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## Perception of safety within Moerwijk

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# Perception of safety within Moerwijk

Master Thesis Project

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## Abstract

Many residents in The Hague Southwest regularly feel unsafe in their neighbourhoods and experience great social nuisance. Moerwijk, in particular, ranks low in factors that are correlated to feeling unsafe, such as safety and social cohesion. Tackling feelings of unsafety is a complex phenomenon. Social cohesion, liveability, the actual level of crime and nuisance and the perception of safety are all interrelated concepts that influence each other. Therefore, it is interesting to investigate how the feeling of safety should be improved while these other concepts are taken into account. In this study, a pilot of a Participatory Value Evaluation was carried out. PVE is a new method to identify the social value of government projects while involving citizens. In the making of current policies, the opinions of citizens have become increasingly important. Residents are closest to the problems that occur in their neighbourhood. Focusing the research on the preferences and thoughts of Moerwijk residents, therefore, gave us many interesting and new insights. Conducting a PVE pilot has helped us to make this possible. A list of selected interventions and their effects was presented to residents during semi-structured interviews. In this way, residents could express their preference. According to the residents of Moerwijk, the feeling of safety in their neighbourhood should be strengthened using interventions that: support residents in solving problems themselves, that involve the youth in the solution, and that directly affect the feeling of safety. When conducting a PVE, the motivation of the residents to participate is essential. Residents of Moerwijk need to see what they get in return for participating. So, to implement a PVE successfully, there must be clear benefits for residents in return.

## Index

Abstract .....	2
Introduction.....	5
Social relevance .....	8
Scientific relevance.....	8
Theory.....	10
Perception of safety .....	10
Social cohesion .....	11
Liveability.....	12
Involving citizens in policy making .....	13
Research Design .....	15
Method .....	15
Literature Review .....	17
Field research .....	17
Region in which research is conducted .....	18
Data collection and Research population .....	18
Analysis.....	19
Intervention selection .....	21
Interventions to strengthen social cohesion.....	22
A clean environment resulting in a feeling of safety.....	26
Intervention directly improving safety feeling.....	27
Overview of the interventions and their effects .....	28
Interview results and analysis .....	30
Liveability.....	30
Social cohesion .....	31
Perception of safety .....	32
Resolutions to improve the feelings of safety, including a pilot for a PVE .....	36
Conclusion .....	44
Mapping liveability, social cohesion and the perception of safety .....	44
PVE pilot resulting in resolutions to improve the feeling of safety in Moerwijk .....	45
Reflection of research methods. ....	46
Policy recommendation for designing and implementing a PVE .....	48
<i>Appendices</i> .....	50
Appendix 1: Interview: Hoe kan volgens de bewoners van Moerwijk het gevoel van veiligheid in hun wijk worden versterkt? .....	50
Appendix 2: Coding process .....	52

Appendix 3: Extra information Moerwijk.....	54
References.....	56

## Introduction

In the Netherlands, it should be standard that everyone feels safe in their living environment. However, this is far from being the case everywhere. If we look at The Hague Southwest, for example, it can be seen that many residents regularly feel unsafe in their neighbourhoods and experience great social nuisance (Rijksoverheid, 2019). The Hague Southwest, consisting of the districts Moerwijk, Morgenstond, Bouwlust and Vrederust, is characterised by long-term unemployment, debt and health problems among citizens. The Hague Southwest scores unfavourably compared to the rest of The Hague regarding poverty, welfare, and crime (Posthumus, Bos, de Heij, & Stroucken, 2020). For example, a study of criminality in networks of youth from The Hague Southwest shows that youth from Southwest are more often exposed to high impact crimes in their social environment than youth from other neighbourhoods. High impact crimes are crimes of property or violence that have a more significant impact on the victims than other forms of crime. Even though causal relationships were not tested in this study, the results of the analyses do show that there is a strong correlation between the criminal behaviour of youth and the presence of criminal contacts in their network (Posthumus, Bos, de Heij, & Stroucken, 2020).

At the same time, these troublesome circumstances are also often a source of nuisance behaviours and crime, which in turn cause feelings of unsafety (Posthumus et al., 2020). Therefore, to improve feelings of safety, it is necessary to break this negative spiral. This thesis focuses on (un)safety feelings and how they can be improved.

In the making of current policies, the opinions of citizens are becoming increasingly important. Citizens are closest to the problems and will have to be motivated to contribute to a solution. Only through good cooperation between policymakers and residents and a solid commitment to achieving a safer living environment success can be obtained (ROB, 2005). Therefore, it is interesting to investigate how, according to The Hague Southwest residents, the feeling of safety should be increased.

This research is aimed at two goals. The first goal is to identify what causes residents' feelings of unsafety. It is essential to know what the underlying problems are before an attempt can be made to solve them (Spradlin, 2012). With this, we also look at residents' ideas on how the perception of safety can be strengthened.

The second goal is to pilot a Participatory Value Evaluation (PVE). PVE is a new method to identify the social value of government projects while involving citizens. This method can be used to evaluate policy options and facilitate the participation of large groups of citizens. Via a PVE, citizens can give their advice on a choice issue of a government in a low-threshold manner. They are presented with various choices, including the concrete advantages and disadvantages (or effects) of each of these options and the policymaker's limitations (e.g. not being able to implement all). Ultimately, the citizens form an opinion with a solid rationale, which provides a clear picture of their preferences and considerations (TUDelft, 2020). Ultimately, it is about how residents prefer to strengthen the feelings of safety in their neighbourhoods.

As mentioned, The Hague Southwest consists of the districts Moerwijk, Morgenstond and Bouwlust and Vrederust, with about 70,000 inhabitants. When looking at the concept of liveability, it involves the degree to which a neighbourhood district, village or other area is attractive and suitable to live or work. Liveability is a concept that is difficult to summarise in one definition, mainly because liveability is highly subjective (VROM, 2004). For example, when liveability is assessed, vandalism may play a much more significant role in this assessment in one neighbourhood than in another, where, for example, parking problems play a more significant role (CBS, 2020). This subjectivity is one of the many reasons why it is essential to look at different neighbourhoods separately.

When we depart from the various neighbourhoods of The Hague Southwest, we see that Moerwijk, compared to the other neighbourhoods of The Hague Southwest, scores lower in areas such as social cohesion, safety, and the absence of vandalism and degradation. These are all aspects that play a prominent role in this research because they influence the feeling of safety (CBS, 2020).

To be able to generate representative and valid results, we chose to focus on only one of the districts within The Hague Southwest. Compared to the other districts, Moerwijk scores worst on various aspects of liveability relevant to safety feelings. This makes Moerwijk a suitable neighbourhood for research into improving feelings of safety, as there is still much room for improvement. Therefore, the study within this thesis will focus on Moerwijk. More specific, on how the feeling of safety can be strengthened according to the residents of Moerwijk.

Returning to the goals of this research, first of all, the aspects that influence the feeling of safety of Moerwijk residents will be identified. Next, a pilot for a PVE will be conducted to test whether Moerwijk residents understand the questions, whether they are presented with relevant information, and how the questioning can be improved.

The study is conducted using qualitative research, guided by the following research question:

- *How, according to the residents of Moerwijk, can the feeling of safety in their neighbourhood be strengthened?*

Focusing on Moerwijk, we find a study of factors that influence pleasant living within Moerwijk (2015/2017). CBS has made a selection from more than 70 liveability factors to present the factors with the most significant effect on enjoyable living. Figure 1 shows these factors with a significant effect on enjoyable living in Moerwijk. On the horizontal axis, it can be seen how strong the relationship of a particular aspect is with enjoyable living. The more an aspect is shown to the right, the stronger the influence of this aspect on assessing liveability is. The vertical axis shows how high Moerwijk scores on a particular aspect compared to the rest of the districts of The Hague. The lower an aspect, the lower the relative score compared to other neighbourhoods in The Hague (CBS, 2020).

