The Development of Safety and Security Walks for the City of Espoo

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The Development of Safety and Security Walks for the City of Espoo

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The purpose of this thesis was to develop safety and security walks for the city of Espoo. Safety and security walk is a method to improve residential areas with cooperation and participation between the local authorities, local residents and other stakeholders. The participants walk a planned route while observing, making notes and discussing their findings and suggestions. To develop safety and security walks it was necessary to evaluate the extent to which safety and security walks can be said to create value in terms of leading to a safer city and promoting citizen participation. The main purpose of this thesis was to evaluate whether or not safety and security walks create value. Three sub-purposes addressed the efficiency of organizing safety and security walks and the naming of these walks. Development suggestions were presented after analyzing empirical data concerning safety and security walks.

The empirical data was gathered during two safety and security walks conducted in Espoo and a survey. Data from earlier research studies and reports on safety and security walks were also used. To review and asses these findings the Common Assessment Framework and Maslow's Hierarchy of Needs were utilized.

This thesis results show that safety and security walks have added value to the residents and stakeholders. Improvements can still be made to add more value. These walks should be organized by ensuring the participation of a wide variety of people with different backgrounds and needs. Renaming the Safety and Security Walk to "Improvement Walk for the Neighborhood" is recommended. The term Improvement walk for the neighborhood would cover more essential residential factors and perspectives on human life than just safety and security. The critical factor of these walks is that the correctional suggestions by the participants must be fed back into the strategy and the operational work of city and the local actors.

Honkanummi, Erik

Turvallisuuskävelyiden kehittäminen Espoon kaupungille

Vuosi	2015	Sivumäärä	58

Tämän opinnäytetyön tarkoituksena oli kehittää Espoon kaupungissa toteutettavia turvalli-suuskävelyitä. Turvallisuuskävely on menetelmä, jolla kehitetään koti- ja asuinaluetta asuk-kaiden, paikallisten toimijoiden, kaupungin työntekijöiden ja viranomaisten yhteistyöllä. Osallistujat kävelevät suunniteltua reittiä ja samalla havainnoivat ympäristöä ja keskustelevat siitä sekä tekevät muistiinpanoja havainnoistaan ja kehitysehdotuksistaan. Opinnäytetyön päätarkoitus oli tutkia miten paljon turvallisuuskävelyt tuottavat arvoa turvallisemman kau-pungin kehittämiselle sekä kansalaisten osallisuudelle. Tutkimuksen kolme alakysymystä liit-tyivät turvallisuuskävelyiden tehokkaaseen toteuttamiseen ja kävelyiden nimeämiseen. Näi-den kysymysten pohjalta nostetaan muutamia ehdotuksia turvallisuuskävelyiden jatkokehit-tämiseksi.

Empiirinen aineisto kerättiin kahdesta Espoossa pidetystä turvallisuuskävelystä ja kyselystä. Opinnäytetyössä hyödynnettiin myös turvallisuuskävelyitä koskevia aikaisempia tutkimuksia ja raportteja. Aineiston analysoinnissa käytettiin yleistä arviointimallia (Common Assessment Framework) sekä Maslowin tarvehierarkiaa.

Opinnäytetyössä osoitetaan, että turvallisuuskävelyt tuottavat arvoa asukkaille ja paikallisille toimijoille. Kehittämistoimien myötä turvallisuuskävelyt voivat tuottaa nykyistä enemmänkin arvoa. Turvallisuuskävelyt on syytä organisoida siten, että varmistetaan alueen kaikkien väes-töryhmien edustus ja monimuotoisuus. Turvallisuuskävelyt ehdotetaan nimettäväksi uudelleen Koti- ja asuinalueen kehittämiskävelyiksi. Uusi nimi kattaisi turvallisuutta laajemmin ja mo-nimuotoisemmin koti- ja asuinalueen merkityksen alueen asukkaille. Koti- ja asuinalueiden kehittämiskävelyiden kriittinen osuus on siinä, miten osallistujien esiin nostamat parantamis-ehdotukset otetaan huomioon kaupungin strategiatyössä sekä kaupungin ja paikallisten toimi-joiden operatiivisessa toiminnassa.

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1   Introduction

The purpose of the study is to assess and develop the process and the focus of safety and security walks. This project was ordered by the city of Espoo security manager. He is the owner for safety and security walks. The aim of City of Espoo was to develop safety and security walks in a way that makes it easier to conduct these walks by making its process easier and more efficient with less participants. One question is that if using fewer participants would it be possible to invite targeted groups in some way still covering the variety of background, age, gender and inhabitants with special needs.

Safety and security walks is a method to improve residential areas with cooperation and participation between the local authorities, local residents and other actors. The focus is finding safety and security problems, which can be solved and dealt with in the local environment. Local residents, politicians, owners and employees of local companies, representatives from local associations and the police and fire department makes the group the walks the route. While walking the planned route they discuss safety and security issues and make notes for further improvement work. (Swedish National Council of Crime Prevention 2009)

The idea is to find places where people feel insecure, where crimes could happen to be improved.. Also other local problems in addition to safety and security are discussed. It is important is to discuss the problems and possible solutions with the residents and local actors, to recognize them and to write them down for further improvement work. In order to find solution it is essential to also assess places that feel secure and comfortable. That way solution can be found to the problematic areas. (Swedish National Council of Crime Prevention 2009)

Residents and inhabitants participatory role is essential in this method. When inhabitants and representatives of local companies and associations participate and each take their share in common safety and comfortability, the results leads to a greater devotion to the mutual convenience in the residential area. When problems or at least of the most alarming problems are getting sorted out, the trust in public governance gets stronger. The participatory and influential role of citizens is moderate in city planning and it has got more attention by new Municipal Law. (Finland, Kuntalaki 510/2015, section §1 & §22)

Even though safety and security walks are primarily aimed to strengthen the safety and security of residential areas they can also be considered to be one method of realizing the aims for strengthening participation, influence and wellbeing of inhabitants in municipality legislation. According to the new Municipal Law (Finland, Kuntalaki 510/2015, section §1 & §22) the

municipality is obliged to promote participation, influence role and the wellbeing of the residents and also sustainable development ecologically and socially. The possibility of citizens' participation and influence have a big role in the operation of all municipalities.

Safety and security walks is a method for implementing the city strategy. City of Espoo has a strategy for 2013-2017 called The Espoo Story. The strategy contains, among other things the future plans and the strategy basis that contains four main partitions: vision, values and operating principles, goals and objectives for the council term four year. (Espoo 2015)

The importance of being oriented for the stakeholders, residents and local actors is a core values and operating principles. Involving actively the residents and local actors enables the success of producing services and developing them so that they meet the needs of end users. The goal for services should be resident oriented, planned and developed in cooperation with the residents themselves. (Espoo 2015)

The position of the safety and security walk in the big picture of city strategy, legislation and continuous improvement work can be summarized in the Figure 1 below. The process map is based on recommendation of the Finnish Public Administration ICT-committee (JHS 2012). The process map is based on the need of citizens, legislation and city strategy. Via the processes – in this case the core processes of safety and security walks – correctional suggestions are made for improving the safety and the amiability of the environment. All these phases consist of feedback to improve strategy work.
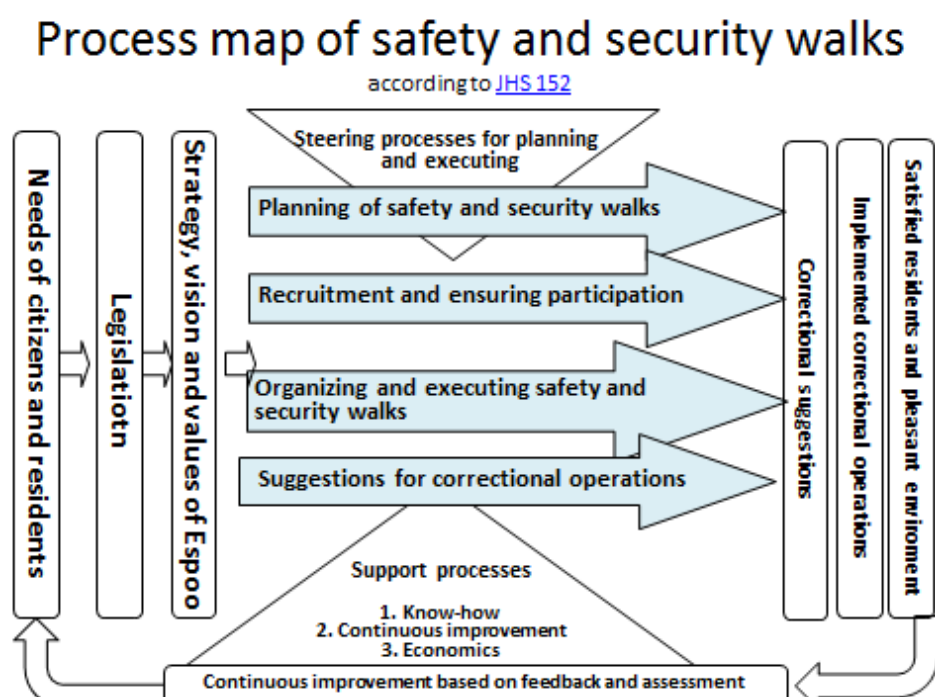

Figure 1: Process map of safety and security walks

The residents of Espoo feel generally quite safe and secure, 72 % of the residents answered in a survey in 2014 that they felt that safety and security matters were well taken care of by the city of Espoo in their own residential area. There were some statistical differences between the 5 centers: people living in Tapiola felt most safe and secure 91 % compared to residents living in Espoon center 62 %. Fewer of the respondents 57 % evaluated that the safety and security of children and the youth was taken good care of. (Espoo 2014) Survey data shows that there seem to be challenges for improvement of safety and security between different city centers and population groups.

The new municipality legislation and the strategy of Espoo make it important to develop methods which at the same time strengthen both the safety of the environment and the participation and the wellbeing of the citizens in a sustainable ecological and social way. Survey data shows that there are differences on how residents evaluate safety and security in different centers and population groups. Safety and security walk is a method that can meet the need of these improvement challenges.

This thesis consist of theory and data of previous safety walks, empirical data of two safety and security walks conducted for the thesis and from these conclusions and improvement suggestions for further development for safety and security walks. Also a survey with the city employees organizing the walk is part of the empirical data. The focus of this Bachelor thesis is to evaluate and improve the process of carrying out security and safety walks and to reconsider the focus of safety and security walks.

2   Methods and concepts

This chapter introduces the reader to the background of safety and security walks. First methods and the purpose of the thesis are presented followed by the concept and history of safety and security walks. The chapter finishes with some background information on safety and security walk and the theoretical approach for assessing the process of safety and security walks.

2.1   Methods and the purpose of this thesis

Qualitative research strives to represent real situation by looking and focusing on the situation and its complexity. In a qualitative research the intention is to get a holistic perspective on the studied subject. (Hirsjärvi et al. 2013, 160)

Observation can be used as a method to gather information on how participants work, how they behave and how they make their observations. Data can be collected on real time events

and directly on the events by observing the actors and situations. Observations can produce very versatile data (Hirsjärvi et al. 2013, 212-214).

