

Belgium

CURANT project – Co-housing and case management for unaccompanied young adult refugees[26]

Timeline

2016-2019

Summary

Within the refugee population, unaccompanied minors are the most vulnerable group[27]. Even though these minors get offered care and protection (as determined by the European and international standards), the specific help they get is only available until they reach the age of adulthood. Once these minors reach the age of 18, they are no longer able to benefit from subsidised shelter, mandatory integration courses, enrolment in reception classes, customised trainings, nor the support from a legal guardian. As a result, these new adults often live in depraved housing properties. They also risk becoming permanently dependent on social welfare.

The project thus aims to help the target group with education, training and work, creating a network of supportive relations and dealing with (war) trauma. The project involved the establishment of affordable housing units (75 cohousing units) in Antwerp, where unaccompanied young refugees live with Flemish buddies for at least one year. Buddies assisted refugees in various aspects, such as job search, building networks, and learning Dutch.



Credit: Urban Innovative Actions

[26] Housing Evolutions, (n.d.). Co-housing and case management for unaccompanied young adult refugees. https://www.housingevolutions.eu/project/co-housing-and-case-management-for-unaccompanied-young-adult-refugees/
Urban Innovative Actions, (n.d.). CURANT - Co-housing and case management for Unaccompanied young adult Refugees in ANTwerp (Closed). https://www.uia-initiative.eu/en/uia-cities/antwerp

[27] Even though these minors get offered care and protection (as determined by the European and international standards), the specific help they get is only available until they reach the age of adulthood. Once these minors reach the age of 18, they are no longer able to benefit from subsidised shelter, mandatory integration courses, enrolment in reception classes, customised training, or support from a legal guardian. As a result, these new adults often live in vulnerable housing properties. They also risk becoming permanently dependent on social welfare.

Budget

Total ERDF budget granted: EUR 4,894,303.32

Conclusions

Different from expected, living under one roof turns out to offer no guarantee for close or extensive social contact between refugees and their buddies/nor the guarantee for diversification of social networks, leading more often to superficial relationships with Dutch-speaking peers rather than strong ties. However, some of the noticeable strengths lie in the **intense, multidisciplinary consultation** that resulted in a **more in-depth insight into the individual needs of young refugees** and improved **the ability to provide adequate support**. The project approach also **facilitated cooperation between different institutions** with relevant expertise. In general, participants also reported **more positive than negative outcomes about living together in communal housing**, resulting in an overall balance to be positive[28].

Success factors included:

- **Comprehensive approach**: providing guidance in social integration, education, independent living, language acquisition, leisure activities, and psychological counselling.
- **Buddy programme**: The initiative also sought to enhance intercultural qualities in buddies, positioning them as pioneers of a welcoming society.
- **New policy instruments**: Various policy instruments were proposed to create a safe living environment and effective guidance for the target group, fostering long-term cooperative working methods among key partners.

Based on the evaluation of the project, four policy recommendations were drawn[29]:

- Continuation of care & support for unaccompanied minors after the age of 18.
- Coordination of care after the age of 18: holistic service delivery for young adult refugees
- Reducing social vulnerability created by the local housing market structure
- Facilitating small-scale, socially mixed communal living

[28] CeMIS, (2019). Cohousing and case management for unaccompanied young adult refugees in antwerp (CURANT). https://www.uia-initiative.eu/sites/default/files/2021-12/O6.3.1_CURANT_SECOND_EVALUATION_REPORT%20%282019%29.pdf

[29] CeMIS, (2019). CURANT Policy recommendations. https://assets.antwerpen.be/srv/assets/api/download/eee010c8-5283-4b32-b7fb-e343d6e7f882/CURANT_aanbevelingen_final.pdf



Credit: Woonin

The Netherlands

As aforementioned, the Dutch government has introduced a Liveability and Safety Program[30] in 2022 in which Magic Mix projects play a prominent place.

Magic Mix projects: the case of Place2BU[31]

Timeline

Starting date 2017 (completion in 2018) - 2028

Summary

Mixing target groups is not only done at the level of the city but also at the level of the complex. For example, the parties in the municipality of Utrecht are gaining experience in various **Magic Mix projects**, and residential complexes where different target groups live mixed. Homes are preferably allocated to home seekers who are positive about mixed housing.