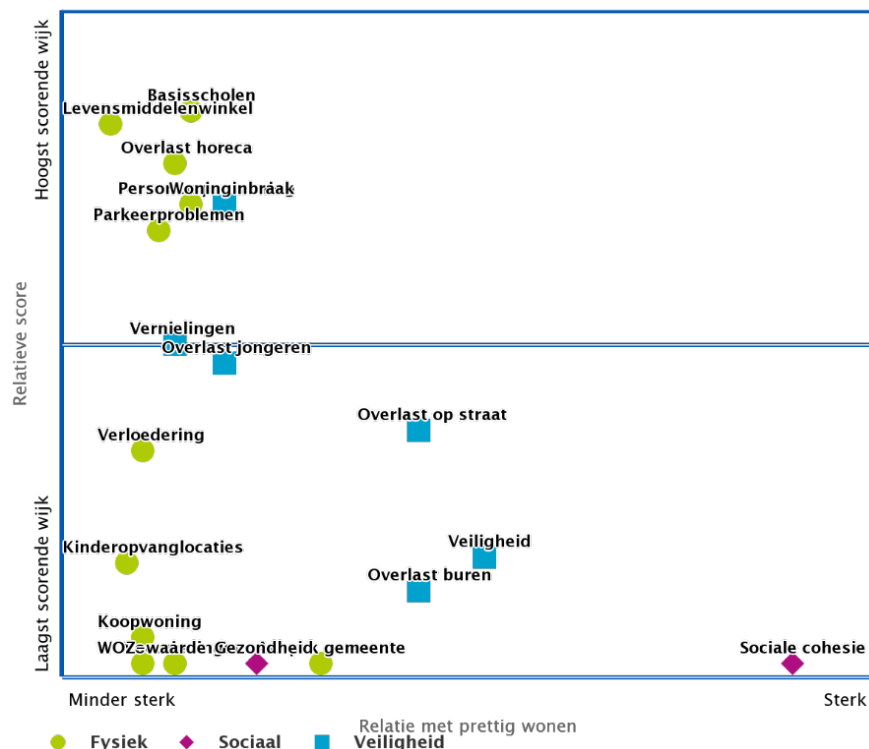


Figure 1. Factors associated with enjoyable living in Wijk Moerwijk, 2015/2017[Source: (CBS, Prettig wonen in Den Haag, 2020)]

Several things can quickly be derived from figure 1. In the area of safety (veiligheid), Moerwijk is among the worst scoring districts of The Hague. Also, social cohesion (sociale cohesie) in Moerwijk is extremely low compared to other neighbourhoods in The Hague. At the same time, it can be seen that social cohesion is a weighty factor in the assessment of pleasant living. This makes social cohesion an exciting concept to explore further (CBS, Prettig wonen in Den Haag, 2020).

In addition to prevailing feelings of unsafety, social cohesion is another major, distinctive problem within Moerwijk (Rijksoverheid, 2019). There are many different definitions of social cohesion, yet certain elements keep recurring. Social cohesion refers to the internal bonding power of a social system, characterised by group identification and feelings of belonging, frequent and intensive contacts between members, high levels of mutual trust between them, shared norms and values, and participation in group life (Huygen & de Meere, 2008).

Astrid Huygen and Freek de Meere (2008) conducted a study on the influence and effects of social cohesion. The study of both the positive and negative effects of social cohesion on safety and liveability is used as reference in this thesis. This study shows that social cohesion has particularly positive effects on safety and liveability. For example, social cohesion has a positive effect on the participation of residents in cooperative policy, such as improving the neighbourhood. In addition, a strong social cohesion reduces the chance of becoming a victim and reduces feelings of unsafety.

On the other hand, a disadvantage of social cohesion to feelings of safety is that residents are aware of everything. They are also more aware of all the crimes in the neighbourhood, which can make them feel more at risk. However, this disadvantage of social cohesion on safety



and feelings of safety pales into insignificance compared to the advantages (Huygen & de Meere, 2008).

The positive effects of strong social cohesion on safety form a starting point for this research. We start from the premise that to increase the feeling of safety within The Hague Southwest, social cohesion within this neighbourhood must be strengthened. We assume that measures and resources proven to strengthen the social cohesion in other cities/neighbourhoods can also be used effectively to increase the feeling of safety within The Hague Southwest.

### ***Social relevance***

As acknowledged in the Region Deal The Hague Southwest (2019), each region needs its own approach because there is a significant difference in characteristics between regions. In the region The Hague Southwest, there is a sizeable socioeconomic multi-problem, which is characterised by, among other things, health problems and growing up underprivileged youth in a socially weak environment. Social cohesion is low, and many residents experience high levels of social nuisance resulting in increasing feelings of unsafety (Rijksoverheid, 2019).

Social cohesion leads to several positive consequences. Improving social cohesion can create a society where people have the opportunity to live together despite their differences. Also, residents have more access to support from their environment, and residents will therefore be able to receive help from their immediate environment sooner when needed. In addition, the presence of social cohesion ensures that the feeling of safety will increase (Novy, Swiatek, & Moulaer, 2012).

For Moerwijk and its residents, it is therefore of great social importance to investigate how social cohesion in this neighbourhood can be strengthened and at the same time how the feeling of safety within Moerwijk can be increased. In addition, if successful, this research can also provide a starting point for further research within the other districts of The Hague Southwest. This will also benefit the residents of these neighbourhoods.

### ***Scientific relevance***

Many researchers have already written about the concept of social cohesion. Furthermore, as mentioned earlier, lots of research has been conducted on the influence and effects of social cohesion. In addition, new policies and evaluations of implemented policies to strengthen social cohesion and the perception of safety have been included many times in policy plans for different regions (van Marissing, Bolt, & van Kempen, 2004). However, each neighbourhood is unique and requires its own approach, as does Moerwijk (Rijksoverheid, 2019).

It is therefore essential to investigate how the feeling of safety can be strengthened specifically in Moerwijk. Furthermore, because this research will focus on the thoughts and opinions of residents on how the Municipality of The Hague can achieve this, this research provides additional opportunities for a new perspective on improving the feeling of safety. This new perspective will be a positive addition to the existing literature on social cohesion and the feeling of safety within similar neighbourhoods.

Conducting a pilot for a PVE allows residents to make themselves heard and participate in decision-making about their neighbourhood. Before presenting a PVE to an entire district, it

is crucial that all necessary information is included and presented adequately. In this research, residents are allowed to test and evaluate the PVE and improve it as a result.

Due to its new perspective on improving the feeling of safety, by looking at citizens' preferences about policy, the research will also be a positive addition to the existing literature on policies to improve the feeling of safety. New here is that this is not just about involving citizens in policy design but about putting citizens in the policymaker's chair. Citizens will be informed about all possible choices to be made and additional effects. Based on this, they will be able to develop well-considered advice. This well-considered opinion is helpful within the decision-making process. After all, in the making of current policies, the opinions of citizens are becoming increasingly important. For these opinions to be beneficial to this decision-making process, they must be expressed in a relevant and usable way, which is achieved by means of a PVE.

This study attempts to answer how, according to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened. In order to be able to formulate a complete answer, it is essential to know what the feeling of safety entails, where the need of feeling safe comes from, and why it is essential to look at the preferences of the residents. The theory chapter will address these and all other relevant concepts and theories. This chapter will form the basis for the rest of the research.

Next, the Research Design chapter will then discuss how the research was conducted, including a justification for all the choices.

The results of this research are divided into two chapters. The first result, a list of interventions presented to residents, is presented in the interventions selection chapter. The second result is the information resulting from the interviews. These are presented in the chapter interview results and analysis. Here, the results of the interviews are presented and analysed with a link to theory.

Finally, in the last chapter, an answer to the research question can be found. Here all the conclusions to be drawn from this research are also presented. Finally, it concludes with a recommendation for further research and a reflection on the methods used.

## Theory

To be able to explain human behaviour, it is crucial to understand a person's motivations. Maslow attempts to explain these motivations, and thereby the nature of human beings, using a pyramid of needs (see figure 2). This pyramid identifies five different needs, namely, in hierarchical order, physiological needs, the need for safety and security, social needs, need for appreciation and recognition, and need for self-fulfilment. According to Maslow, it is necessary for a lower level of need to be fulfilled first in order for a higher level of need to be fulfilled (Maslow, 1943).