According to Metsämuuronen (2001, 44-45) observations can be divided into four categories depending on the involvement of the observer. The first category is when the observer has no role as a participant. The second category is made up cases when observer has also a participatory role. The third category is formed when the participant role is more important than the role of the observer. Lastly, the fourth category is the case when the same person is at the same time fully a participant and also an observer.

In the empirical work of this thesis I chose the second category. I did the empirical research as an observer with a participant role. This position enabled me to focus on observing the situations at safety and security walk while I was leading and managing the safety and security walk.

Surveys can be used to gather empirical data. With surveys data can be collected efficiently regarding the time spent on conducting the survey. Surveys are flexible regarding time, no meetings need to be scheduled. (Hirsjärvi et al. 2013, 193-195)

Validity and reliability of a research is very important. While researching it is important to actually research what is supposed to be researched, that means validity. Reliability is about for example whether the data is gathered in way that all relevant participants are included. Unreliable data cannot produce valid results. Therefor the usability of the results obtained from a research is related to the validity. Results can be used even when validity or reliability is not totally reached because the results can still lead to do more research on some specific part differently to achieve validity and reliability better. (Metsämuuronen 2006, 48, 56-59) Validity and reliability of this research is presented in chapter 5.6.

This project was ordered by the security manager of the city of Espoo, who is the owner for safety and security walks. The City of Espoo had an aspiration to develop safety and security walks easier to conduct. The aim of the owner was to make the process more efficiently and if possible with less participants. The research questions of this thesis grew out of these aims.

The main purpose of this thesis is to evaluate if and how the safety and security walks create value for the owner and organizer and especially for all the stakeholders and residents. If safety and security walks make value, the additional purposes are to analyze if they could be arranged in a more efficient way. The efficiency applies both to the time and resources spent on organizing and the number of residents participating in the walks. Therefor the one additional purpose is to evaluate if security and safety walks can be organized in a less resources

consuming way and another purpose if it is possible the get required information for safety and security improvements with fewer people. The final purpose of the study is to evaluate the name and content of the safety and security walk. As an extra purpose should it still be called safety and security walk or should it be called something else if the goal is to develop the surrounding area in wider perspective than just safety and security. As of the contents should the focus be shifted to pleasantness or something else that include safety and security within itself. By adding wellbeing and ecological aspects the gathered information can be more varied so that more defects can be enhanced and fixed.

The purposes for the empirical and theoretical aims of this Bachelor thesis are:
- Main purpose: evaluate how and how much the safety and security walks are creating value for a safe city, its planning, citizen participation and influence. Studying how well the relevant findings are included back to the improvement work and the value adding process
- The first sub-purpose: evaluate if security and safety walks can be organized in a less time-consuming way
- The second sub-purpose: evaluate if it is possible the get required information for safety and security improvements with fewer people by ensuring relevant population groups participation with targeted recruitments
- The third sub-purpose: reconsider naming: should safety and security walks cover more needs than just safety and security – and therefore should the walks be named otherwise

This thesis consist of theory and analyses of previous safety walks, empirical data from two safety and security walks and from these conclusions and improvement suggestions for further development for safety and security walks.

2.2   Concepts of safety and security walks

Safety and security walk is a method to find problems in the local environment to be fixed in order to make the environment safer and more convenient to residents and other local actors. Local people, politicians, owners of companies, representatives from local associations and the police is part of the group that walks around a route, while taking notes along the way and discussing issues. The idea is to find places where people feel insecure, where crimes could happen now or sometime in the future. Also other problems in the area are discussed. The important thing is to discuss the problems and possible solutions and write them down. To find solution it is good to assess places that feel secure and comfortable, that way solution can be found to the problematic areas. (Swedish National Council of Crime Prevention 2009)

The concept of safety and security walks means in this context the planning, implementation, walking and gathering and processing the results and feedback. The goal is to gather residents and local actors to find, discuss and propose corrections to defects and problems in the area. The idea is to look into how residents and actors are living and moving in the area and what things are causing problems, issues or security threats to them. Second part is to find what could cause these problems, issues or security threats and how they could be minimized or neutralized.

2.3   History of safety and security walk

In Toronto Canada a safety audit process was created in 1989 by METRAC (The Metropolitan Toronto Action Committee on Violence Against Women and Children). Goal with the audit was to promote the safety of those that are in greater danger, like women and children. (METRAC 2014). The focus in the safety audits have been to assess social and physical safety issues in the neighborhood covering also workplaces. (METRAC 2010)

The model of safety and security walk was developed in Göteborg to enhance public residential safety. By enabling the citizens to get their ideas into the decision making process made the goal of safer environment more realistic. (Swedish National Council of Crime Prevention 2009) The goal for Göteborg was to make the city more human and attractive which lead to more social interaction and safety. (Göteborg) A More Secure and More Human Göteborg program introduced and included safety and security walks. These walks were driven from 2001 to 2011 (Göteborg 2011).

2.4   Background and bases for safety and security walks for residential areas

The municipality strives to promote in addition to safety both wellbeing of the residents and sustainable development. Also the possibilities of citizens' participation have a big role in the municipality legislation. (Finland, Kuntalaki 510/2015, section §1 & §22)

Therefor it is important develop methods which at the same time strengthen safety and security and both the participation and the wellbeing of the citizens. Safety and security walk is one of these kinds of methods.

Safety and security walks are a way for the municipality administration to make contact with the local residents, organizations and businesses. The civil servants of the municipality can inform the participants on how the correctional matters are processed and how they are part of a bigger plan to develop the area. Many things that would need correction might be part of those bigger plans and then the process to correct them might take a long time. Some mat-

ters might not be corrected because there are plans to develop or change the area in a way that is making the current correction non worthy. Some changes can be made faster because they are common correction that have shorter processes or might not be affected by other plans or are critical for everyday safety and security.

The city of Espoo has been doing Safety and security walks for several years now. In Espoo these walks have also been conducted under different name and the focus has also been different: such as how pleasant the area is evaluated. Patrik Sarka has made a thesis about planning and implementation of the safety and security walk in cooperation with the city of Espoo (Sarka 2011). My thesis is part of a bigger development of their safety and security walks in a large and growing city. The focus in this bachelor thesis is to evaluate and improve the process of carrying out security and safety walks and to reconsider the focus on safety and security walks.

2.5 Theoretical approach in assessing the process of safety and security walks

In this thesis two theoretical approaches are used: Common Assessment Framework (CAF) and The Theory of Needs. First the CAF model is presented and explained. After the CAF model the Theory of Needs is presented.

2.5.1 The quality of safety and security walks

In order to assess the process and results of safety and security walk Common Assessment Framework (CAF) tool is chosen. CAF is a quality management tool for enhancing performance. It was developed for public sector by the European Public Administration Network, which is a forum for public employees. (CAF 2013)

CAF model is divided into two parts Enablers and Results which consist in total of nine criteria, five of the criteria are enablers and four are results. The five enablers are Leadership, Strategy & planning, People, Partnerships & Resources and Processes see Figure 2. The four results are Citizen/ Customer-oriented Results, People Results, Social Responsibility Results and Key Performance Results. The whole process goal is innovation and learning which can be achieved by completing the nine criteria by investigating how the enablers produce the results and how the results can be made better by strengthening the enablers and their interconnectedness. (CAF 2013)
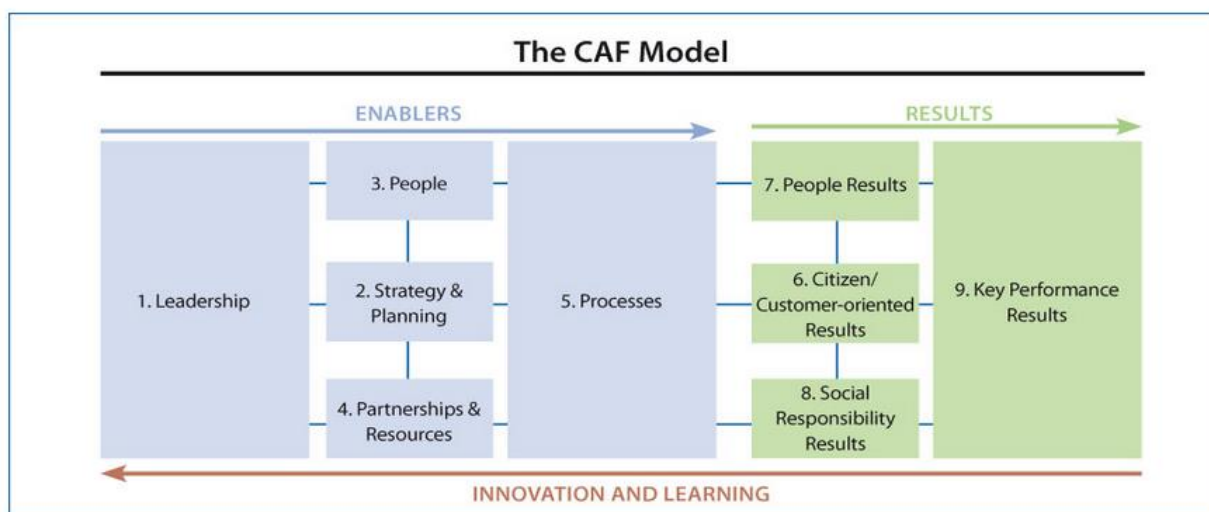
Figure 2: The CAF model with enablers, results and innovation/learning

Main purpose of the study is to ensure that safety and security walks add value: to improve the residential area and add value to all stakeholders, which in CAF terms mean criterion 3, people are the stakeholders. In this thesis stakeholder consist of the residents, local actors and the employees of the city of Espoo in that particular area.

To achieve this purpose of improving for the residential area with the means of safety and security walks two processes must be ensured. The first process is to create smooth and ef-fective way of managing and conducting the walks, so that relevant correctional findings for the residents are found. In CAF terms this covers the enabler number 1: Leadership. Proper leadership ensures that the walks are in accordance with the vision and are conducted in a way fulfil the strategic goals of the city of Espoo. Both the vision and strategy emphasizes the citizens' participation and influence and also the sustainability.

Part of the main purpose is to ensure that relevant findings are fed back into the strategy work of Espoo when improving the area. In CAF terms this covers both the management and strategy work. The conclusion is that both of these leadership/management processes most be successful in order for improvement to materialize and add value to the stakeholder.

2.5.2   Dimensions of human needs and the safety and security walk

The other theoretical approach in assessing security and safety walks is the theory of need, especially Maslow's hierarchy of needs. This approach is related specially to the third sub-purpose of the thesis: are safety and security too narrow a perspective in the context of needs of residents and the requirements of modern living environments and in the context of

municipality legislation and city strategy emphasizing participation and influence of the citizens.