Magic Mix projects focus on target groups that need housing quickly, such as status holders, students, people leaving institutions, divorced people, the elderly or migrant workers. An important reason for setting up these housing projects is a shortage of affordable housing, but also to promote the 'cohesiveness' of vulnerable target groups. Various municipalities and housing associations are already experimenting with this.

This is the case of Place2BU where about three-quarters of the residents are regular home seekers who are urgently looking for a home. These are young people between the ages of 23 and 27 years, studying or working and selected on motivation. A quarter of the residents consist of two groups: status holders and those who leave social institutions. These residents are somewhat vulnerable and need guidance and support in (re)gaining control over independent living.

[30] *Dutch National Government, (2022). Nationaal Programma Leefbaarheid en Veiligheid [National Liveability and Safety Program].* https://www.rijksoverheid.nl/documenten/rapporten/2022/07/01/nationaal-programma-leefbaarheid-en-veiligheid

[31]More info at:

RENDA, (2018). *Magic Mix, wat brengt gemengd wonen? [Magic Mix, what does mixed living bring?]* https://www.renda.nl/magic-mix-wat-brengt-gemengd-wonen

Gemeente, (2017). *Snel goedkope huisvesting en samenredzaamheid voor kwetsbare groepen [Fast, cheap housing and co-reliance for vulnerable groups].* https://www.gemeente.nu/ruimte-milieu/wonen/magic-mix-snel-goedkope-huisvesting-en-samenredzaamheid-kwetsbare-groepen/

Gemeente Utrecht, (n.d.). *Gemengd Wonen (Place2BU) [Mixed Living (Place2BU)].* https://zorgprofessionals.utrecht.nl/hulp-en-ondersteuning-wmo/opvang-en-beschermd-wonen/gemengd-wonen-place2bu/ https://healthyurbanliving.utrecht.nl/ambitions/care-for-all/place2bu/

They are expected to want 'more than a roof over their heads'. Indeed, a board of volunteers is in charge of organising the community and plan different activities such as dinners, parties, and language café for refugees. There is a central space in the middle of the four residential buildings for the whole community to meet and be part of various social activities. New residents are connected to people who already live in place2BU through a buddy system in order to welcome them and help them get in contact with other neighbours.

Conclusions

Platform31[32] and the professional community Wat Werkt in de Wijk have used concrete cases to examine what conditions are needed to make residential projects a success. The number of combinations studied shows that there is no ideal recipe for one mix. Many forms occur, depending on the local context, the location, the building, the size of the project, the other housing supply, the cooperation of referring authorities, the possibility of renting out commercially and the support in the neighbourhood. However, some target groups are more difficult to mix. Examples are women and men who have fled violence from their partner (Stay-at-home) and assisted psychiatric patients. But also people who leave probation or addiction care. For such groups, more individual and professional guidance is necessary.

Concerning Place2BU specifically, an important success factor for this Place2BU project is that all residents are members of the residential association. For example, the residential association may decide who is eligible if one of the regular homes becomes available.

The success of the Place2BU project hinges on key factors: a strategic vision for scale and location, thoughtful selection of residents based on motivation, personalized guidance for individuals and the community, a diverse team covering social management, community support, rental matters, communication, and recruitment, and a commitment to shared responsibility among partners, fostering collaboration and sustainability.

Some recommendations building on an evaluation of Place2BU conducted in 2021 include[33]:

- Not make the complex too big: Research into mixed housing increasingly shows that a healthy residential community can consist of up to 120 people
- Provide variation in housing types and have an eye for location: Due to the small size of the houses (21m2), tenants often start looking for something larger within three years which make it difficult to keep a concept with a housing association and committees running smoothly
- Limit the number of parties involved/ensure that there are clear structures: even with a clear operational division of tasks, activities often overlap which creates ambiguities in roles and tasks, or processes are delayed.