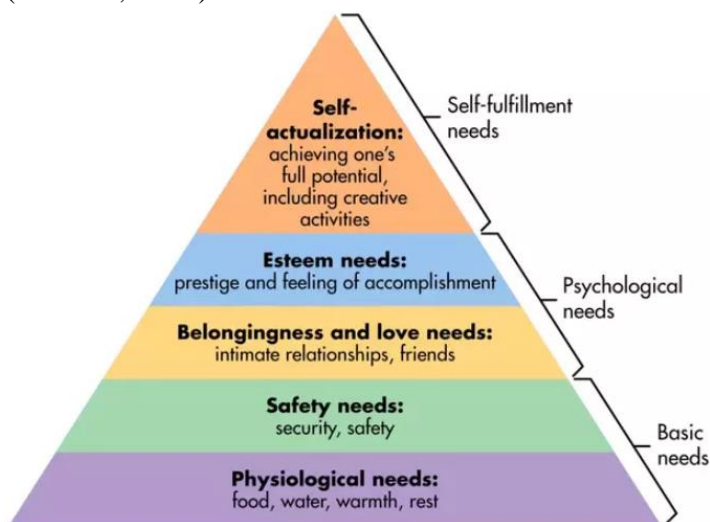


Figure 2. Maslow's Hierarchy of Needs [Source: (McLeod, 2020)]

In the Netherlands, it should be the norm that everyone feels safe in their living environment. The need for safety is one of the basic human needs. However, as mentioned before, this is far from being the case everywhere. The Central Bureau of Statistics in the Netherlands (CBS) conducts research using a safety monitor to determine how citizens in the Netherlands experience safety. This safety monitor shows that in the Netherlands in 2019, about 11% of men and about 17.8% of women experience feelings of unsafety (CBS, Veiligheidsmonitor 2019, 2020).

The definition of safety is 'the degree of absence of potential causes of a dangerous situation or the degree of presence of protective measures against these potential causes'. However, safety is a relative concept, as nothing is entirely without danger under all circumstances (VGNgroup, 2019). We distinguish safety into objective safety and subjective safety. Objective safety is about the actual level of crime and nuisance. Subjective safety is about how people perceive and experience it (Meijer, 2016).

### *Perception of safety*

This study focuses on how the feeling of safety, or subjective safety, can be strengthened. Despite the focus on subjective safety, the actual level of crime and nuisance is certainly not unimportant. Objective and subjective safety are closely related. For example, the perception of crime and nuisance can cause citizens to feel unsafe in their neighbourhoods. Victim experience also has a negative influence on the feeling of safety. However, these factors are only responsible for a part of the (un)safety feelings (Boers, van Steden, & Boutellier, 2008).

The government is substantially engaged in how to monitor and improve safety and feelings of safety among citizens. It is also a subject that keeps many non-governmental organisations busy. All organisations want to find out what causes the feelings of unsafety and how to ensure that people feel safe. Research conducted in Maastricht has shown that residents of specific neighbourhoods feel unsafe, mainly because they have less and less direct, brief contact with other neighbours. As a result, they know less well what to expect from others, resulting in unsafety feelings (Cratsborn, Knibbe, & Horstman, 2015). The research conducted by Ferro Explore on behalf of the Directorate of Security and Governance in Amsterdam also focuses on how citizens experience local safety and which themes are important in this regard. This research shows that the feeling of safety is not so much focused on the concrete, the objective safety, but on the abstract, the subjective safety. The leading causes of feelings of unsafety are described here as the feeling that social cohesion in society has declined, plus the feeling that the effectiveness of enforcement has declined. So, social cohesion and enforcement are seen as the two themes that most influence feelings of unsafety (Stienstra, 2020).

### ***Social cohesion***

Many studies have examined safety and feelings of safety. These studies have both consistent and divergent results. It is striking that the importance of the connection between social cohesion and the feeling of safety comes up several times. As such, social cohesion appears to be a good starting point in our search for improving the feeling of safety.

Social cohesion has many definitions and characteristics. Essential elements of the concept of social cohesion coincide within the internal bonding power of a social system, characterised by group identification and feelings of belonging, frequent and intense contacts between members, high levels of mutual trust between them, shared norms and values, and group participation live (Huygen & de Meere, 2008).

According to de Hart and Breedveld (2002), strong social cohesion among community members significantly reduces the likelihood of becoming a victim of various forms of crime. In addition, the presence of strong social cohesion in a neighbourhood is also directly linked to fewer feelings of unsafety among residents.

Huygen and de Meere (2008) also examined the effects of social cohesion on (feelings of) safety and liveability. It emerges that social cohesion primarily has positive effects on safety, the feelings of safety and liveability. In neighbourhoods with high social cohesion, residents are more satisfied with their living environment. In addition, social cohesion has a positive effect on the participation of residents in collaborative policy, such as improving their neighbourhood. Finally, a strong social cohesion reduces the chance of becoming a victim and reduces feelings of unsafety (Huygen & de Meere, 2008).

In conclusion, social cohesion can, both directly and indirectly, enhance the feeling of safety. For example, stronger social cohesion provides a greater perception of safety. At the same time, stronger social cohesion causes the actual level of crime and nuisance to decrease, which also causes a greater perception of safety (see figure 3).

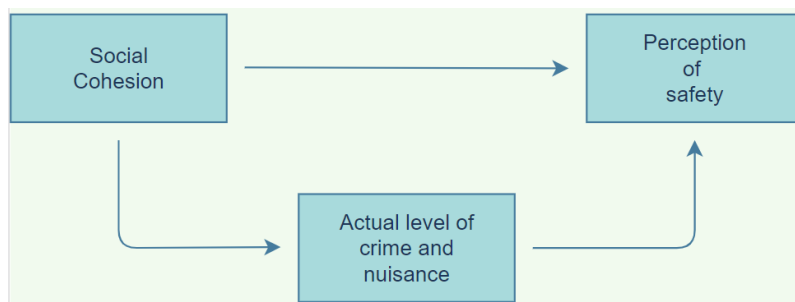


Figure 3. A direct and indirect influence of social cohesion on the perception of safety

### **Liveability**

In addition to social cohesion, liveability is also an important concept to include when increasing the feeling of safety. Liveability involves the degree to which a neighbourhood, district, village or other area is attractive and suitable to live or work. Liveability is a concept that is difficult to summarise in one definition, mainly because liveability is highly subjective. What is liveable for one person is not liveable at all for another (VROM, 2004). It is typical that all definitions of liveability concern the relationship between people and their environment (Leidelmeijer & van Kamp, 2003).

Uitermark et al. (2007) define a liveable neighbourhood as one that is orderly and has low levels of crime, vandalism and nuisance. The absence of nuisance, decay and environmental nuisance are seen as liveability indicators (de Hart J. , 2002).

We can divide liveability into three main themes: the physical environment (the public space and the facilities), the social environment (the people and how they interact) and nuisance, crime and safety. These themes are strongly interrelated and are challenging to separate causally (VROM, 2004).

The Dutch Ministry of Housing, Spatial Planning and the Environment (2004) commissioned extensive research into how liveability and its three main themes are related and which aspects can influence liveability. The results of this research are described and summarised in the report ‘liveability of neighbourhoods’. The presence of crime (e.g. violent crime, theft, burglary) negatively affects the judgement of the residential environment, as does it negatively affect feelings of safety. However, crime is only partially responsible for the verdict on the residential environment and feelings of safety. On average, the occurrence of crime has less influence on how people evaluate their neighbourhood than a daily confrontation with nuisance and threatening situations in their neighbourhood. The occurrence of nuisance and decay/pollution of the neighbourhood has a much stronger influence on the residents’ opinion of their living situation. Therefore, nuisances and decay are also determining factors in feelings of unsafety (VROM, 2004).

An important point to consider, is that the effect of different neighbourhood characteristics on liveability is not the same in all types of neighbourhoods. It is therefore essential to distinguish between different types of neighbourhood (VROM, 2004).

Therefore, CBS (2020) has studied ‘Pleasant living in The Hague’. This study looked at the relative score of a neighbourhood on each aspect compared to the average of all neighbourhoods in The Hague. Furthermore, it studied which factors in each neighbourhood are most strongly associated with ‘pleasant living’. For Moerwijk, this was presented in figure 1, in the introduction chapter.

