



Gemeente Maastricht

# *A safe city starts in the neighbourhood*



*Long-term programme Safety in Maastricht 2019-2022*



*Gemeente Maastricht*

The long-term programme Safety in Maastricht 2019-2022 sets out the safety themes we plan to work on over the next four years. **Our goal? To make Maastricht as safe as possible by 2022.**

Unlike before, we are now shaping our safety approach more emphatically from the perspective of our residents' everyday lives. This summary represents a first step in that direction. We have set out below what a long-term programme entails, the starting point, what we will be doing, and how we propose to move ahead.

## > A safety analysis

We have analyzed the safety situation in Maastricht. The involvement and input of residents and internal and external partners makes this a recognizable and broadly endorsed impression of the safety situation in the city at the end of 2017.



## *Analysis outcome*

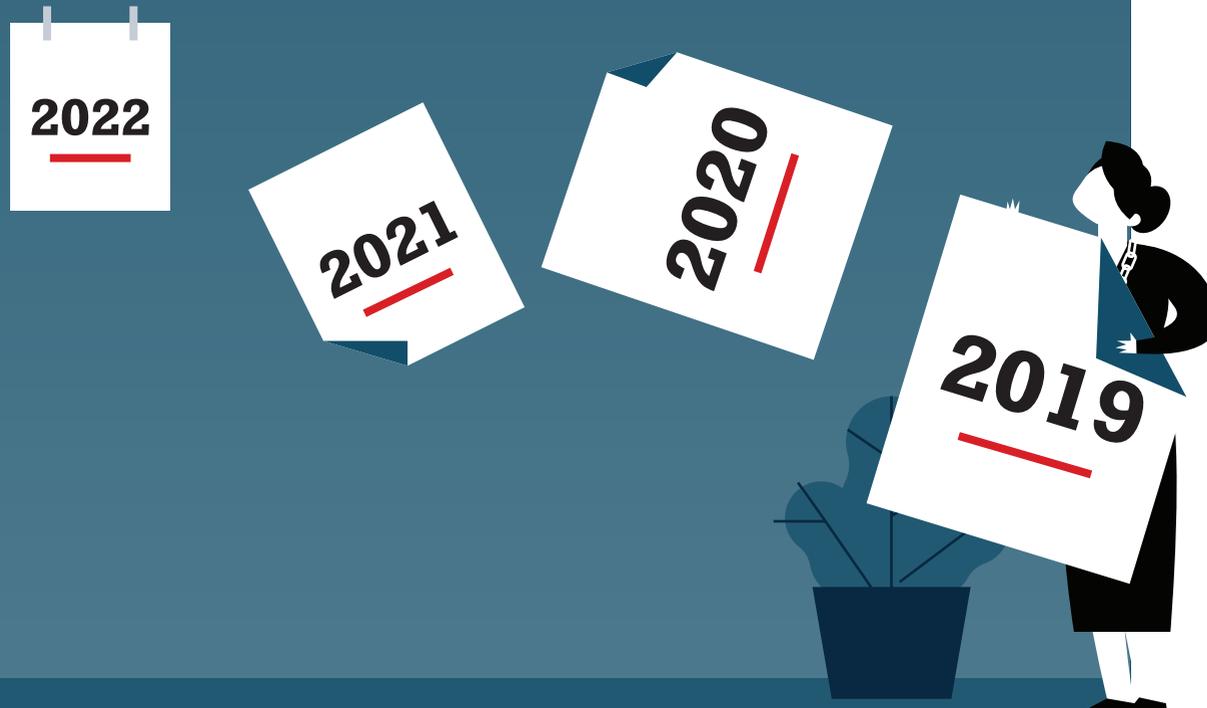
The approach to safety has undergone considerable development in past decades. At one time, it was a municipal task in which the local authorities worked with the police on responding mainly reactively to crime and safety issues. Repressive. These days we are tackling safety issues together with other municipal departments, partners, and local residents. Integrated and preventive.