Credit: Woonin

[32] Platform31 is an independent knowledge and network organization that freely shares the knowledge it develops with administrators, policy makers, professionals, residents, and entrepreneurs seeking solutions for complex urban and regional issues. The organization focuses on achieving an inclusive and sustainable society with sufficient housing by facilitating collaboration among various stakeholders, examining social challenges in context, identifying trends, and connecting policy, practice, and science to develop actionable approaches that benefit everyone involved.

[33] Scholl, J. et al. (2021). *Evaluatie Place2BU: Lessen vanuit Portaal en Mitros na 4 jaar gemengd wonen [Place2BU evaluation: Lessons from Portaal and Mitros after 4 years of mixed living].*
https://www.portaal.nl/media/3601/evaluatie-place2bu.pdf
https://www.portaal.nl/over-ons/inclusieve-buurten/onze-gemengd-wonen-projecten/place2bu/



Spain

San Roque – Prevention through social mixing and introduction of new neighbours in conflict areas[34]

Timeline

2012 – onwards

2012: transfer of the building by the Alicante City Council to the Alicante Housing Board + beginning rehabilitation and adaptation works

2013: arrival of first tenants

Summary

The San Roque Collective Accommodation, managed by the Alicante City Council, is located in a 19th-century building in the Old Town near the 16th-century Hermitage of San Roque but also quite close to a crime hotspot. It offers 14 rooms (13 doubles and 1 single) with furniture and personalised with different illustrations and poetry. It includes communal spaces such as a kitchen, a dining area, collective bathrooms, a laundry room, a living room, a terrace and efforts were made to conserve as much as possible all the elements that were in the building.

Residents also have to engage in educational, cultural, sports, or social programs in Alicante for a certain period of time. Contracts are for rooms and residents self-manage their coexistence, following basic rules. The town also encourages the temporary accommodation of international residents. Taking into account that it is a space that will accommodate all types of groups of different nationalities and disciplines, the idea of uniting two creative fields was considered: illustration and poetry.

Budget

EUR 180,000 fully financed by the Alicante Municipal Housing Board.

Conclusions

With the completion of this project the following objectives have been met:

- Architectural and heritage rehabilitation of a building in the old town of Alicante
- Attraction of new residents to the old town
- Put into use of an empty municipal building
- Regeneration of the social and economic fabric of the old town
- Creation of a neighbourhood community and integration with the rest of the residents of the old town
- Generation of collective identity associated with the old town
- Promotion of cultural tourism
- The pedestrian traffic of new residents in hotspots mitigates criminal activities
- Economic sustainability in management

In view of the above, the impact of the action is very positive with a very low level of investment.



Photos credit: Patronato Municipal de la Vivienda de Alicante

[34] San Roque Collective Accommodation, (2012). https://www.alojamientosanroque-alicante.com/



Credit: GBV/Steiermark/Servicebüro zusammen> wohnen<

4. Soft and educational approaches

Austria

Graz – Neighbourhood office zusammenwohnen („living together“)[35]

Timeline

2013 – onwards (the contract is renewed every year).

Summary

The neighbourhood office “zusammen wohnen” is a joint initiative by the province of Styria (remit of social affairs and of housing) and the limited-profit housing associations of Styria. To achieve a functional and tolerant community life various measures in four fields of activities are being implemented: Moderation and resolution of neighbourhood conflicts; awareness building, conflict prevention in multi-story housing, communication platform for key players in the housing environment.

Two specific specific awareness campaigns on safety took place in 2022 and 2023:

- An initiative to strengthen neighbourhood awareness and to prevent crime (home burglaries, vandalism, violence) in a large residential complex: „Sicherheit im Messequartier" (safety in the messe quarter): Round tables were held with residents, housing estate administration, police, social work, youth work, and local administration. Information material was developed and given out to all residents
- In 2022, in the whole region of Styria, leaflets and postings for the notice boards of multi-family houses were distributed „Safe and attentive in your neighbourhood“. This awareness-rising initiative was addressed to everyone but with a focus on elderly people and those who are living alone. Not only the risk of home burglaries was addressed, but also typical characteristics of fraudulent door-to-door businesses or phone calls. It was combined with the appeal to stay alert and to communicate with neighbours.