As mentioned earlier, all themes under liveability are interrelated, and there are many potential causal relationships. This also applies to all other aspects that influence the feelings of safety. In the reviewed literature, social cohesion and liveability emerge as the factors that significantly influence the perception of safety. However, the actual level of crime should certainly not be forgotten. Finally, it should also be taken into account that these effects work both ways. Residents who feel safer and more comfortable in their neighbourhoods will more likely get involved in their neighbourhoods. This increased participation will contribute to both increased liveability and enhanced social cohesion. Figure 4 shows a simple representation of these effects.

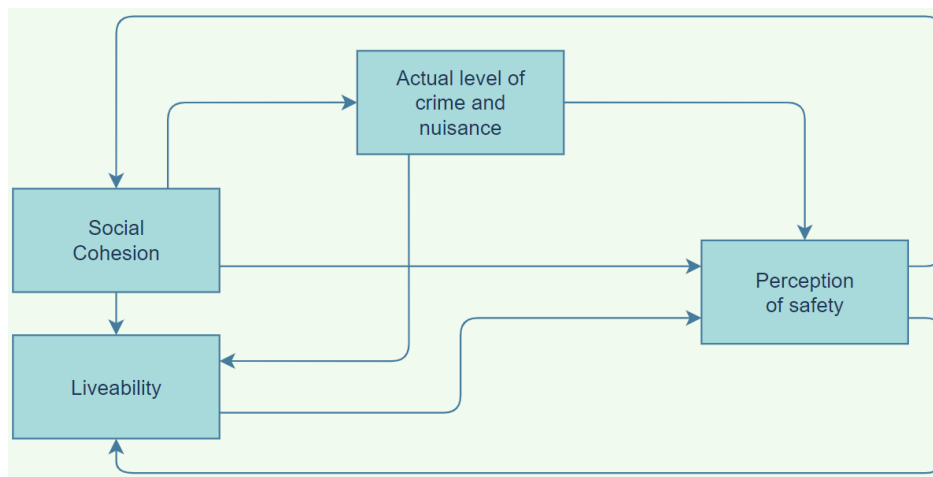


Figure 4. Coherence between social cohesion, liveability and the perception of safety

### ***Involving citizens in policy making***

This study attempts to answer the question: “How, according to the residents of Moerwijk, can the feeling of safety in their neighbourhood be strengthened?” Nevertheless, what is it that makes involving citizens in decision-making so important?

Involving citizens in policy making has many benefits. One of the main reasons for wanting to involve citizens in the policy process is that citizen participation in policy making is an expression of democratic involvement. Involving citizens is of great value to the functioning of democracy. It is important that governments show their appreciation for this (partial) involvement in creating a willingness to stay involved. Other advantages are citizen participation as an impulse for political renewal, increasing policy support, improving policy quality, and increasing the problem-solving capacity (ROB, 2005).

There are various forms of citizen involvement in solving unsafety feelings and liveability problems. We distinguish two dimensions here: (participating) talking versus (participating) doing. Based on these dimensions, four basic types of civic engagement can be distinguished (Kop, 2013):

1. Acting as a source of information for other agencies
2. The involvement of citizens or business owners in local safety policy as advisors or participants in decision-making
3. The self-reliance of citizens is central
4. Activities that are self-managed and/or financed by citizens and entrepreneurs

This research falls under the second dimension. Citizens will be involved in local safety policies. First, they will be involved in mapping the perception of safety in the neighbourhoods within The Hague Southwest. Then, residents will contribute to pilot a PVE, ultimately thinking about solutions to improve the feeling of safety and choosing which interventions they prefer.

A strong positive correlation between strong social cohesion, liveability and the perception of safety exists. We saw prove for this correlation in figure 1 and 3. Therefore, it is expected that residents of Moerwijk have a preference for interventions that strengthen social cohesion and/or liveability. From this expectation are derived two hypotheses:

1. *According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that strengthen social cohesion in their neighbourhood*
2. *According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that improve liveability in their neighbourhood*

To find out whether these hypotheses should be adopted or rejected, we take two steps. At first, further literature research is conducted to find out which interventions have proven effective in strengthening social cohesion and liveability. These, in addition to interventions that directly influence the actual level of crime and nuisance, will be presented to residents.

The next step is then to present the interventions to residents and see where their preferences lie. In this study, this is done during a pilot of a PVE. More detail on how this is conducted precisely will be provided in the next chapter.

## Research Design

This research is aimed at two goals. The first goal is to identify what causes feelings of unsafety for residents of Moerwijk. With this, we also look at residents' ideas on how the perception of safety can be strengthened. The second goal is to pilot a Participatory Value Evaluation (PVE), a method we will discuss in more detail later.

The study is conducted using qualitative research, guided by the following research question:

- *How, according to the residents of Moerwijk, can the feeling of safety in their neighbourhood be strengthened?*

Based on the theory, the following hypotheses were formulated:

1. According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that strengthen social cohesion in their neighbourhood
2. According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that improve liveability in their neighbourhood

This section will describe how the research question will be answered. Subsequently, the hypotheses can be adopted or rejected.

So, this section will describe in detail how the study is conducted, which methods are used, and a justification for the choices made.

### ***Method***

This study uses qualitative research strategies and the observational method of a semi-structured interview. This allows for a deeper understanding of human behaviour and the reasons behind this behaviour. This research attempts to answer how, according to residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened. By conducting qualitative research, the world of meaning behind interactions, experiences, behaviours, feelings and processes can be examined (Maso & Smaling, 1998).

An interview has many advantages. For example, the interviewer has control over the order of the questions, as with the questionnaire. The interviewer can assess the respondents' nonverbal behaviour, and with this, if the respondent understands the question. When necessary, the interviewer can offer or ask for further clarification. This way, a more detailed description of respondents' experiences can be captured. (Bailey, 1994).

Thus, to clearly map how feelings of unsafety arise among Moerwijk residents and what their ideas and preferences are when it comes to strengthening the feeling of safety, doing interviews is an appropriate approach.

The next step will be to do a pilot for a PVE. The following paragraph will explain what a PVE entails, its benefits, and the great importance of doing a pilot beforehand.

### ***Participatory Value Evaluation***

Participatory Value Evaluation (PVE) is a new method to identify the social value of government projects while involving citizens. This method can be used to evaluate policy



options and facilitate the participation of large groups of citizens. Via a PVE, citizens can give their advice on a choice issue of a government in a low-threshold manner. They are presented with various choices, including the concrete advantages and disadvantages (or effects) of each of these options and the policymaker's limitations (e.g. not being able to implement all). Ultimately, the citizens form an opinion with a solid rationale, which provides a clear picture of their preferences and considerations (TUDelft, 2020).

Thus, a PVE provides a new perspective and brings with it multiple benefits. A PVE has many advantages making it the proper method for this research. One of these advantages is the usability of a PVE as a participation tool. Residents of The Hague Southwest are asked to participate in a low-threshold way because they can fill out the PVE anonymously on a computer, wherever and whenever they want. Residents are seriously involved in the policy making process and all aspects that come along with it. In addition to the questions on how to increase participation among residents, participation is already increased by filling out the questions themselves (TUDelft, 2020).

To find out how the municipality of The Hague can best increase the residents' feeling of safety within Moerwijk according to the residents themselves, a Participatory Value Evaluation is an appropriate method. By doing a Participatory Value Evaluation, it will become clear what kind of policy residents prefer to be implemented in the neighbourhood. In other words, what methods they think are the best to improve the feeling of safety in their neighbourhood (TUDelft, 2020).

The preferences of residents and the explanations of these preferences should be investigated as much as possible. In order to present an excellent Participatory Value Evaluation, it is of great importance that all relevant options are included. Only then can the outcome of a PVE provide a good representation of reality. Challenges are the complexity of making everything measurable and formulating questions so that the results give a clear and complete picture of reality (TUDelft, 2020).

In order to perform a good PVE from which relevant results flow, the importance of extensive preliminary research is high. Well-considered choices need to be made about which options and information are and are not presented to residents. Residents must be given enough information to make choices with complete conviction, and at the same time, this information must remain clear. The choices made for the pilot PVE in this research can be found in the chapter intervention selection.