Safety and security walks can be considered to cover several dimensions: safety, security, esthetics, feelings and cohesion. These different dimensions can be approached from the Maslow's hierarchy of need. Maslow's hierarchy of needs have five levels, Physiological needs, Safety needs, need for belongingness and love needs, need for self-esteem need and at the highest level, need for self-actualization(Maslow 1998, XX). Maslow's famous pyramid of needs is illustrated with the Figure 3 below.
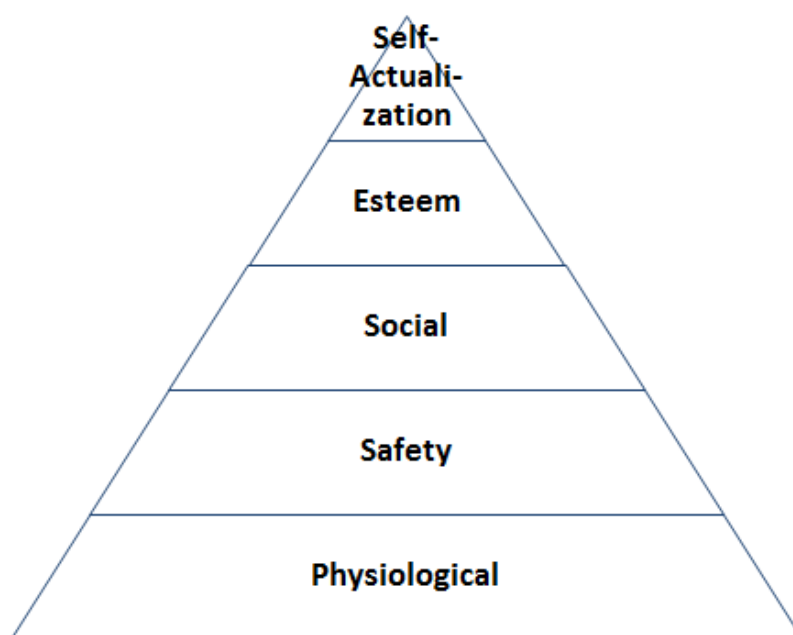
Figure 3: Hierarchy of needs according to Maslow

Physiological and safety needs cover the basic things a person needs. Physiological needs consist of food, water, clothes and sleep while safety needs are security, health, stability and employment. Belongingness includes family, friendship and cohesion to surroundings. Self-esteem incorporates as the name say self-esteem, respect and confidence. Self-actualizations include the skills the person can learn and utilize like creativity and problem solving as well as moral. (Huizinga 1970, 21-24)

Safety and security walks originally cover only the basic needs in Maslow's hierarchy, but in the future needs of belongingness can be at least integrated into safety and security walks as Finnish legislation for municipalities' sets high standards for cohesion and integration for all residents. Needs like social interaction and self-actualization can be covered. By widening the covered area in safety and security walks the wellbeing of the residents are taken better into account.

Originally the Maslow hierarchy of needs argued that the lower level needs must be achieved before higher levels can be achieved and utilized. The lower levels needs ensure individuals survival and coping. By achieving and ensuring the fulfilling of these needs the municipally and community can strive to strengthen all the fulfillment of the higher needs. Safety and security walks can be used to achieve these levels. It is not the method that fixes it all but by widening the scope of the safety and security walk it can affect all the five levels of Maslow's hierarchy of needs which is parallel to the aspirations of Municipality law requiring the municipally to promote the citizens wellbeing

The theory of needs has been used for example in marketing and quality work (Chiu & Lin. 2004) and Maslow On Management (Maslow 1998). Chiu and Lin (2004, 193) applied Maslow's theory in studying the quality of service. In the similar manner Maslow's hierarchy of needs can also be applied to study different aspects of safety and security walks as presented in Table 1.

Categories of needs	Aspects of safety and security walks
Physiological needs	Aspects in residential areas involving human basic needs
Safety needs	Security and safety in housing areas, traffic, parks, outdoor environments of shops, school, leisure time activities etc.
Needs associated with Belong-ingness	Possibilities to participation and influencing the development of the residential area and possibilities and facilities to maintain social relations with others living in the same area, locations for meeting people, having meetings and conversations
Esteem needs	Acceptance, equality for all residents (gender, background, people with special needs)
Self-actualization needs	Facilities to personal growth – how the residential area supports different aspects of self-actualization (leisure activities, indoor and outdoor sports etc.)
Knowledge and understanding needs	Possibilities to learn and innovate in the sake of common residential area
Aesthetic needs	Possibilities to enjoy nature and culture, the quality of architecture, parks, forest, flowerbeds, exhibitions, libraries and other cultural content

Table 1: The theory of needs in context of safety and security walks

Physiological needs are not directly part of safety and security walks but they are affected by the safety and security which partly enables and makes it possible to have and enjoy food, water and shelter in a secure and safe residential environment.

Safety needs are directly connected to safety and security walks, for the aim of these walks is to develop the surrounding and residential area so that persons can feel safe and secure and thereafter strive for the realization of higher needs. Finding out what makes the people in that area feel less safe and secure is important so that the whole humane factor can be develop and enhanced to its full potential.

People can feel belongingness only if they feel safe and secure in their home environment and residential area. Most people want to be attached to their residential area; they want to be proud of their home environment. Feeling safe is a perquisite for belongingness. Removing or reminiscing the reasons which causes unsafety and insecurity makes it possible for the residents to feel belongingness. Participation and integration go together with belongingness. Walking in groups and discussing common issues during the safety and security walks with fellow citizens, municipality employees and authorities helps to create and enhance cohesion, interrelatedness with citizens and the municipality or authorities, doing things together for a better living. Building up interconnectedness and belongingness affects also participants' self-esteem.

Self-esteem can be achieved when taking part in safety and security walks and together making a change, finding problems and solutions to them and taking part in the process of developing the surroundings of one's residential area. Gaining respect from other people in the area for doing something and to be part of development and making the area safer.

Self-actualization can be achieve when the person realizes that he has been able to do something together and by himself and to help other for a better future in the area. During the process the person can develop own social skills and connect with other participants so that he can use the skills and knowledge later on when doing something else. It is possible to achieve a circle of goodwill, belongingness and self-actualization both to the individual and to the residential community.

Maslow's hierarchy of needs have been criticized for using restricted and qualitative data to construe the theory. The low amount of sample and the sample being preselected has also been subject to criticism. The need to fulfil the lower level of need before the next one has also been criticized to not be completely true. (McLeod 2014).

3   The process of safety and security walk

The process of safety and security walk process can be divided into five phases. In order for the safety and security walks to succeed, each phase must be operationalized and realized properly. The process is as strong as the weakest phase in it is.
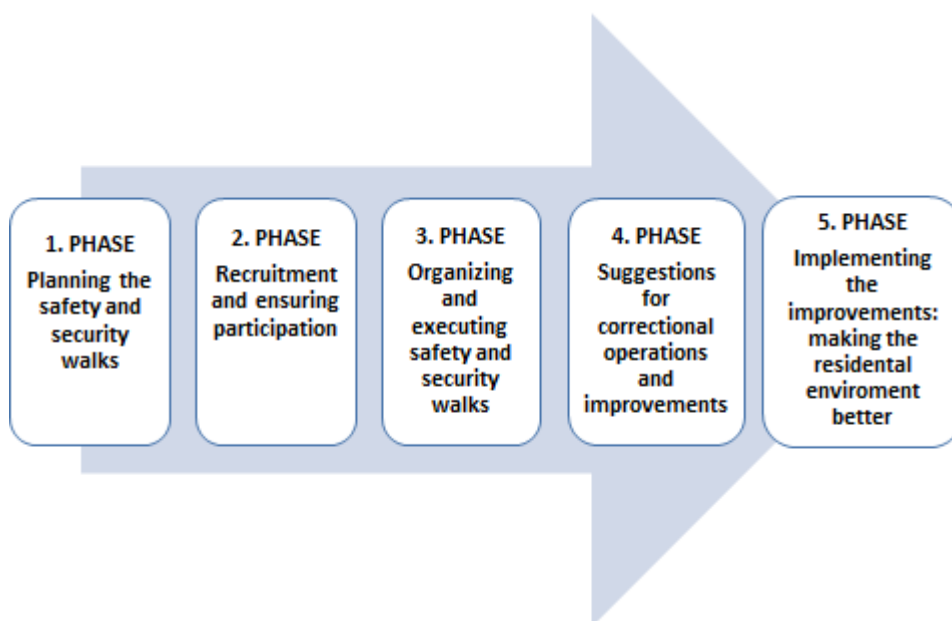
Figure 4: Process of safety and security phases

The first phase of the safety and security walk is planning. In this phase the main question is: who is responsible for the planning of safety and security walks (CAF criterion 1: Leadership). The second phase of the process is the recruitment process: how to ensure participants' participation. It is important to ensure the successfulness of the participation: how many and who are participating. It is important to know in advance who and how many are coming so that more people or a wider variety of people can be invited so that the planned amount of participants and their variety is met(CAF criterion 3: People). The third phase is the organizing and execution of the safety and security walks: who is responsible for organizing the required practical things to achieve the purpose of the safety and security walk (CAF criterion 5: Process). This phase includes the implementation of the safety and security walk, when the walk actually takes place. Making notes and answering the questions by participants is the fourth phase (CAF criterion 7: Custom results). The fifth phase of the process is the correctional operations, how and when to fix the problems and defects and implementing the suggestions found during the safety and security walk (in CAF: feedback and learning). This last phase is especially important for the future: if nothing is changed or corrected after the walks, the participants probably are unwilling to participate again. This last phase is the part, which adds value to participants' lives and environment.

This five phase process will be utilized to present the analyses, the development and suggestions of the safety and security walks. The safety and security walks will be analyzed through

this process in chapter 4. In chapter 5 the suggestions and development ideas will be present-
ed through this process and also generally.

4   Empirical findings and suggestions of safety and security walks

In this chapter the reader is presented with information about safety and security and other
similar walks that have been conducted in the past. The safety and security walks conducted
for this thesis are presented with the findings and suggestions by the participants. Lastly the
observations and development suggestions are presented, divided into the five phases.

4.1   Safety and security walks conducted in the past

There have been many safety and security walks conducted in Espoo. Information and results
of these walks can be found in the internet. Safety and security walks have also been con-
ducted in both Helsinki and Vantaa.

In 2010 safety and security walks were conducted in Suvela and Espoo Centre. All together
five walks were conducted in this are included both daylight and evening walks when it was
dark. (Espoo 2013) During 2010 there were also safety and security walks conducted in
Leppävaara. In total five walks were conducted. (Espoo 2013) In 2012 four residential envi-
ronment walks were conducted in Tapiola. Follow up walks were conducted during 2013 to
see the changes in the environment. (Espoo 2013) In Soukka a residential environment walk
was conducted in 2012 (Alppivuori 2012).

In Helsinki there have been several safety and security walks conducted. Safety and security
walks have been conducted in Malmi, Pukinmäki and Pihlajanmäki. (Rikoksentorjuntaneuvosto
2012) There has also been a safety and security walk in Pitäjänmäki in 2014 (Helsinki 2014).

In Vantaa there is a security plan 2013-2016 in which safety and security walks are recom-
mended (Vantaa 2013). There have been safety and security walks in Korso (Vantaa 2012),
Koivukylä (Vantaa 2013) and Tikkurila (Vantaa 2014).