The safety analysis shows that we have taken steps to improve safety in the city. Reported crime figures are going down. How residents perceive safety has also improved, albeit to a lesser extent. That is encouraging, but the analysis also tells us that our approach is not yet sufficiently perceptible to residents. This has prompted us to take a more emphatic approach to safety from the perspective of our residents' everyday lives.

The Integral Safety Analysis Maastricht 2014-2017 can be viewed online via [www.veiligheidmaastricht.nl](http://www.veiligheidmaastricht.nl).

### > Long-term programme

In a long-term programme we set out the policy frameworks and starting points of a certain topic. In this case, the topic is safety. We decide which direction we want to take: what do we want to achieve with our safety approach? And how do we propose to go about it? This is laid down with precisely what we will be doing (elaboration, actions, and measures) in biennial implementation agendas. The long-term programme does not offer ready-made solutions, but indicates where and how solutions may be found. The overall aim is to make Maastricht safer.



### Central themes

The safety analysis shows that we need to place subversive crime, safety-related nuisance, and frequent offences (such as house burglary, pick-pocketing, and vehicle theft) at the heart of our safety approach in the years to come.

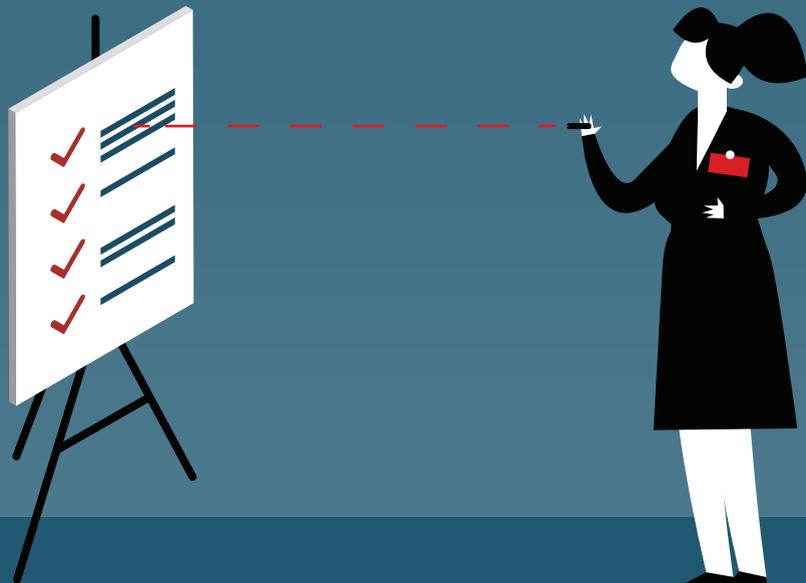
We will continue our approach to these themes for the next four years. Unlike before, in the years to come we will be shaping our safety approach more emphatically from the perspective of our residents' everyday lives. In addition to a number of city-wide themes, the social task takes centre stage. The approach must be visible, tangible, and recognizable to our residents. Hence the programme title: a safe city begins at neighbourhood level.

We involve our residents, other domains, and partners in this approach. This mainly concerns the social and physical domain and key partners such as the police, the Public Prosecution Service, and the Community Safety Partnership, or *Veiligheidshuis*.

> *Approach*

Where do we start? Our mission is: *'We aim to make Maastricht as safe as possible by 2022. We are building on the approach we have taken and making neighbourhoods safe again.'*

We have set a number of priorities in order to achieve this mission. The focus is placed on tackling subversive crime. Tackling safety-related nuisance and frequent offences will also be given priority in the years to come. Improving perceived safety is also high on our list of priorities.



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## > Approach

### *Subservice crime*

'Subversion' covers a multitude of things. It concerns all kinds of crime that blur the line between legitimate society and the underworld. This includes criminals who apply for a permit or subsidy for an apparently normal activity, but who ultimately plan to launder money.

We will continue to tackle subversion with our cooperating organizations, but also with private partners.