Next, the system needed to carry out the PVE must be designed and tested. This feedback can be used to improve the PVE. The next step is to find both suitable and sufficient participants. Fully implementing a PVE is complex. It takes much time to design and implement (TUDelft, 2020). Unfortunately, given the limited scope and duration of this research, it is not feasible to conduct both an extensive literature preliminary study and design and test the PVE and then conduct and analyse it. Therefore, the choice was made in this research to conduct a pilot study on how best to present the PVE to residents.

The purpose of a pilot study is to improve the methodological quality of the final research. This pilot study will test and evaluate a portion of the more extensive study. This way, it can be verified whether the intended measurement instruments are reliable and valid (Beurskens, de Vet, & Kant, 1998).

This study uses qualitative research strategies and the observational method of a semi-structured interview. Before it is possible to carry this out properly, a good literature/preliminary study is necessary. The benefit of this approach is that the interviews can be conducted with more focused questions, and more depth can be achieved. The advantage of better-targeted questions is that what is intended to be measured will ultimately be measured (better), resulting in higher validity (Bailey, 1994). We will elaborate on this later.

### ***Literature Review***

First of all, we look at Moerwijk and its features. What are significant components to keep in mind during the study? Furthermore, what are things we still want to find out about Moerwijk and its residents? Several studies are reviewed to answer these questions. For example, reports of the Municipality of The Hague about The Hague Southwest, specifically Moerwijk, and the Regio Deal The Hague Southwest are closely studied.

Then, an extensive literature review was conducted. The existing literature in the field of liveability, social cohesion, safety and the perception of safety was thoroughly examined. Here, many different articles and studies were studied that included one or more of these themes. By reviewing the literature, it became possible to identify these themes and their interrelationships.

A last step in the literature review is the search for interventions to enhance the perception of safety. A list of interventions and associated effects is necessary to present them to residents during the interview. In this last step of the literature review, all necessary information to compile this list was collected. Choices were then made to make this list as relevant as possible. For this, evaluations of interventions were studied from various literature. Examples are the Database of Effective Youth Interventions of Netherlands Youth Institute, Maaik Kerstens' evaluation of interventions that enhance social cohesion, the overview of community safety interventions from the CCV, and many other similar reports.

The first result of this research, a well-considered list of interventions, can be found in the next chapter. However, here we will first elaborate on how further research was conducted.

### ***Field research***

After an extensive literature review, the interviews can be drafted. Semi-structured interviews will be used. Some of the interview questions must be predetermined to ensure that the interview will go in the right direction. During the semi-structured interviews, a topic list was used, the questions were divided into four themes:

1. Liveability
2. Social Cohesion
3. Perception of safety
4. Resolutions to improve the feeling of safety, including a pilot for a PVE

The first three themes are used to map out how residents experience liveability, social cohesion and safety. These themes will reveal which topics are essential to residents and which ones influence their daily lives.

In the interview, concepts such as 'nuisance' and 'feeling (un)safe' will be used. It is vital to get a clear picture of the respondent's train of thought and prevent the respondent from

being pushed in a certain direction with his/her answer. Therefore, the respondent will be asked to explain these concepts first. After the respondent has given a meaning to the concept, for example, to the concept of nuisance, only then will be asked what the respondent's experiences with it are.

The fourth theme will represent a scaled-down version of the PVE. The PVE questions will be based on the preliminary research regarding the different interventions that positively influence the feeling of safety. The purpose of presenting these questions is mainly to test whether the questions are well understood. Furthermore, we will look at what information respondents are still missing to formulate a good answer and what information they find superfluous.

Attempts will be made to alternate between data collection and analysis and apply the constant comparison principle. The constant comparison principle means that every time new data is collected, the data collection is temporarily halted to analyse the new data. Applying this principle during data collection makes it possible to use new insights when collecting new data (Boeije & Bleijenbergh, 2019). This principle fits well with the purpose of the pilot because the way of asking questions allows for direct evaluation, adjustments and improvements. This process can be repeated several times.

### ***Region in which research is conducted***

The incentive for the study was the presence of unsafety feelings among residents of all of The Hague Southwest. Even though the neighbourhoods within The Hague Southwest seem very similar, there are also significant differences. For example, we have already seen in Figure 1 (introduction) that Moerwijk, compared to the other neighbourhoods in The Hague (Southwest), scores lower in areas such as social cohesion, safety and absence of vandalism and degradation (CBS, 2020). Those are all aspects that play a role in this research.

Due to the facts mentioned above, we chose to focus on Moerwijk and its residents in this study. More background information on Moerwijk can be found in Appendix 3.

### ***Data collection and Research population***

Several organisations were approached to arrange interviews with residents from Moerwijk. Emails were sent out to all schools in Moerwijk, libraries, and community centres. Many organisations are in the middle of a busy period or receive many similar requests, making it challenging to collaborate. On top of that came the coronavirus and additional problems. With many pubs, community centres and shops closed, reaching residents became even more difficult. Residents were also less open to a personal conversation.

Even though the initial response was rather very limited, several organisations were eager to participate, offering assistance in reaching out to residents.

Furthermore, when reopened, visits to various community centres took place, for example, to 'meeting-centre Jan Luykenlaan' and 'community centre Heeswijkplein10'. In addition, some residents were approached on the street. Not every conversation resulted in an interview, but interesting and useful information could also be obtained without an interview.

Eventually, ten interviews were conducted with residents from different backgrounds and in different age groups. All interviews were conducted anonymously with informed consent.

The respondents include six men and four women between the ages of 23 and 65. In addition, respondents included three students, four self-employed workers, two contract workers and one unemployed person. The number of years they have lived in Moerwijk varies greatly from a year and a half to thirty-five. A few of the respondents had a migration background, but most had a non-migration background.

Most interviews were conducted on the street or in one of the community centres. Furthermore, several interviews were conducted by phone or through Microsoft Teams.

There was also an eleventh respondent who was eager to participate in the study but only had the option of participating through an online questionnaire. This person was asked the questions in survey form. Submitting the questions in this way turned out to be unsuccessful, as many questions were incomplete or incorrectly completed.

The incomplete and incorrectly completed questions prove why it is more beneficial for this study to conduct interviews than surveys. When conducting interviews, there is more opportunity to explain questions, and it is immediately noticeable whether respondents understand questions. Therefore, completing the questions as an online survey only took place once.

### ***Analysis***

After the data in this study was collected through semi-structured interviews, these interviews were recorded and then transcribed. Transcribing is necessary in order to code the interviews. Coding makes it easy to compare the results of the interviews, and ultimately, whether there are many similarities or many contradictions, conclusions can be drawn.

The coding process consists of several steps. First, the transcribed interviews are open coded. Open coding involves assigning labels to pieces of text to indicate what they are about. Open coding makes it possible to classify different research data into themes and categories.

Then the second step, axial coding, takes place. Axial coding involves comparing the fragments within these themes/codes. During this step, codes can be split, composed, and new codes named. The codes are operationalised and validated, so to speak, by comparing them. More insight into which codes were used during the open coding process and how they were then axially coded can be found in Appendix 2.

The final phase, selective coding, uses constant comparison to analyse the relationship between codes. Selective coding allows relationships to be established based on the frequency in which concepts recur in the data.

After the coding process has taken place, the results for each theme will be described and analysed in detail. The relationship between the results and the theory plays an important role here. Finally, based on the results and analysis, a conclusion can be formed, and an attempt can be made to answer the research question.

### ***Reliability, validity and representativeness***

Several methods were used to make this study as reliable and valid as possible. For example, during the process of obtaining respondents, the aim was to collect respondents who give a fair

representation of the actual population of Moerwijk. This avoids the selection bias that arises when the sample drawn does not adequately reflect the population at the centre of the study.

When conducting interviews, there is also the possibility of interviewer bias occurring. The danger here is that the respondent will give socially desirable answers or that the interviewer will consciously or unconsciously steer the answers of the respondent. This can influence the final results.

By constantly asking for the respondent's explanation when introducing a new concept, one avoids steering the respondents' thoughts into a particular one. Also, respondents are first asked to name various ideas that will improve the feeling of safety before the selected interventions are presented. Again, to ensure that respondents are not guided in their thoughts.