4.2   Safety and security walks conducted in Espoo for this thesis

The empirical data for this thesis is based on assessment, observations and findings from two
safety and security walks in Espoo conducted by the author of this thesis and by three Espoo
city employees, Petri, Kai and Tiina. These four people formed the planning team for the
safety and security walks. The first safety and security walk was carried out in Matinkylä and
the other one in Olari. Matinkylä and Olari were chosen because Tiina is a city employee with

responsibilities in the area and knowledge of the area. Conducting safety and security walks in both Matinkylä and Olari was also thought to bring value for the residents, local actors and for the City of Espoo. It is useful to have a local employee in the planning team so that knowledge and connection can be utilized for the process and more value can be created.

4.2.1 Matinkylä route

The planning of the security and safety walk began by scouting the areas and by preparing the routes to be walked during the actual walk. First the planning team planned the routes on the map and then we went to look how it would be to walk the planned route. Small changes were made to make it more convenient for the participants. An advertisement was made and sent by email to people or organizations we invited. (Appendix 1)

The implementation of the safety and security walks was executed as following: first the introduction and instructions were given to the participants and materials distributed. Second the walk was carried out on the planned route while making and writing down the observations. Third the feedback and general discussion about the findings and about the safety and security walk in general was gathered.

The Matinkylä safety and security walk started in Kylämaja, which is a meeting place and a community house for local people from Matinkylä and Olari. Kylämaja is located between the old shopping mall and new and modern Iso Omena shopping center (Figure 5). Kylämaja is maintained by Espoo social welfare services, and by NGOs like Kalliola settlement and by Espoo Mental Health Association (Kylämaja 2015).

Figure 5: Matinkylä safety and security walk route

There were 35 people who had enrolled to the safety and security walk. 24 people showed up to participate to the walk. When the participants had arrived to start the walk a short intro-duction was given before the walk on what safety and security walks are and what the goals are. The introduction was given by a city employee.

The participants were divided into four groups, each group was led by a member of the plan-ning team of the safety and security walks. The four groups had approximately seven partici-pants each and one member of the planning team. Answer sheets with the questions (Appen-dix 6), writing surface and pencils were distributed to the participants. The answer sheet also contained a map with the planned route and the planned points of interest were the group would stop and discuss.

All the four groups started their route successfully one after another according to the an-nounced starting times. The first group had time to read the questions and make any last preparations. When the first group had left the second prepared for walking the planned route five minutes later. The rest had more time to read and discuss the questions and their thoughts concerning the safety and security walks before they head out on the route.

4.2.2   Olari route

The safety and security walk in Olari started in Palvelutalo Hopeakuu (Figure 6). Hopeakuu is run by private foundations (Espoon Eläkesäätiö 2015). There were 24 people who had enrolled and 20 people showed up to participate to the walk.

Figure 6: Olari safety and security walk route

When the participants had arrived a short introduction was given on what safety and security walks are and what the goals are. The introduction was given by one of the city employee. The total amount of participants was a bit smaller than in Matinkylä so only three groups where formed.

Answering sheets with the questions (Appendix 6), writing surfaces and pencils were distributed to the participants. The answer sheet also contained a map with the planned route and the planned points of interest were the group would stop and discuss. Starting time for the first group was announced. The first group left quite quickly for the planned route and the two other groups left soon after with short intervals. The latter groups had more time to read through the questions and discuss them before heading out.

4.2.3 Findings by the participants

In Olari it could clearly be seems that the most important actions to increase security concern lighting and illumination in different forms (Table 2). The cleanliness and comfort of the surrounding was also seen important.

Improvement suggestion	Amount
General lighting and illumination	11
Lighting	4
Lighting for the pedestrians	4
Tidiness and comfort of the environment	3
Camera monitoring	2
Lighting in the sport field	2
Lighting in the parks	2

Table 2: Improvement suggestions by the participants in Olari

In Matinkylä it was clearly visibly that the most important actions increasing security where also related to cleanliness and comfort and also lighting in different ways (Table 3). Control and surveillance by police, guards and cameras was also seen as important to increase security.

Improvement suggestion	Amount
Lighting	11
Camera monitoring	4
Improving the old shopping mall	3
Improving lighting: changing yellow lights to white	3
Cutting bushes for better visibility	3
Patrolling, more visibility of police or guard patrolling	3
Grooming of trees and bushes	3
Tidiness of the environment	3

Table 3: Improvement suggestions by the participants in Matinkylä

4.2.4 Survey with the planning team

A questionnaire was sent to the planning team to answer seven questions regarding safety and security walks (Appendix 5). The questionnaire sent to the planning team covered questions like what benefits and risks there are when having an external person participating in the whole process of safety and security walk and the most important development findings from arranging the safety and security walks in Matinkylä and Olari. They also answered what was good in the safety and security walks conducted and the three most important development

suggestions for the safety and security process. The last questions were about what should be experimented in future safety and security walks and how they should be arranged. (Planning team, survey 2014)

Having an external person participating enables extra resources to be used for the process of carrying out the safety and security walk. This can add useful knowledge and knowhow in addition to what the employees of the municipality already have. Risks with using external persons are the possibility of spillage of knowledge about the whole process. Having a different external person for every walk can lead to same mistakes and procedures over repeatedly instead of continuous development from previous safety and security walks. The external person might lack the knowledge of the municipality and connection needed to gather necessary information. (Planning team, survey 2014)

Lacking variety of participants was mention as a problem earlier and this finding needs to be addressed to and developed in the future more properly. When planning the starting and ending points for the walks it is necessary to investigate beforehand the facilities so that enough space is reserved and available for the participants to gather comfortable. Also the facility should enable a good possibility for a finishing conversation between the planning team and the participants. The time of the year must be considered: late fall is also quite cold and dark so it can be hard to make notes with paper and pen when fingers get frozen and it is hard to see. (Planning team, survey 2014)

A useful finding from the walk was that the amount of participants was quite reasonable so it was easy to manage and lead the walks. The timetable was accurate and the walks could be completed with the time available. The most important things to develop are: speed up of the decision making regarding the improvement suggestions made by the participants and forming and organization of persons responsible for safety and security walks. (Planning team, survey 2014)

The respondents suggested that in general the usage of the current process model should be continued. Trying group answering or individual walks can be tried but it would require different types of planning and organizing to ensure that the participants can get their ideas and suggestions heard. Usage of ICT equipment to enhance the processing of the information should be tried. One option would be to motivate people to take more pictures so that the problems can be visualized for those making the decisions about implementing the improvement suggestions. Pictures can show situations that causes concerns and insecurity during a particular time or place that can be hard to check otherwise. In the future walks should be more coordinated and also lead and managed by the same persons for a longer time period. This enables the continuous development of the safety and security walk process. External

persons can be used to research particular phases but the managing role should held by an employees of the municipality. (Planning team, survey 2014)

4.2.5   Suggestion for next safety and security walk places

Suggestions for where the next safety and security walks should be held only got 16 suggestions. Kivenlahti area got the most votes, eight if counting Ala-Kivenlahti also. It might be hard to suggest areas if one is not moving, working or living in the suggested area. The most interested suggestion was to arrange safety and security walks in areas that have biggest disturbance according to police records. This could be viable if the police would share the information. Other data could also been used to determine which area should be targeted next with safety and security walks, using records from guard service records or crime statistics

Suggestions, total number	16
Kivenlahti	7
Espoonlahti	3
Ala-Kivenlahti	1
Kalajärvi, (Juvanmalmi)	1
Haukilahti	1
Niittykumpu, (Ostari)	1
Tontunmäki	1
All the places where police had calls for disturbance	1

Table 4: Suggestions for next safety and security walk area

According to the result it is recommend that the next safety and security walk is conducted in Kivenlahti area. Espoonlahti that ended second would also be a viable option if two safety and security walks are organized and conducted.

4.3   Observations and development suggestions from arranging the walks in Matinkylä and Olari

There are several observations which may lead to improvements in the future walks. Developmental suggestions encompass the planning of the walks in a way that they add value to the city according to the city vision and strategy. The other issue concerns how to get the executive leaders engaged and willing to support the process and its results.

On the other hand it is important how the walks are executing with the participants: how well the safety and security walks where managed in order to achieve the targets of the walks and to obtain the development issues. How the leaders motivated all the relevant stakeholders to attend and to motivate the participants to make proper notes is on another important issue in this phase.

Finally, the major criterion for the success of the safety and security walks is how the owner of the process is ensuring that the results and gathered information feed the strategy work and general development process of the area.

4.3.1 Planning the safety and security walks

Planning of the safety and security walks is the first phase of the process of having safety and security walks (see Figure 4, 17). Safety and security walks can be planned in several ways. In the empirical data of this thesis the planning was done with the planning team. Several meetings where arrange to decide on how to proceed with the Safety and security walks.

Theoretically one person could plan the whole thing alone. This way the person would have main control of the situation but he would probably lack some knowledge of the areas where safety and security walks are organized or other relevant information. If only one person would be responsible then there would be the risk of losing a lot of knowledge and knowhow if that person would leave the organization. A lot of silent knowledge, networks and contacts could be lost. It is then important to have several people as a group responsible for the planning and also share the knowledge, knowhow and contacts within the group. CAF sub criterion 2.2 (Criterion 2: Strategy and Planning) states Develop strategy and planning, taking into account the gathered information (CAF, 21-23). Having the knowledge gathered and available will ensure that the persons needing the information for their task can use it. To ensure the planning is efficient it is needed to have and develop a strategy that will set goals for the process that it planned.

One conclusion of the empirical data and CAF-background is that there should be a larger group of people involved in the planning phase. By involving more people the local knowledge is strengthened and wider perspective can be achieved to cover the diversity of residents' needs. A person responsible or leader for the planning team is required to keep the work on track and on time. When planning safety and security walks in different areas it is good to use local representatives in the planning phase to increase the knowledge on local conditions and specialties that can affect the planning and conduction of the safety and security walks.

The planning team could then consist of a leader, and at least two to three members of which one or two would be from the local area, a welfare group representative preferably or a person living in the area. If the leading is outsourced then one person from the administration should be assigned as contact person for the leader who would be responsible for the necessary documentation and contact within the municipally authority. A planning group could consist of a leader from central authority of Espoo with team members representing all welfare groups or equivalent groups. Then the group could have a wide perspective on matters regarding safety and security within the whole Espoo. This way the group would have the knowledge to plan and prepare their own local area for safety and security walks. The group would be able to utilize past knowledge from planning safety and security walks for future safety and security walks. The group should stay as same us possible to avoid losing too much knowledge and skills.

Usage of outside coordinator or developer can be used to enhance and develop the process so that fresh ideas and methods can be implemented. Outsourcing should not be done to extensively to conduct most task because then the knowledge and knowhow might fall outside the city.

4.3.2   Recruitment and ensuring participation

Possible participants where contacted by phone and email. They were invited and a deadline for announcing if they would participate was given to give time for the planning team to make new invites if there would not be enough participants.