[35] Links for reference: https://www.zusammenwohnen.steiermark.at/
https://zusammenwohnen.at/ (new online tool for housing administration, municipalities and neighbourhood stakeholders)



Budget

Annual budget: around 160,000€

- 50% financed by the province of Styria
- 50% by the limited profit housing associations Styria.

The budget covers personnel costs of 1.5 full-time equivalents plus the necessary equipment.

Conclusions

An active neighbourhood offers several advantages like a sense of security, social safety net, conflict prevention and an increased quality of life. Residents assume more responsibility for their neighbourhood environment if they get to know each other and stay in contact.



Credit: Land Steiermark/Robert Binder

Italy

Open-air museum about contemporary image and art of Librino – Catania[36]

Timeline

2009-onwards

Summary

The Antonio Presti Foundation is spearheading the creation of an open-air museum in Librino Catania's public rental housing area, in collaboration with the Istituto Autonomo Case Popolari (IACP) of Catania. This initiative aims to transform the suburb's negative perception into a vibrant hub of contemporary art and culture. By utilizing blind facades of buildings for monumental blow-ups and shadow art installations, the museum seeks to revitalize the area's social fabric and foster economic development. It will showcase photographic installations, video projections, and artworks by renowned international artists, leveraging new technologies for creative expression. Situated near Fontanarossa airport, the museum is poised to attract a significant influx of tourists, driving positive change for the entire city. This project represents an innovative approach to urban redevelopment, empowering the community and promoting a sustainable, ethical economy in Librino.

[36] IACP Catania, (n.d.). http://www.iacpcatania.it/
Fondazione Antonio Presti, (2023). *Magma, il museo a cielo aperto di Librino [Magma, the open-air museum in Librino].* https://www.fondazioneantoniopresti.org/magma-il-museo-a-cielo-aperto-di-librino/



Credit: IACP Catania

It is important to note that since 2009, this neighbourhood has already benefit from various artistic works, participating to the creation of an open-air museum in Librino and aiming at replacing the image of a risk-suburb. It has involved thousands of citizens and children in creating some of the art work, as a way to give them a positive outlet and offers children a way to envision a different future. Some of the works include:

- the "**Porta della Bellezza – la Grande Madre**" [Gate of Beauty – the Great Mother], a large terracotta bas-relief 8 meters high and 500 meters long (May 2009)
- a photographic installation of 1200 portraits was inaugurated, named "**Il cantico di Librino**" [The ancient song of Librino], where the inhabitants of the neighborhood were the protagonists, immortalized by professional photographers (March 2019)
- the "**Porta delle Farfalle**" [butterflies' door] one and a half kilometers long in its entirety as a continuation of the "Porta della Bellezza" (April 2023)
- "**Museo della Luce**" [Museum of Lights]: whose construction should start in March 2024 and last for 24 months, and refers to installations in the IACP building.

Budget

There is a specific budget for each installation which mostly consist in paying the artists who participate to the open-air museum. Some installations were also donations such as Porta della Bellezza.

Conclusions

There is no actual evaluation report on the project since measuring the actual impact of art on addressing anti-social behaviours, including school dropout, is challenging. Overall, art is still perceived as a cultural and social instrument for the public rental houses which creates identification with the neighbourhood and improves quality of life. It has started been 15 years since the open-air project has started showing the great support that has received this project. The aim is to continue to involve citizens, including children, in the next urban, social and artistic redevelopment projects.



Credit: IACP Catania

Portugal

An integrated toolbox for vulnerable neighbourhoods in Lisbon[37]



Credit: Urbact

Summary

The BIP/ZIP Program is a local development strategy of Lisbon City Council, launched in 2011, with the aim of supporting local projects to enhance the "habitat" of vulnerable territories. It is an annual program to ignite local networks, which began with a budget of 1 million euros, to be awarded through a call for tenders to partnerships of at least two entities, which propose, within a year or two, to design, present and develop projects to improve each neighbourhood. Partnerships can be formed between parish councils, local associations, collectives, non-governmental organizations and even informal groups.