## Intervention selection

To make this research successful, and in doing so, the pilot of the PVE, extensive literature review is necessary. During the pilot, various interventions will be presented to the respondents that will directly or indirectly improve the feeling of safety in their neighbourhood. They will then be allowed to express their preference for which intervention is best and should be implemented.

Thus, they are put in the policymaker's chair during the decision-making process: choosing from the final list of most effective intervention. The preliminary work for this step, creating an informed list of interventions, is presented in this chapter.

The final list for this pilot is not yet the final list for a follow-up PVE-study. The difference is that there is still plenty of room for any adjustments and improvements in this study. This way, the list and the way of presenting the questions can be made as appropriate as possible for Moerwijk residents'.

To carefully select interventions, it is crucial to understand the factors involved in the topic being addressed (RVM, n.d.). This study is about the feeling of safety. In the theory section, we covered the feeling of safety and relevant concepts that affect the feeling of safety. This chapter will focus on interventions that can enhance safety feelings and how they are selected.

The first and most important requirement for an intervention to be included in the list is that it directly or indirectly positively impacts safety feelings. The list of interventions will present at least one intervention that directly affects the feeling of safety and at least one intervention that indirectly affects the feeling of safety. Indirectly influencing feelings of safety means that the intervention positively affects social cohesion or liveability. As seen in Figure 3, the perception of safety will improve when social cohesion or livability within the neighbourhood improve.

A second requirement is an evaluation that states the intervention has been proven effective in improving feelings of safety, social cohesion or livability. The intervention must be evaluated for effectiveness, and this evaluation must be made public.

The intervention must have been implemented at least five years ago. This way, the effects of the intervention have time to become visible and be evaluated.

At the same time, the intervention must not have been conducted more than twenty years ago to protect relevance. Over the years, much research has been conducted on interventions that work best or need improvement. Therefore, we assume that the more recent the intervention was implemented, the more knowledge the policymakers had when implementing it. In setting the cut-off at no more than twenty years ago, we keep the information to be studied manageable while using interventions that have been amassed with a great deal of knowledge.

Finally, the choice was made only to include interventions that have not been tried before in The Hague. In this way, one will not revert to the familiar but be open to new ideas.

So, these are the requirements for interventions to be put on the pilot intervention list:

1. The intervention has proven effective to improve feelings of safety
2. The intervention has proven effective to improve social cohesion and/or liveability
3. The intervention has not been tried before in The Hague

4. The intervention was implemented in another neighbourhood than Moerwijk at least five years ago, but no more than 20 years ago

Before we present the selected interventions, the concept of “has proven effective” will be clarified further. To measure the effectiveness of an intervention, we examine the effects of an intervention on various aspects of the feeling of safety, social cohesion, and liveability. We extract these aspects from the literature reviewed.

The theory discussed how perceptions of crime and nuisance could cause residents to feel unsafe in their neighbourhoods (Boers, van Steden, & Boutellier, 2008). Therefore, we use the aspect ‘visibly improving neighbourhood safety’ to measure a direct effect on the feeling of safety.

For liveability, we mainly focus on the physical environment, as the other themes of liveability play a more significant role in social cohesion and the feeling of safety. To measure liveability, we use the aspect of ‘reducing vandalism and pollution’.

Social cohesion is difficult to measure in just one aspect due to its many definitions and characteristics. Therefore, we use several aspects to measure social cohesion: ‘engagement with the neighbourhood’, ‘feeling at home’ and ‘having close contacts with neighbourhood residents’.

To indicate the extent to which a particular intervention positively influences a specific aspect, we use the 5-point Likert-type scale “Level of influence”. On this scale, one point means not at all influential, and five points mean extremely influential (Vagias, 2006).

An intervention that ‘has proven effective’ means that it is extremely influential on at least one of the aspects mentioned above.

A complete overview of all selected interventions and their measured effects on the aspects of safety feelings, social cohesion and liveability will be found at the end of this chapter. However, first, we will finally proceed to the presentation of the interventions.

### ***Interventions to strengthen social cohesion***

One way social cohesion can be strengthened is by implementing cultural and arts programs. Arts and culture bring people together through a shared experience. They generate feelings of belonging, both for the creators and the audience. Cultural programs, such as dance, music, painting, writing and theatre, allow individuals to express their feelings and emotions. Being part of a group helps people form their identity and find their position in society, making people feel more connected to their community (Keil, 2018).

Several researchers and research groups have studied the effect of shared cultural activities on society, where it has been concluded that enhanced social cohesion is not the only benefit. According to research by Movisie, cultural interventions contribute to positive health. Physical and mental functioning and also social participation will improve (Movisie, 2018). Dr Felton Earls, a professor of public health at Harvard, has also studied the effects of shared (cultural) activities on society. His research shows that ‘collective efficacy’ is the most critical factor that makes the difference between the health levels of one neighbourhood and another. The ability of people to act together on matters of common interest, such as jointly carrying out

(cultural) activities, made a big difference in the health and well-being of individuals and neighbourhoods. It thereby also benefits the liveability.

Going back to strengthening social cohesion, art and culture can be used to stimulate neighbourhood residents creatively. In this way, they are encouraged to think about and reflect on the situation in their own neighbourhood/city and the possibilities for increasing mutual involvement.

An important note when looking at the connection between arts & culture and social cohesion is that it is crucial to look at the purpose and circumstances because not just any cultural activity can be used to strengthen social cohesion. When the goal is to connect people within a community with an already existing relationship even more strongly, it is best to use affirming arts or sports. This includes making music together or setting up a theatre project can be used to strengthen existing connections. If the goals are to let people be open to the other and for differences to be bridged, it is better to use challenging art. Taking into account that challenging is a subjective concept (Otte, 2015).

Because of this the choice is made to divide the aspect 'Having close contacts with neighbourhood residents' into two aspects: 'Making new contacts' and 'Improving existing contacts with neighbourhood residents'. In this way, a clearer distinction is made between when an intervention generates new contacts between residents and when it generalises an improved existing relationship.

#### *Theatrical performance Kaap de Goede Hoop*

The Mano Foundation (then known as Hoedje van Papier) is a Rotterdam organisation with the objective of "strengthening the position in society of groups and individuals for whom active participation in society is not self-evident". The Mano Foundation runs several projects in Rotterdam, including Kaap de Goede Hoop (MANO, n.d.). The Kaap de Goede Hoop project organises various activities that allow children to be creative in their neighbourhood. An example of this is the collaboration between Rotterdam's community theatre and the Kaap de Goede Hoop. Together with children from the neighbourhood, theatre pieces were created. At the same time, children also contributed to the scenery. For instance, children from the Globetrotter and De Schalm elementary school worked together with a carpenter on the scenery (SHP, 2010).

The Katendrecht community theatre's evaluation afterwards shows that residents who participated in the theatre (plays, costumes, catering) feel better about themselves and feel more connected to the neighbourhood. The neighbourhood is livelier and more liveable, and mutual connections between residents have been created. However, in terms of social cohesion, not all great expectations have been met. Bridging the differences between residents remains challenging, and making contacts mainly happens within one's comfort zone. However, the project has brought many positive effects to the neighbourhood in general. Residents feel recognised, confident and heard. Another positive effect was that because people had to speak Dutch for the community theatre, learning the language went faster. In combination with the increased self-confidence, this also offers significant advantages when applying for a job (PLATFORM31, 2013).



To present the intervention to residents of Moerwijk, we refer to it as Theatrical performance. To sum up, the effects of the Theatrical performance on the several aspects of social cohesion, liveability, and safety perception have been put together in figure 5.

	Improving existing contacts with neighbourhood residents	Making new contacts	Feeling at home in the neighbourhood	Engagement with the neighbourhood	Reducing vandalism and pollution	Visibly improving neighbourhood safety
Theatrical performance	Extremely	Extremely	Somewhat	Very	Slightly	Not at all

Figure 5. Influences of Theatrical performance on several aspects of social cohesion, liveability and the perception of safety

### *Heel Weert Wenst: 'Wish Factory'*

Another project that uses art and culture to strengthen social cohesion is 'Heel Weert Wenst'. Here art and culture are seen as means to creatively stimulate neighbourhood residents to think about and reflect on the situation in their own neighbourhood/city and the possibilities to increase mutual involvement. Residents and different population groups can thus be triggered to get to know each other (more closely), to enter into a dialogue with each other and to share wishes and ideas for the neighbourhood (Wonen Limburg, n.d.).