Recruitment depends on what kind of walk is done and what the objectives are. If mass participation is intended then open invitations and selected invitations are required. If the safety and security walk is planned to be conducted with a smaller group with certain segments consisting wider variety of people then precise targeted invitations are required. Segmentation must be carefully planned: what are the groups wanted to attend the security walks

The recruitment needs to be started early enough depending on when the safety and security walks are conducted. Summer and other typical vacation times needs to be recognized when planning and starting the invitations. Binding dates for participation is required so that the planning team can invite enough people with required variation. With binding acceptance the planning team can plan more precise when they know how many and who are participating. There can be last minute invitations to fill the gaps that have raised. Those need to be very specific and if possible done in person if they are made to local groups, businesses or communities.

Depending on if the invitation is an open invitation or a specific invitation the information included can vary. Information in the invitation needs to be specific and contain enough details so that the people react to it in a positive way which would lead to participation. The information could address some problem in a way to get people participating, especially if it has been hard to get enough participants.

Possible participants where contacted by phone and email if possible. A deadline for announcing if they would participate was given to give time for the planning team to make new invites and recruits if there would not be enough participants or some groups are not represented.

Participation is essential in order to get the security and safety walks work properly and to get relevant information for improvements of the residential area and its safety. In order to get proper information and results about the residential area and its problems and things in need of repair it is necessary to have a great variety of participants representing the variety of the inhabitants. All the segments of inhabitants needs to be reconsidered in order to target the recruitment properly. The outcome of participation can be evaluated in two ways: the number of the participants and the variety of the participants.

Getting participants to safety and security walks can be done in different ways. The number and variety of the participants depends on the demands and targets of the security walk. If the target is to get general information about a suburb and its surroundings and if there are many couched/leaders available, it might be reasonable to get as many participants as possible. In that way it is possible to get variation in opinions from many perspectives and angels, from different groups of habitants as sex, age, ethnic groups and interest groups. If the target of a security walk is to investigate certain area or some special issue, then it might be more important to assure that special groups are attending. There is an obvious need for segmentation here. For example if the security walk is made to improve the accessibility, then it important to get people with wide range of handicaps and people with special needs to accumulate the information for making the environment accessible to all citizens.

If the number of participants is in focus then public advertisements is the key way of informing the citizen. Advertising the security and safety walk can be done in local newspapers, local organizations, webpages, social media and bulletin boards in grocery stores are needed to have enough coverage to get a lot of participants. If the walked is done in smaller scale with special target group in mind then advertisements can be conducted straight to some organizations, companies and society clubs. With a smaller advertisement it can be possible to target particular segments of the society, it can also be possible to get a viewed variety of people activated to participate.

The best for the overall coverage of the safety and security walk would be to have an appropriate portion of the population taking part. It is important to have young people, parents with kids, people without kids, elderly people, immigrants, politicians, city employees, police officers, representatives from fire and rescue department and local business representatives active or responsible in the area.

Empirical data from this study implies that it was difficult to get the immigrants and the young people to attend to security walks. To get young people attending it is needed to get them to understand the necessity of their participation, it is needed to get their custodians to agree if they are underage.

It is important to secure that citizens also notice the advertisements of security walks. If you send advertisement to places it would be good to check also if the advertisement is spread and published also. That way it is possible to see and control how much audience is received with the advertisement. Depending on how many have received the advertisement the next phase of the advertisement can be planned, either shrink and target the advertisement to specific sections of society or then increase the overall advertisement to get generally more participants.

Residents can be motivated to participate by offering a cup of coffee or tea and a bun. This can be enough to ensure some people to participate. It is quite cheap way for the municipality to make contact with residents. The motivators of different segments groups must be investigated further. Teenagers probably want something else than the seniors.

It is essential also to ensure that participants' opinions and ideas do matter. That their suggestions are taken seriously and improvements are made initiated by their ideas. The notion and feeling of common interest of improving is essential for success.

Ensured participation of local businesses and organizations before inviting residents, could motivate the residents to participate and make contact with those parties. This could enhance the cohesion in the area and boost participation rates. Especially in totally new resident areas where there are no old settlements there could be a big boost in cohesion if contact could be made between local residents and local actors of business and organizations.

4.3.3 Organizing and executing safety and security walks

The safety and security walk requires proper planning. In order to arrange successful security and safety walks there should be someone responsible for planning, organizing and implementing them properly.

Security and safety walks produce lots of information from the participating citizens, employees, members of different organizations etc. It is therefore import to use this gathered data for evaluations and both improvements for the environment and suburb and also for the process of security walks.

Decision making process need to be clear so that unnecessary work is not conducted. For successful planning clear responsibilities are needed, so stress and misunderstandings can be avoided. The leader delegates the decision to the others in the team organizing the safety and security walks. There should be plans on how to work problems out if something would happened that could jeopardize the safety and security walk.

One major question is who leads the process: should the leader be a city employee or should the leader be an intern conducting work placement, thesis student or a hired consultant. If the leader is outside of the city organization, he or she needs the contracts and networks to get the message of the improvement to the city employees for the suggested improvements which came up from the safety and security walks. It is essential that the city employees see the suggested improvements as a city investment and as under their responsibility to fix right. This also applies for all the communication with organizations and citizens for the safety and security walk, network and contacts are needed to successfully reach the necessary participants. There could arise some difficulties when people are approached by not a city employee to take part in the city's arranged safety and security walk. What do the citizens think when something they think the city should conduct is conducted by outsourcing.

It is important to plan and arrange the safety and security walks so that as many people as possible can participate and any hinders of participating can be minimized. Language is always a barrier if communication is needed and people do not understand or cannot communicate in a common language. The possibility to have immigrants and foreigners that are living or working in the area is very important, so all possible methods should be used to get them and make it possible for them to participate. Cultural differences can be hard to overcome or think of when arranging safety and security walks. People from different cultures have their own rules on what and how they can participate. Also people with specials needs must have the opportunity to participate. The more various participants attend the walks, the more and wider feedback and suggestion can be gathered and the environment can be improved to suit all the residents

As a conclusion from the empirical data some recommendations can be made about organizing the walks. It is wise to use the same team for planning and implementing the safety and security walks. The team should also be the same - if possible for further walks so the process would be as beneficial as possible. Team could change some members if it would benefit the

process in some way when organizing the safety and security walk. It would be recommended to continue to use a person as leader who is responsible and have the team two to three team members. Depending on the amount of groups formed it is required to have enough group leaders for the groups during the walk. The group leaders should be part of planning / organizing team so that they have enough knowledge on the particular safety and security walk. Outside leaders can be used but it requires that they are informed of the situation.

Conducting the safety and security walks in in late October and early November gave some advantages and some disadvantages. The starting time was for both of the events were at 17.30 so the evenings started to get really dark. The disadvantages were that it was harder to see some things like trash and other mess in the surroundings. It was also harder to photograph, pictures tended to be blurry and granny. When taking pictures with the flash they were not natural anymore and the thing you wanted to retain was different in the flash lighting. As advantages for walking the dark were that it gave a good opportunity to see how well the street, garden area lighting is working. It was easy to see the difference with old lighting and some areas with new very bright lighting. People could feel the security or lack of security when walking in areas with different lighting.

The time of the safety and security walk also affects how people can participate. If it would be during the weekdays and during normal working hours, residents working would not likely be able to participate. After the working hours people with children might have to take their children to their hobbies and cannot participate because of that. If the safety and security walks starts when it is dark, someone who is afraid of moving outside when it is dark might not participate. There is always something that hinders people from participating, it needs to be acknowledge and taken into account when planning the safety and security walks.

4.3.4 Suggestions for correctional operations and improvements

To gather feedback and suggestions from the participants following was done. Every participant was given a stack of papers with a map, questions and answer space. Participants also got a pencil to write down the notes. Every group also got several writing surfaces so that the participants in the group could use them to ease making notes and answering the questions during the active walking phase.

The idea was that the group would stop to discuss and make notes on predetermined places. They would have enough time to discuss make remarks on the paper. People could also take pictures with their own cameras or smartphones if they saw something of value for the answer, note or suggestion. Unplanned stops could also be made to allow participants to write

down some significant things. The daylight/ darkness must be considered: in the darkness it is hard to write down notes on other places than close to street lights.

Safety and security walks can be planned, organized and implemented in many different ways. Even though there could be one person responsible for arranging the walks form planning to implementation, there should be a larger group of people involved in the planning phase. There could be a pool of people responsible for participating in the implementation process. The walks could also we implemented on demand by people happening to be involved in the process. Residents could also be involved in the planning phase to get a wider perspective on things necessary to arrange the safety and security walks and ton things that should be taken into account. Residents could for example present and suggest things they have seen or experienced in the area. These ways have their own pros and cons for implementing the whole process.

If always the same employee from the city is leading and organizing the safety and security walks it might require less work when the person is used to do it and know how to do it. The person would also be more routinized to handle problems and sudden situations that might come up during the process. Depending on only one person is also a risk, what would happen if he would be sick or leave the organization during the process. Having a group of people responsible for the process is better, because they would arrange the safety and security walks when they are ordered. They would have the support of each other, wider perspective, skills and knowhow. They would be able to discuss and debate the issues and ideas to get the best solutions and results. The group would not be so vulnerable for a person's sickness or absence. In this way the knowledge is more secure in the organization.

If always a new person is doing and leading them it could lead to same mistakes being done as before. New ideas might pup up when different persons are responsible for the tasks.
Even if new persons are doing it, often some contact persons from the city are the same as before and they will lead and help the way they are used to do those thing, might lead to no different from the last time. Of course depends what is wanted, changes, development or just conducting the walks.

Can the walks be made alone, so that a route would still be planned but everyone would print their questionnaire and walk the route before a specific date? This would be more flexible for the people participating. Walking alone would lead to people not having the possibility to discuss things during the walk, especially with authorities and city employees, even the possibility to discuss matters and findings with fellow citizens would be harder but not impossible -> leads to need of coordination from them and then the point with easy walking might be disturbed. The point with discussing here is to have different people with different background

discussing issues. Answers could depend on the exact time when the person did the walk, big difference to security feelings between day and evening.

Can the safety and security walk be done online with a tool where people would click on the map and add what is wrong there and what should be done. There could be a possibility to write and comment on what others have tagged which would allow for some sort discussion on the findings. Pictures could be attached to make more clear the problems and possible suggestions or corrections for the problems.

People could use recording devices to gather findings and comments directly when they get them. It would lead to easier way of saving the thoughts, would not need any particular lighting to see what they are writing or anything. To gather to findings it would still be needed to write them down after the walk so the data can be collected. Then there would be a space and time needed to listen there comments and write them down. This should be done by the participants so that no misunderstandings happened.

Comments and observations were gathered on paper written by the participants. Analysis of this material takes a lot of time and needs to be inserted into electronic format. Instead of using paper and pen could it be possible to utilize tablets to gather the feedback. The answers would be easier to analyze for end results. It would also be easier and faster to distribute the material to people in need of it.

In order to work properly and effectively the security and safety walk must have organizers workings as secretaries to make notes from the attending participants. The group could have one person as secretary, so that only he/she writes down the comments and findings evolving from the discussion among participants.