Budget

Each project can receive no more than €50,000 and the promoters and partners are responsible for its design and implementation, as well as evaluation and accountability.

Conclusions

With this programme and this annual allocation, it has been possible to support 394 projects in ten editions (2011 to 2020), in which more than 600 organizations participate, responsible for promoting 2,400 local activities. The investment is entirely coming from the municipality and has already exceeded 15 million euros.

From 2021 to 2023, a further 108 were approved[38]:

2021 - 94 applications - 34 projects approved;

2022 - 90 applications - 37 projects approved;

2023 - 100 applications - 37 projects approved

[37] Urbact, (n.d.). *An integrated toolbox for deprived neighbourhoods.* https://urbact.eu/good-practices/integrated-toolbox-deprived-neighbourhoods

[38] Approved and in progress projects can be found at: https://bipzip.cm-lisboa.pt/index.htm?l=2023



III. Conclusions and policy recommendations

The examples discussed above aim to improve security and quality of life in housing areas while enhancing educational opportunities for children and young people. The key success factors include close cooperation with various stakeholders such as tenants, municipalities, volunteer organisations, local businesses, police, and sports clubs. Additionally, providing children and young people with alternative options and a structured daily routine is crucial. To summarise the policy recommendations for implementing measures in vulnerable housing estates to lower delinquency and antisocial behaviour:

- **Neighbourhood approach**: Adopt an area-based approach that recognizes the area's development potential as well as the resources of the tenants, local organisations, businesses and so on
- **Multi-stakeholder engagement**: Foster cooperation with civil society organisations, police, the business community, and public authorities at the neighbourhood level. Establish a participatory framework to enable a bottom-up and inclusive approach, mitigating social exclusion.
- **Trust between partners**: Building trust is essential among implementing partners, as well as between tenants and authorities.
- **Social investment**: Recognize the long-term nature of social action and ensure its stability through appropriate funding mechanisms. Address the need for structural funding mechanisms beyond siloed pilot projects.
- **Social mix**: Address segregation through responsible policies, including the distribution of affordable housing in all neighbourhoods.
- **Community-based social work**: Implement social and training activities that promote social inclusion and integration into the labour market. Provide counselling services and create and activate community centres. Facilitate mediation and supervision. Diversify revenue sources.
- **Social intervention programs & strong preventive approach**: Implementing social inclusion programmes and plans based on the factors that intervene in the emergence and development of neighbourhood conflict.

- **Holistic and transversal approach**: Take a comprehensive view of safety and peace issues in neighbourhoods, promoting cross-functionality and partnership among different stakeholders. Pool resources and skills through inter-landlord partnerships. Integrate safety and situational prevention into project management.
- **Monitor and evaluate**: Continue to monitor progress and conduct evaluations at national/local levels to understand the persistence of anti-social behaviour phenomena. Support the quantitative measures with qualitative aspects the criteria for evaluating the project by putting the emphasis on the qualitative aspects and favouring a dynamic approach based on the youngsters' path in life.

How to conduct evaluation of social initiatives? A project from Public Housing Sweden has attempted to answer this question by developing a model that calculates the economic value of social initiatives/investments. It has explored the interface between social and economic sustainability by creating an economic model that helps to highlight the business and socio-economic benefits of social initiatives in housing companies. The aim was to highlight hidden long-term economic benefits to support decision-making in line with sustainable societal development. The model consists of a proposal on how the user should carry out preparatory work and an Excel tool.[39]

[39] *Sveriges Allmännytta, (n.d.). Räkna med hållbarhet – ett verktyg för att värdera sociala insatser [Count on sustainability – a tool for valuing social efforts].*
https://www.sverigesallmannytta.se/hallbarhet/social-hallbarhet/rakna-med-hallbarhet-ett-verktyg-for-att-vardera-sociala-insatser/

NOTES



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HOUSING EUROPE

Tthe Observatory is the research branch of Housing Europe, the European Federation of Public, Cooperative & Social Housing Since 1988 it's a network of 45 national & regional federations gathering 43,000 housing providers in 25 countries. Together they manage over 25 million homes, about 11% of existing dwellings in Europe.

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