We make subversive factors visible by increasing the resilience of society. In practice, that means that we help residents to keep criminals out. We'll also be making our own organization aware of subversion.

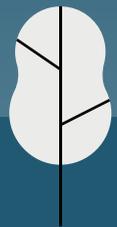
Finally, we want to gain an insight into how property in Maastricht is financed and used. Criminals always need property for their criminal activities. That's where the *Property project* comes in.

## > Approach

### *Frequent offences*

By frequent offences we mean crime that takes place in the everyday lives of residents. Examples include house burglaries, robberies, pick-pocketing and vehicle theft. The safety analysis shows that there has been a fall in frequent offences. We therefore intend to continue the approach we have taken, but also improve it where possible.

A new aspect is that residents and entrepreneurs become even more actively involved in bringing about a safe neighbourhood.



## > Approach

### *Safety-related nuisance*

By 'safety related' we mean nuisance with a clear impact on and link to public order. Such as a dispute between neighbours that ends in a street fight. By public order we mean the normal state of affairs in public areas. We have various powers to deal with these forms of nuisance. But there are many cases where an oppressive approach is not enough. That is why we need to adopt a strong and coherent approach to dealing with this form of nuisance. We direct and involve residents and relevant partners. Both internally and externally.

We also focus more on integrating the report, assessment, referral, and approach. That means looking beyond our noses. If a report comes in, we start by considering which other parties are or should be involved. We also appoint a case owner. This is how we build up a file, and that strengthens the approach.

Local safety often has areas of common ground with non-safety related nuisances, which include litter, deterioration of a neighbourhood, or traffic nuisance. If the nuisance falls under another policy area, responsibility for resolving it lies with the relevant policy area owner. In the example of litter, this is Urban Maintenance (stadsbeheer). This approach is however supported and strengthened from a safety point of view where required.

Finally, we will continue to work with the housing corporations to tackle issues such as drug trafficking. We have also made performance agreements for this purpose.



## > Approach

### *Improving perceived safety*

How safe people feel in a neighbourhood is often independent of the objective safety figures. It is possible that although nothing has ever happened in a neighbourhood, people still feel unsafe there. The perception of safety is therefore high on the agenda in the coming years. Our goal: by 2022, the percentage of Maastricht residents who sometimes feel unsafe in the neighbourhood will be equal to or less than 25 per cent. By 2022, the Maastricht score for safety in the neighbourhood will be equal to or higher than 70 per cent.

We intend to tackle improving perceived safety throughout the entire municipal organization and together with our partners and residents. Working on perceived safety calls for the active involvement and commitment of professional and social partners, other domains within the municipality (such as *Urban Maintenance*, or the social domain) and the residents themselves.

We will be drawing up agendas together with the neighbourhoods. In these agendas we briefly and concisely set out current public order and safety themes in the neighbourhood. An action plan is also being drawn up especially for this priority. The action plan describes exactly what we propose to do to improve perceived safety in the neighbourhood. What concrete tools are available to improve people's perception, and in which areas is perceived safety being impacted the most? On that basis, we produce a concrete approach. In acute unsafe situations we adopt a method in which residents and partners together consider what is taking place and which type of solution has the best chance of success.

In short: we listen more, and more closely. What do our residents need to feel safe in Maastricht?



> *In concrete terms*

### *Moving forward*

As mentioned above, this long-term programme sets out the policy frameworks and basic safety principles. We translate these frameworks and principles into implementation agendas. We then take action on the basis of these agendas.

We will also be pursuing the same course of action: hand in hand with our internal and external partners. This approach is bearing fruit. The time has now come to continue this trend and set the right priorities.

Such as focusing on perceived safety and communication. We plan to talk to our residents more than we have up to now. Ultimately, this will place our approach even more emphatically in line with their everyday lives.

### *More information*

Visit [www.veiligheidmaastricht.nl/long-term-programme](http://www.veiligheidmaastricht.nl/long-term-programme) or get in touch via [post-veiligheid@maastricht.nl](mailto:post-veiligheid@maastricht.nl).



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