The group could vote how many support the comment and the amount of votes could be written beside the comment so that the emphasis of that comment could be calculated and a ranking of all comments could be made. This would help the prioritization of the improvement work (Phase 5, see Figure 4, 17). This way there would be direct discussion in the group on what they want to put down on the paper. This could lead to more frequent and better discussions within the group. Group members could see things differently when people have found the same thing but explained it differently or they might have had a different angle on the matter. Having a single answer paper would also lead to a prioritizing of subject directly by the group. The comments and findings might be better formulated when there is a discussion on what and how the finding should be stated. As a negative thing this could lead to people who are shy to not comment on anything.

Formulating the questions is very important. The time to answer the questions is limited. If the questions are too complex to be answered while stopping for a short while during the walk then the questions are not well suited. People tend to start forgetting details if they can't write them down soon after the finding. Formulating the questions so that they are easily answered in a short time is essential to gather immediate feedback. To get the natural answer and idea of the people it is important to formulate the questions so that they do not direct the answer to any direction.

4.3.5   Implementing the improvements

The material gathered was analyzed and a list of development suggestions and correctional things was made including pictures taken of possible defects and areas. The material was forwarded to responsible actors in the municipal.

City of Espoo have a strategy for developing their surroundings and it has certain priorities and focus areas. These are followed by specified development or correctional operations and plans what to change, fix or develop in a specific time period. Funds and resources are allocated to this, but if new correctional projects and work is wanted it needs new resources or some relocation of current resources. This leads to problems with the current planned projects or those soon to be started or planned. When using safety and security walks to find correctional matters it would be good to allocate some resources so the most urgent findings can be taken care of. This could lead to a positive feeling for the participants that some actual work is being done straight on based on what they found. Everything cannot be changed or developed especially if there are bigger plans for that particular area for a near future, then it is more about noting the problems and if it causes some security or safety issues to make a risk assessment.

To make it possible to utilize the findings for correctional operations it is crucial to develop a ranking of the findings and suggestions of the safety and security walk. Combining the ranking with the current development plans can make it possible to specify and tune the plans. This creates the possibility to emphasize some parts that are found crucial so that they could be given a priority to the city's development plan.

The suggestions and findings need to be specific so that they can be utilized and have an impact on those making the decision. The material needs to be in a format that is easily readable and accessible. To make it easier and faster to get the results and findings delivered, tablets with an appropriate app could be used. The app would be done so that it would be easy to use and make notes and it would be easy to transfer the information in different format so that it can be analyzed. The app could also have own analyzing methods for some fast results

that could be needed straight after the safety and security walk or even during the safety and security walk.

There important thing when utilizing safety and security walk is to incorporate efficiently the results with the current plans so that the best possible development work is done combined with responsible and efficient resources management.

5   Development suggestions

In this chapter the main purpose and the sub-purposes of this Thesis are reviewed and developmental suggestions are formed. Also some additional perspectives concerning of developing safety and security are considered.

5.1   The main purpose: creating value

The main purpose of the thesis was to evaluate how and how much the safety and security walks are creating value for a safe city, its planning, citizen participation and influence. This included the purpose of studying how well the relevant findings are fed back to the improvement work and the value adding process.

CAF was applied in this Thesis. According to CAF it is vital for the owner of any kind of operations to identify the important processes, the core tasks and how to enhance and manage them. This applies also when improving safety and security walks. (CAF 5.1, 37) Involving the stakeholders, in this case companies and citizens, is important. This development process should be done regularly to add value for the residents, local actors and the municipality.

When improving the process of safety and security walk the focus should be in the end user the citizens and companies. Keeping the companies and citizens happy and positive about the municipality and its ways of doing things is very important for success. (CAF 5.2, 37)

CAF sub-criterion 5.3 tackles with the importance of using the whole organization and its wide assets and skills to coordinate individual processes within the organization and with other organizations and companies so that the process can benefit and succeed. According to this criterion it is important to ensure that the correctional operations and improvements are organized properly with specific roles of responsibility and time schedules. Tool in Table 5 can be used to visualize what is to be improved, who is responsible for correction or developing and the time schedule for the correctional operation.

	Things to be improved	Who owns the responsibility to fix the problem	Time schedule
City			
Private organizations			
Housing cooperatives			
Citizens/residents			

Table 5: The tool to clarify the roles and time schedule for improvement work

5.2   The first sub-purpose: efficient organizing of safety and security walks

The first sub-purpose was to evaluate if security and safety walks can be organized in a less time-consuming way. It is vital to ensure that required information is available for those responsible for planning, organizing and conducting the safety and security walks (CAF 4.4, 32). Having the required information ensures that the best actions can be taking to reach the goals established in the strategy and legislation.

ICT and other technological devices need to be managed in an effective and sustainable way (CAF 4.5, 33). Usage of ICT equipment can be used to make the collection and the processing of the information more effective. The usage of different language applications give immigrants better chance to understand the content better. Also people with special needs can take part more easily with suitable ICT applications. It is possible to get cost effectiveness by relevant use of technology.

To ensure the efficiency in planning and executing the Improvement walk for the neighborhood as mention in chapter 4.3.1 and 4.3.3 it is very important to have a team that would be as constant as possible for a longer period of time. When covering several walks with the same team many development suggestions can be taken into account and implemented in the next step of the process (Figure 4). This strengthens and ensures the efficiency in the whole process. A longer development program can be maintained if the same core persons are taking part in planning and executing the walks. The team should consist of a leader from central

authority of Espoo with team members representing all welfare groups or equivalent groups, leading to a wider perspective on improvements within the whole of Espoo.

When planning safety and security walk it is important to research who of the local actors are the most vital for developing the area (CAF 4.1, 30). The results show which local actors are relevant to be invite to participate in the safety and security walk. By having the most relevant organizations it is possible to ensure that the development suggestions are handled also by the local actors and not only by the city officials.

The process the Espoo safety and security walk (draft process) is divided into 18 parts or sub phases (Appendix 2). The process construed in this thesis consists of five phases. It is more like a process map which can be opened up to sub-phases. Process map can be more easily understood with fewer phases. The process should be presented in an easily viewable and understandable form. A multiple page process map is more suitable for practical operational work, it is more like a process step figure. The process map should be concise and comprehensive. The individual phase of the 5 phase safety and security walk process can be widened so that more thorough planning can be made for individual phases.

5.3   The second sub-purpose: ensuring relevant participation

The second sub-purpose was to evaluate if it is possible the get required information for safety and security improvements with fewer people by ensuring relevant population groups participation with targeted recruitments.

The participants are the most important asset for the realization and evaluation of the safety and security walk (CAF 3, 25). Open dialog with the participants and the respect and fairness is an important part of the process for empowerment (CAF 3.1, 26). It is important to plan, manage and improve the participation of residents and local actors for the successful process in a way that diversity of participants are secured (CAF 3.3, 27). Because safety and security walks are a way of involving the stakeholders to develop and find correctional improvements it is important ensure that demographically comprehensive sample is secured.

It is important to widen the variety of persons and actor's contributing for the development of the area (CAF 4.2, 31): the partnerships involving the local actors must be developed all the time. It is important to not just develop with the employees of the city but also with the people that are living, using the services and working in the area. Widening the scope to better understand the area and its usage, problems and successes is important.

5.4   The third sub-purpose: improvement walk for the neighborhood

The third sub-purpose reconsidered naming: should safety and security walks cover more needs than just safety and security – and therefore should the walks be named otherwise.

Safety and security walk scope should be widened to include ecology, esthetics, comfort, and amenity. They are all linked together when developing the surroundings for a better and safer living. Neglecting one of the parts will affect the overall situation but also directly impact on the other ones and the possibility to develop them. It can be hard to ensure security and the feeling of safety if the surrounding is not esthetically appealing or clean. When residents and local actors feel "at home", they have an emotional connection to the residential area; they value it as their home neighborhood. When this happens they want to live, be active, enjoy and work in the area which creates positive outcome for the whole municipality. In this way all basic human needs are covered.

The main question considers if it is reasonable to focus only to safety and security or should the focus also cover comfort, amenity, community and ecology of the surroundings. If so, then the safety and security walked could be called something else. Suggestion for the name is: improvement walk for the neighborhood. In this case the focus, in addition to safety and security, also on the normal welfare of the surroundings with the touch of emotional attachment to the neighborhood. If this is the case, is it also necessary to think about what are the things and problems citizens in one particular area perceive in need of change. Also questionnaires should cover these aspects. Societies and suburbs consist of multiple layers and groups of inhabitants and interest groups. Several phenomena can affect the security feeling of the residents. Security can consist of several feelings that arouse when a person is walking on the street. The more appealing the surrounding, the brighter the lighting and the less there are dark corners and the less there are traffic risks, the safer and more comfortable a person feels when moving around.

One purpose is to find a standardized way of conducting the Improvement walk for the neighborhood nationally. Findings from different walks around Finland could be utilized to enhance the surroundings overall. Some ideas and findings could be used in several places. Like how different placements of lighting, signs, trees and bushes affect the perceptions and feelings of the surroundings. Some areas could have walks conducted within multiple cities/ municipals or even countries if a city is dived by state border like in Tornio/ Haparanda. When people feel more safe and when the environment encourages physical activity also other benefits may arise: if people move more by foot or by bicycle their physical welfare can get better and demand for health services may decrease.

Ecological factors are important in modern times. The ecological factor of decisions needs to be brought up and assessed. Decisions has impact greatly on the ecology and on the environment in the municipally. Decisions cannot either be made solely on the ecological factor because then the decisions could interfere with security level and needs. Sustainable development is important and necessary to address and take into account when making decisions and development plans. Ecological factors affect the comfort and esthetical factors in the municipality for the residents and local actors. City of Espoo has addressed this and incorporated it into strategy in The Espoo Story (Espoo, 2013). At its best improvement walk for the neighborhood adds value to ecological goals of the city of Espoo.

5.5   Suggestions for further research

Conducting research is useful and students can be used to conduct work placement or their thesis with task to develop these walks. This thesis was created in English while the walks were conducted in Finnish and all the preparations and documentation was done in Finnish for these walks. This way some extra work is needed and there is a risk of misunderstandings and mistakes with meaning when translation is made. In the future it could be assessed if it would be more beneficial for the student and the owner of the process if all the work would be done in Finnish. This could be more efficient when trying to utilize the findings and development suggestions from the thesis.

Research into these walks should be made so that the research would be limited only to one particular area. Each of the five phases conducting Improvement walk for the neighborhood could be used as a main focus during the research. Focusing on only one phase of the process could bring good results and development suggestions for the owner and stakeholders. This way more time and emphasis can be allocated to ensure that the phase of the process is thoroughly researched.

5.6   Validity and reliability of this thesis

To guarantee the reliability of the research was sought by inviting targeted participants and ensuring that they would show up for the safety and security walks. Reliability was not fully achieved because of the lacking segments of participants. Both genders were represented in the safety and security walks but the low participation rate of immigrants and the youth as well as people with special needs lowered the reliability. The reliability was lowered because these missing groups could have come up with different kind of improvement suggestions compared to those presented in this research. Therefor recruitment and ensuring participation is an important part of the improvement walk for the neighborhood for strengthening the reliability and making the improvement suggestions more comprehensive. On the other hand,

the purpose of this thesis concerns also improving other phases of the process of these walks than ensuring participation. The lacking comprehensiveness of the participants did not affect the results concerning the planning and organizing these walks. The conclusion to be more valid the process phase 2 (recruitment and ensuring participants) needs to be developed further.