This project aims to create engaged communities committed to each other and to the neighbourhood, create new social networks, and sustainably improve the well-being and liveability of the neighbourhood locally (Wonen Limburg, n.d.).

A creative team consisting of a theatre maker, a theatre designer and a product designer has been assembled to carry out the project. They visit various neighbourhoods with a mobile and interactive theatre installation, the "wish factory," to collect the neighbourhood's wishes and make them visible to the residents (Wonen Limburg, n.d.).

After the wishes are collected, they are screened using a quick scan to see if they meet the following criteria (HeelWeertWenst, n.d.):

- At least four other households support the idea
- The idea is carried out in the household's neighbourhood
- The idea benefits a large group of residents
- The idea can be carried out within six months
- The intended result is clearly formulated
- The objective is achieved through an artistic/cultural project

The wishes that meet the criteria and are supported by the majority of residents will be carried out by the residents themselves, with the support of various partners. One wish will be implemented in each participating neighbourhood.

Effects of the project 'Heel Weert Wenst' include a more involved community committed to each other and the neighbourhood, new and improved social contacts between neighbours, and improved neighbourhoods' quality of life (HeelWeertWenst, n.d.).

To present the intervention to residents of Moerwijk, we refer to it as Wish factory. To sum up, the effects of the Wish factory on the several aspects of social cohesion, liveability, and safety perception have been put together in figure 6.

	Improving existing contacts with neighbourhood residents	Making new contacts	Feeling at home in the neighbourhood	Engagement with the neighbourhood	Reducing vandalism and pollution	Visibly improving neighbourhood safety
Wish factory	Very	Extremely	Somewhat	Very	Slightly	Slightly

Figure 6. Influences of Wish factory on several aspects of social cohesion, liveability and the perception of safety

In addition to using cultural interventions to strengthen social cohesion, several sports interventions have also been studied. The implicit and positive idea in sport and cultural policy is that more participation and contact through sport or culture leads to more social cohesion and inter-ethnic bonding. However, there is not yet enough scientific and empirical evidence that sports interventions result in enhanced social cohesion or a more incredible feeling of safety (Broek & Tiessen-Raaphorst, 2010). Therefore, sports interventions will not be included further in this study.

#### *Meeting Day The Hague Southwest*

To find out how best to strengthen the feeling of safety, it is essential to look at what kind of places people most often have feelings of unsafety. The Safety Monitor 2019 of the CBS shows that especially loitering groups give people a feeling of unsafety. 36% of Dutch people sometimes feel unsafe in places where groups of people hang out. Places where groups of people hang out are also the most frequently mentioned unsafe places (CBS, 2020).

Wende Pierweijer (2010) has studied in Ittersumbroek in the municipality of Zwolle and Achter Het Singel in the municipality of Zwarteland how encounters between residents can influence feelings of unsafety caused by loitering youth.

One of the conclusions that follow from this research is that encounters can reduce neighbourhood residents' feelings of unsafety if the encounters focus on improving the social bond that neighbourhood residents have with other neighbourhood residents. The encounters should be aimed at putting neighbourhood residents and the loitering youth in contact with each other. An example of a meeting could be through a barbecue in the neighbourhood. In this way, residents and young people are brought into contact with each other in a fun way to get to know each other, and at the same time, those who need it are given the opportunity to talk to each other. The encounters reduce feelings of unsafety on the one hand because residents and young people get to know each other and on the other hand because the threshold for residents to talk to the loitering young people is lower. At the same time, young people become more aware of the feelings that their behaviour can arouse (Pierweijer, 2010).

Effects of a meeting day between (loitering) youth and other residents are getting to know each other, more engagement with the neighbourhood and more feelings of social control (Pierweijer, 2010).

*Interim adjustment:* Based on the results obtained from the first interview, the idea of changing the intervention Meeting day Moerwijk to a repeating meeting day. In various articles is found how the brain reacts to repetition and how repetition is key (Cornett, 2019). Based on these reasons, it was decided to adapt the intervention to a monthly meeting day. The idea behind this is to make the intervention more relevant concerning improving the feeling of safety.

To present the intervention to residents of Moerwijk, we refer to it as Monthly meeting day Moerwijk. To sum up, the effects of the Monthly meeting day Moerwijk on the several aspects of social cohesion, liveability, and safety perception have been put together in figure 7.

	Improving existing contacts with neighbourhood residents	Making new contacts	Feeling at home in the neighbourhood	Engagement with the neighbourhood	Reducing vandalism and pollution	Visibly improving neighbourhood safety
Monthly meeting day Moerwijk	Extremely	Extremely	Somewhat	Very	Somewhat	Slightly

Figure 7. Influences of Monthly meeting day Moerwijk on several aspects of social cohesion, liveability and the perception of safety

### ***A clean environment resulting in a feeling of safety***

Various interventions can be used to strengthen social cohesion. However, strengthening social cohesion is not the only way to increase the feeling of safety.

Rotterdam also has the problem that many residents still do not feel safe in their neighbourhood. The inhabitants of Rotterdam even feel increasingly unsafe. This while objectively speaking, Rotterdam has become safer in recent years, the crime rates are falling. In addition to this perceived unsafety, the extent of the litter problem is also becoming more pronounced (Dijksterhuis & van Baaren, 2015).

Dijksterhuis & van Baaren (2015) investigated how pollution can cause feelings of unsafety and how these pollution behaviours and feelings of unsafety can be reduced through behavioural interventions. Feeling unsafe is the result of multiple experiences and bodily reactions to a given situation. For example, we discussed above the influence of loitering youth. Such an unsafe feeling is stored in the memory, linked to the situation, place or object that created the unsafe feeling. When people come back into contact with one or more of the factors they associate with feelings of unsafety, this unsafe feeling is activated. On the street, there are several indicators that people associate with feeling unsafe. These can be both physical and social. Examples of social indicators are drug-related activities, loitering and nuisance. Examples of physical indicators are litter, signs of vandalism, graffiti, and dog waste.

A behavioural intervention can be a solution here, as it can influence people's feelings and improve safety feelings. The following intervention is aimed at reducing vandalism and pollution in the neighbourhood. Vandalism and pollution are indicators associated with less social control in the neighbourhood, more crime and unsafety. When people feel unsafe, they are more likely to perceive such signs, and attention is drawn to pollution and vandalism. This further confirms this feeling (Dijksterhuis & van Baaren, 2015).

### *Money for no violence*

In Venlo-North, the project Money for No Violence was started. The project makes young people aware of the high cost of the destruction done in the district and alternative ways to spend this money. The first step is to determine what is destroyed on average in the neighbourhood and what the repair costs are. Then children and young people can earn half of this amount if the neighbourhood remains damage-free. Children and young people can jointly decide on what the money they eventually earn will be spent. The direct involvement of young people ensures that vandalism and destruction are reduced and prevented. Young people are made more aware of their living environment and the costs of vandalism and speak to each other about it. There is even 25% less vandalism in Venlo-Noord after implementing the project (de Vroege, 2008).

To present the intervention to residents of Moerwijk, we refer to it as Youth against vandalism. To sum up, the effects of Youth against vandalism on the several aspects of social cohesion, liveability, and safety perception have been put together in figure 8.

	Improving existing contacts with neighbourhood residents	Making new contacts	Feeling at home in the neighbourhood	Engagement with the neighbourhood	Reducing vandalism and pollution	Visibly improving neighbourhood safety
Youth against vandalism	Somewhat	Somewhat	Very	Extremely	Extremely	Very

Figure 8. Influences of Youth against vandalism on several aspects of social cohesion, liveability and the perception of safety

### ***Intervention directly improving safety feeling***

#### *Safe ribbons*

Finally, we discuss an intervention that directly focuses on feeling safe on the street. The Safe Ribbons project began in the Municipality of Middelburg in 2003. This project aims to make critical everyday facilities such as shopping, care and education safely accessible and reachable by making routes safer. Safe ribbons are safe routes for specific users. These routes can target the elderly, children, the disabled, and different safety types (social safety and road safety). Together with the residents, the municipality makes an inventory of the most important routes in the neighbourhood. Hereafter, the safety problems on these routes and the possible measures

are mapped. Similar projects have also been carried out in Amsterdam, Delft and Hilversum. The result is one or more routes in the neighbourhood that have become safer for all users or the specific target group (de Vroege, 2008).