6   Conclusion

One can conclude that Improvement walk for the neighborhood (safety and security walks) is an important method to implement city strategy and to fulfill the requirement of the new Municipality Law. It is one way of improving residents' environment and city planning in general. One of major advantage is that all these results are done with the residents and local actors. All this creates the core of the participation of all relevant stakeholders.

This thesis shows that Improvement walk for the neighborhood (safety and security walks) have added value to the residents. Still Improvement walk for the neighborhood can be improved in many crucial ways as shown in the Chapter 5. The findings were that these walks add value and that they can in the future improvement walk for the neighborhood can be organized in a more efficient way while still ensuring relevant participation. Also these walk should cover more factors of human life that just safety and security. That is why the naming was suggested to be Improvement walk for the neighborhood. The critical factor is that the correctional suggestions by the participants must be fed back to strategy and the operational work of city and the local actors.

In order to continue the development of Improvement walk for the neighborhood it is needed constantly assessed and managed these walks. The development and implementation process of these walks should be lead and managed by a team which would be maintained as constant as possible. This would be a better guarantee to continuous and secure work of Improvement walks for the neighborhood.

Future research is needed to continue the development of Improvement walks for the neighborhood. Future research should be limited to one or two of the phases at the time presented in Figure 4. Focusing on one or two particular phases at the time enablers the researcher to use more emphasize on those particular phases. A more thorough analysis can be made to find more development suggestion for those particular phases.

CAF was a useful tool to structure the different phases of the safety and security walks. CAF was also relevant tool in ensuring the relevant perspectives for improving safety and security walks to be taken into account. In CAF you can structure the relevant enablers which consist

of people/ the participants, working team and the background strategy and legislation. It also enhances relevant partners, ICT, executing processes and how to lead the process efficiently. On the other hand CAF emphasize the results: the improvement suggestions arising from safety and security walks. The main point of CAF is that the results, improvements suggestions, are fed back to the strategy work and correctional operations which must be implemented and executed later on.

The Theory of Needs was somewhat useful in enlarging the scope of the safety and security walk to broader the comprehension of human needs. Also several correctional suggestions concerned tidiness and esthetical aspects of both natural and built environment.

The result of this thesis is based on the relevant questions. Scope and focus of the research questions were quite successful. CAF was a proper tool in answering the research questions: how the walks add value to the participants, how the ICT devices can be used to get good results, which partners add value and how processes structure the walks.

Personally I got interested in CAF and how useful tool it is to review a process. CAF is a tool which advances the structuring of both thinking and empirical work by dividing the phenomena in enablers and results – and processes there in between. This structure makes it easier to tackle the problems and to find improvements areas. By completing this thesis I got an insight in how my municipality is working on the safety and security aspects and how processes proceed in a municipality. I got experience in coordinating and project that had multiple contact points and parts that needed to be done so that the project can succeed.

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Survey

Planning team. City of Espoo. Survey with the planning team. 2014. Espoo. Questionnaire.

Figures

Tables

Appendixes

Appendix 1: Advertisement for the safety and security walks

Appendix 2: Espoo safety and security walk process draft
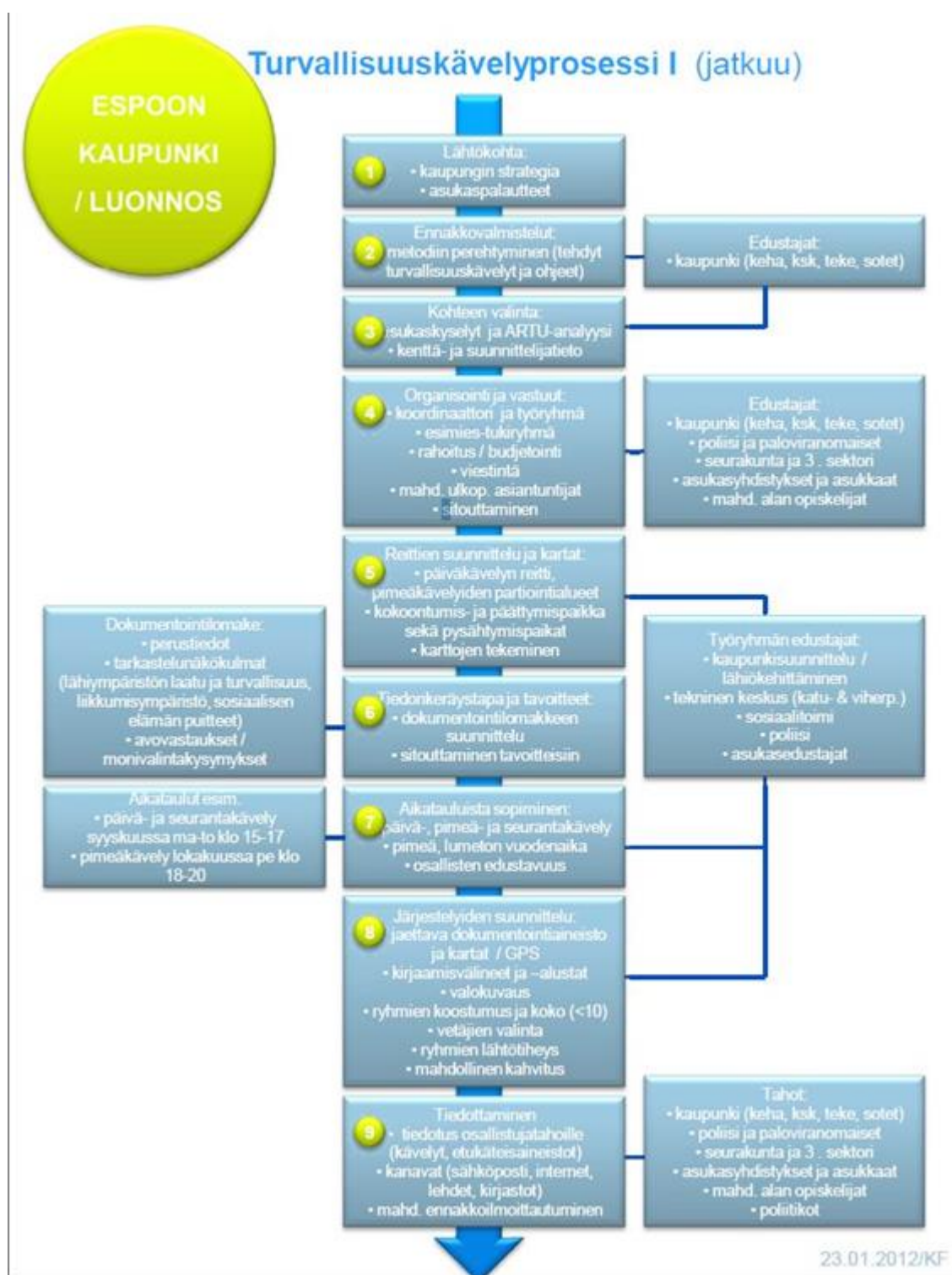
Turvallisuuskävelyprosessi II (jatkoa)

10 Turvallisuuskävely / päiväkävely:
- kokoontuminen
- aineiston jako
- ryhmien jako
- ohjeistus
- kävely

11 Turvallisuuskävely / pimeäkävely (1 kk päästä):
- kokoontuminen (sisätila)
- aineiston jako
- ryhmien jako
- ohjeistus
- kävely/partiointi

12 Palautteen koonti ja raportointi: palauteaineiston purkaminen, luokittelu ja raportin teko
- tiedottaminen

13 Toimenpide-ehdotukset: toimenpide-ehdotusten laadinta raportin ja kokemusten pohjalta

Edustajat:
- kaupunkisuunnittelu / lähiökehittäminen
- tekninen keskus (katu- & viherp.)
- sosiaalitoimi
- poliisi
- asukasedustajat

14 Toimenpiteistä sopiminen: toimenpiteistä, aikatauluista ja vastuista sopiminen
- tiedottaminen

15 Turvallisuuskävely / seurantakävely (1 v. päästä):
- kokoontuminen
- aineiston jako
- ryhmien jako
- ohjeistus
- kävely

Loppuraportti:
- kuvaus ja arviointi kävelyistä
- palauteaineistosta tehty raportti
- sovitut toimenpiteet sekä näiden tilanne, vastuutaho ja aikataulu

16 Johtopäätösten tekeminen:
- kävelyistä prosessina
- saadusta palautteesta
- sovituista toimenpiteistä
- tiedottaminen

17 Jatkotyö: Toimenpiteiden toteutumisen seuranta ja tukeminen

18 Palaute:
- Kaupungin turvallisuuskävelymallin kehittäminen
- Kaupungin strategia / turvallisuustyö

23.01.2012/KF

Appendix 3: Improvement suggestions by the participants in Matinkylä

More lighting	11
Cameras for monitoring	4
Improving the old shopping mall	3
Improving lighting: changing yellow lights to white	3
Cutting bushes for better visibility	3
Patrolling, more visibility of police or guard patrolling	3
Grooming of trees and bushes	3
Tidiness of the environment	3
Future projects such as Metro and Iso Omena Shopping Mall	2
Maintenance of lighting	2
Development of traffic systems	2
Working of security guards	2
Working of police	2
Security improvements for pedestrians	1
Better lighting for Matinmetsä	1
More resources for winter maintenance	1
Monitoring cameras for parks	1
Painting underpasses white and more lighting	1
Good quality services	1
Getting rid of cars in village roads	1
Traffic lights	1
Traffic lights for Sepetlahdentie / Antinkuja	1
Lacking traffic lights in Pyyntitien/Kalamatin overpass	1
Getting involved with social problems in the area	1
Not too much rental housing in one area	1
Guards to old shopping mall	1
Local speed limits	1
Fixing the welfare services	1
Activating residents in tumultuous city blocks	1
Disadvantaged people should not be centralized in one area	1
Tumultuous people should be removed from the streets	1

Appendix 4: Improvement suggestions by the participants in Olari

Lighting	11
Lighting of pavements	4
Tidiness and amiability of the environment	4
More camera monitoring	3
Lights for the sports field	2
Lighting of the parks	2
Improvement / demolition of the winter garden	2
Signs/guidance	2
Improvements of pavements	1
Lighting gardens	1
Restricted opening hours for restaurants	1
Separated, well signed, routes for pedestrians bicyclists	1
Making the terrace of "Janoinen kameli" smaller	1
Police monitoring	1
No more terraces for restaurants	1
Ensuring vitality of the business locations	1
Social activity of the citizens with public services	1
Multiplying the supply of Kuitinmäki shopping center or diminishing the supply	1
Traffic control, automatic or by police	1
More guided activities for the youth	1
Better lighting of Kuitinmäki shopping center	1
Improvement the Simo Järvinen square	1
Winter maintenance, parked cars in escape roads	1
Accessibility of roads	1
Ticketing cars in Ruomela and Kuitinmäki roads	1
Sport fields	1
More gathering get-together places for residents	1
More speed pumps for cars	1
Tiding up the shopping center	1
Pedestrian crossings for Kuunkatu	1
Lighting of school yards	1
Speed limits	1

Appendix 5: Survey questionnaire

Turvallisuuskävelyn kehittäminen – haastattelulomake

Erik Honkanummi 15.5.2014

Nimi:

Työtehtävä:

1. Mitä hyötyjä näette sillä että Espoon kaupungin organisaation ulkopuolelta osallistuu henkilö/ henkilöitä Espoon kaupungin turvallisuuskävelyn kehittämiseen?

2. Mitä riskejä näette sillä että Espoon kaupungin organisaation ulkopuolelta osallistuu henkilö/ henkilöitä turvallisuuskävelyn kehittämiseen?

3. Mitä kehitettäviä asioita havaitsitte vuoden 2013 Matinkylän ja Olarin turvallisuuskävelyissä?

    1) Matinkylä:
    2) Olari:

4. Mitä hyviä ja toimivia asioita havaitsitte vuoden 2013 Matinkylän ja Olarin turvallisuuskävelyissä?

    1) Matinkylä:
    2) Olari:

5. Mainitkaa tärkeysjärjestyksessä kolme tärkeintä Espoon kaupungin turvallisuuskävelyn kehittämisen kohdetta:

    1)
    2)
    3)

6. Tulisiko tulevissa turvallisuuskävelyissä kokeilla:

    a. Toteuttaa dokumentointi niin että osallistujat jaetaan ryhmiin ja kukin ryhmä palauttaisi yhden vastauslomakkeen?

    b. Toteuttaa kävely yksin oman aikataulun puitteissa, reitti olisi suunniteltu kaupungin puolesta sekä dokumentaatiolomake jaettu valmiiksi?

    c. Jatkaa samalla kaavalla mahdollisesti pienen muutoksin, osallistujat jaettu ryhmiin ja jokainen osallistuja palauttaa oman dokumentaatiolomakkeen?

    d. Jokin muu tapa suorittaa turvallisuuskävely?

7. Miten tulevat turvallisuuskävelyt pitäisi kokonaisuudessaan järjestää Espoon kaupungissa?

Appendix 6: Olari questionnaire for participants

OLARIN TURVALLISUUSKÄVELYN KYSELYLOMAKE 7.11.2013

Taustatiedot (rasti vaihtoehdoissa):

sukupuoli: nainen ____ mies____

Ikä _____

Asuinvuodet alueella_____

Suhde alueeseen: asukas_____ kaupungin työntekijä_____ muu alueella työskentelevä_____

Mitä olemme tekemässä?

Turvallisuuskävely on menetelmä, jonka avulla kerätään tietoa alueen olosuhteista ja arjen turvallisuudesta. Kävelyllä viranomaiset, asukkaat ja muut alueen toimijat havainnoivat ryhmissä kävellen ympäristöä valitulla reitillä. Reitti sisältää useita pysähtymiskohtia, jossa kirjataan ylös keskeiset havainnot reitiltä ja kyseisestä paikasta. Kävely päättyy kokoontumispaikkaan, jossa osallistujat täydentävät vastauksiaan ja vastaavat kyselyn loppuosan alueen turvallisuutta kartoittaviin kysymyksiin. Kyselylomakkeen palautteen pohjalta tehdään esitys alueen turvallisuutta kohentaviksi toimenpiteiksi sekä selvitetään näiden toteuttamismahdollisuudet ja -aikataulut.

Lomakkeen täyttö: arvioikaa ja kuvatkaa alueen turvallisuutta seuraavien esimerkkien pohjalta – kerro, mitä mahdollisille epäkohdille tulisi tehdä?

Rakennettu ympäristö ja kunnossapito:

– Onko alueella kunnostusta vaativia kohteita tai tarvetta laajempiin perusparannustoimenpiteisiin?
– Onko alueella rakennuksia, pihoja, pysäköintikenttiä / -taloja tai muita rakennettuja kohteita, jotka aiheuttavat turvattomuuden tunnetta?
– Onko valaistus riittävä turvalliseen oleskeluun ja liikkumiseen?
– Miten turvallisia ovat alueen puistot ja viheralueet?

Liikkuminen:

– Ovatko liikenneväylät (raitit, alikulut, kadunylityspaikat ym.) toimivia, turvallisia ja riittävästi valaistuja?
– Onko lasten ja nuorten kulku kouluun ja harrastuksiin turvallista?
– Miten helppoa ja turvallista on vanhusten liikkua alueella?
– Miten turvattomuuden tunne vaikuttaa liikkumiseeni alueella?

Sosiaalinen elämä:

– Onko alue rauhallinen vai rauhaton ja onko tässä eroja eri vuorokauden aikoina?
– Onko alueella häiritsevää päihteiden käyttöä, häiriköintiä tai väkivallan uhkaa?
– Miten yritystoiminta tai muut aktiviteetit vaikuttavat turvallisuuden tunteeseen?
– Mitä tekemisen ja oleilun mahdollisuuksia alue tarjoaa ulkona?

TURVALLISUUSKÄVELYT 2013 / OLARI

Reitti 1: Palvelutalo Hopeakuu – Kuunsirppi – Kuunsäde – Kuutamoinen - *Kuitinkallio*
Reitti 2: Kuutamoinen – Ruomelanraitti – *S. Järvisen aukio*
Reitti 3: Yläportti – Ruomenlantie – Olarinkatu – Kuunkatu – *Kuitinmäen ostoskeskus*
Reitti 4: Kuunsilta – Kuitinmäenraitti – *Maapallonpuisto*
Reitti 5: Avaruuspuisto – Kuitinmäen kenttä – *Olarin asukaspuisto*
Reitti 6: Hiukkaspolku – Friisinkalliontie – Maapallonkatu – Maapallonpolku - *Maapallonkuja* –
        Kuunkatu - Palvelutalo Hopeakuu

3

HUOMIOT REITILTÄ 1: Palvelutalo Hopeakuu – Kuunsirppi – Kuunsäde – Kuutamoinen - *Kuitinkallio*

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

_____

_____

_____

Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

_____

_____

_____

Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

_____

_____

_____

HUOMIOT REITILTÄ 2: Kuutamoinen – Ruomelanraitti – *S. Järvisen aukio*

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

_____

_____

_____

Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

_____

_____

_____

Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

_____

_____

_____

4

HUOMIOT REITILTÄ 3: Yläportti – Ruomenlantie – Olarinkatu – Kuunkatu – *Kuitinmäen ostoskeskus*

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

_____
_____
_____

Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

_____
_____
_____

Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

_____
_____
_____

HUOMIOT REITILTÄ 4: Kuunsilta – Kuitinmäenraitti – *Maapallonpuisto*

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

_____
_____
_____

Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

_____
_____
_____

Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

_____
_____
_____

5

HUOMIOT REITILTÄ 5: Avaruuspuisto – Kuitinmäen kenttä – *Olarin asukaspuisto*

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

_____

_____

_____

Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

_____

_____

_____

Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

_____

_____

_____

HUOMIOT REITILTÄ 6: Hiukkaspolku – Friisinkalliontie – Maapallonkatu – Maapallon-polku - *Maapallonkuja* – Kuunkatu - Palvelutalo Hopeakuu

Rakennettu ympäristö ja kunnossapito (rakennukset, pihat ja pysäköintialueet, valaistus, puistot ja viheralueet)

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Liikkuminen (raitit, alikulut ja kadunylityspaikat, autotiet ja kevyen liikenteen väylät, eri ikä-ryhmät)

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Sosiaalinen elämä (tekemisen mahdollisuuden ulkona, päihteiden käyttö, häiriköinti, eri vuo-rokauden aikoina)

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6

KYSYMYKSIÄ KOSKIEN TURVALLISUUSKÄVELYN KOKO REITTIÄ

Mikä näistä vastausvaihtoehdoista kuvaa parhaiten aluetta – ympyröi valintasi
(1 täysin eri mieltä…5 täysin samaa mieltä; EOS jos ette osaa tätä arvioida)

Turvallisuus ja liikkuminen:

1. Koen turvattomuutta liikkuessani alueella	1 2 3 4 5	EOS
2. Olen kokenut väkivallan uhkaa päiväsaikaan	1 2 3 4 5	EOS
3. Olen kokenut väkivallan uhkaa ilta- tai yöaikaan	1 2 3 4 5	EOS
4. Alueella on yleensä rauhallista myös viikonloppuiltoina ja -öisin	1 2 3 4 5	EOS
5. Alueen turvallisuus on viime vuosina kohentunut	1 2 3 4 5	EOS
6. Liikkuminen alueen kevyen liikenteen väylillä on turvallista	1 2 3 4 5	EOS
7. Alueen alikulut ovat turvallisia päivisin	1 2 3 4 5	EOS
8. Alueen alikulut ovat turvallisia myös ilta- ja yöaikaan	1 2 3 4 5	EOS
9. Turvattomuuden tunne vaikuttaa liikkumiseeni	1 2 3 4 5	EOS

ongelma, sijainti: _____

10. Alueella on liikenteestä johtuvia vaarallisia paikkoja	1 2 3 4 5	EOS

ongelma, sijainti: _____

Viihtyisyys ja turvallisuuden tunne:

11. Katujen valaistus on alueella pääosin riittävä	1 2 3 4 5	EOS
12. Alueen puistot ja viheralueet ovat viihtyisiä	1 2 3 4 5	EOS
13. Alueen puistojen ja viheralueiden valaistus on riittävä	1 2 3 4 5	EOS
14. Asuinalueeni on mielestäni siisti	1 2 3 4 5	EOS
15. Alueen ympäristön siisteyden ylläpito on parantunut	1 2 3 4 5	EOS
16. Alueella esiintyy häiritsevää julkijuopottelua	1 2 3 4 5	EOS
17. Alueen anniskelutoiminta aiheuttaa lieveilmiöitä turvallisuudelle	1 2 3 4 5	EOS
18. Olen tehnyt havaintoja huumeiden käytöstä yleisillä alueilla	1 2 3 4 5	EOS
19. Alueella on turvallisuuden tunnetta lisäävää sosiaalista kontrollia	1 2 3 4 5	EOS

20. Koetko kameravalvonnan lisäävän turvallisuutta (rikoksien ennalta ehkäisy)

1 2 3 4 5   EOS

7

Mainitse kolme tärkeintä alueen turvallisuutta parantavaa toimenpidettä

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2._____

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3._____

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Mitä asukkaat voivat tehdä alueen turvallisuuden parantamiseksi?

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Espoossa on tehty turvallisuuskävelyitä Suvelassa - Espoon keskuksessa ja Leppä-vaarassa, Tapiolassa, Soukassa, ja nyt Matinkylässä ja Olarissa – missä seuraava tur-vallisuuskävely pitäisi järjestää?

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Muut kommentit, esim. reitin ulkopuoliset turvallisuusongelmat, töhryjen paikat, liiat ajonopeudet tvs.

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KIITOS OSALLISTUMISESTASI!