To make the project successful, it is recommended to focus on one route initially and clearly visible this chosen route. Clearly showing what is being done, a clear signal is given to residents that ‘something’ is happening with the ideas that residents share with the municipality. It is crucial that residents are intensely involved and feel heard and taken seriously (Mölck, 2006).

To present the intervention to residents of Moerwijk, we refer to it as Safe journey home. To sum up, the effects of Safe journey home on the several aspects of social cohesion, liveability, and safety perception have been put together in figure 9.

	Visibly improving neighbourhood safety	Reducing vandalism and pollution	Engagement with the neighbourhood	Feeling at home in the neighbourhood	Making new contacts	Improving existing contacts with neighbourhood residents
Safe journey home	Extremely	Somewhat	Somewhat	Extremely	Slightly	Slightly

Figure 9. Influences of Safe journey home on several aspects of social cohesion, liveability and the perception of safety

### ***Overview of the interventions and their effects***

On the basis of found literature and evaluations of many interventions implemented in the Netherlands, we came to a selection of interventions that can directly or indirectly improve the feeling of safety. An overview of these interventions and their effects on several aspects of social cohesion, liveability and the perception of safety are found in figure 10.

	Visibly improving neighbourhood safety	Reducing vandalism and pollution	Engagement with the neighbourhood	Feeling at home in the neighbourhood	Making new contacts	Improving existing contacts with neighbourhood residents
Theatrical performance	Not at all	Slightly	Very	Somewhat	Extremely	Extremely
Wish factory	Slightly	Slightly	Very	Somewhat	Extremely	Very
Monthly meeting day Moerwijk	Slightly	Somewhat	Very	Somewhat	Extremely	Extremely
Youth against vandalism	Very	Extremely	Extremely	Very	Somewhat	Somewhat
Safe journey home	Extremely	Somewhat	Somewhat	Extremely	Slightly	Slightly

*Figure 10. Overview of the selected interventions and their effects on several aspects of social cohesion, liveability and the perception of safety*

While performing the PVE pilot, this table will be presented to respondents, along with a brief explanation of what each intervention entails. They will then be asked which intervention they prefer, and which intervention they think should be implemented to increase the feeling of safety in Moerwijk.

Respondents are asked to divide 100 points between the interventions, with the most points going to the intervention they prefer, and then to the intervention they think should be implemented to increase the feeling of safety in Moerwijk.

## Interview results and analysis

This chapter will present the results of the interviews and an analysis of these results. Ten interviews were conducted with residents of Moerwijk. In addition, several conversations were held with residents on the street and in community centres with whom a full interview was not conducted but from whom interesting information could be obtained. Several interviews were conducted by phone or through Microsoft Teams. The rest were conducted on the street or in one of the community centres.

As described in the method, the interview questions were divided into these four themes:

1. Liveability
2. Social cohesion
3. Perception of safety
4. Resolutions to improve the feelings of safety, including a pilot for a PVE

The interviews were recorded and then transcribed. This way, the transcribed interviews could be coded, making it easier to compare the results of the various interviews.

In this chapter, all relevant information will be discussed, collected by code. The results are described in the same order of themes as in which the interview questions were asked. It is important to note here that most of the information under codes cannot be attributed to just one theme. In these cases, the theme that best matches the information has been chosen.

After each description of the results, a link to the reviewed literature will be made. This way, it immediately becomes clear which results are as expected and which results offer us new insights.

### ***Liveability***

#### *Liveability, facilities and the progress of Moerwijk*

Overall, the opinions of the majority of respondents on the physical environment are pretty negative. In particular, the litter on the streets is a significant problem for many residents. Furthermore, according to respondents, the neighbourhood has few cosy spots, some streets are crooked, and the neighbourhood invites to “just go from home to work and then right back inside”.

There are not only negative experiences about liveability. A few respondents think that people should stop being so negative about everything. There are plenty of friendly parks in the area, and public transport and stores are easily accessible. Apart from some things that definitely need to be changed, it is pretty nice to live there according to them.

Fortunately for Moerwijk residents, there recently has been increasing attention to Moerwijk and the improvement of the neighbourhood (Rijksoverheid, 2019). The residents also note this attention. For example, many new houses have been built, and social facilities have been renovated or newly added since the last six months. Half of the respondents are still sceptical about the progress and wonder if the neighbourhood will improve. The other half are happy with the changes and are confident about a promising future for Moerwijk.

So, except for a few respondents, the living environment is rated poorly. Furthermore, the confidence in the future of Moerwijk is very divided.

Liveability can be divided into three main themes: physical environment (the public space and the facilities), the social environment (the people and how they interact) and nuisance, crime and safety (VROM, 2004). In the section above, we have mainly focused on the first theme, the physical environment. The other themes of livability will be addressed in other sections within this chapter.

Figure 1 shows that Moerwijk does not score very high on aspects related to the physical environment compared to other districts of The Hague. For example, vandalism (*vernielingen*) and degradation (*verloedering*) are scored lower than average compared to other districts of The Hague. Therefore, it was to be expected that respondents generally gave a poor rating to the physical environment.

### ***Social cohesion***

#### *Housing scarcity, attachment to the neighbourhood and feel at home in the neighbourhood*

When talking about housing choice, none of the interviewed respondents had Moerwijk at the top of their list of neighbourhoods where they would most prefer to live. The reasons for this and the reasons why they eventually did choose Moerwijk are diverse. Some came to live in Moerwijk close to family or could get a job here. Others chose Moerwijk because the average rent prices are lower here and because of the greater availability of social housing.

The most important reason for preferring to live in another neighbourhood is wanting to live in a quieter neighbourhood. Other reasons are feeling unsafe on the streets or in their home, preferring to live closer to nature, wanting a house with more outdoor space or wanting to live closer to work

Many of the respondents do not feel very much at home in their neighbourhood. A number of them also think that they would feel more at home in another neighbourhood.

Three of the respondents do feel at home in Moerwijk. These are primarily the residents who have been living there a little longer. As one of the residents says, “feeling at home comes with age, you automatically make it your own”. These residents also acknowledge that there are things in their environment that they would prefer to see differently. However, at the same time, they have become attached to their home and environment over the years, and they would not want to move to another place just like that.

The attachment that respondents feel to their neighbourhood is highly variable. It is striking that the more residents feel at home, the more they seem to feel involved with their neighbourhood and vice versa. Among the respondents, this involvement manifests itself, among other things, in doing voluntary work, for example, organising neighbourhood initiatives to bring residents closer together, to support them in paperwork or to make them feel safer in their neighbourhood

To summarise, only three of the respondents do feel at home in Moerwijk. These are the residents who have been living here longer than the residents who do not feel at home. Also, the more residents feel at home, the more they seem to feel involved with their neighbourhood and vice versa.

In the Netherlands, there is a prevailing housing scarcity problem and high (rental) prices, resulting in little choice when it comes to where to live, especially if you do not want to or cannot pay the top price for a home (Obbink, 2020). This is a problem that many Moerwijk



residents seem to have dealt with before finding their current home. Besides, this problem seems to be a significant factor for many of them to come live in Moerwijk.

Not having Moerwijk as a first choice is most likely related to not feeling entirely at home in the neighbourhood since the first choice is often the neighbourhood where someone feels most at home. This given, in turn, can explain why residents feel little connection to the neighbourhood and are little involved. This correlation is very consistent with the theory discussed in Chapter 2. Here it had been established that residents who feel safer and more comfortable in their neighbourhood would more likely get involved in their neighbourhood. This increased participation will contribute to increased liveability and enhanced social cohesion, which is exactly what we observe among the residents of Moerwijk (VROM, 2004).

### *Contact with fellow residents*

Contact comes in many shapes and sizes. Saying hello to passers-by, having a chat in the gallery or on the street, having coffee with each other. Most respondents at least know who their neighbours are. For three residents, this is where their contact with fellow neighbourhood residents ends. They have no other (intensive) contact with fellow neighbourhood residents. One of these respondents described this contact with fellow residents as “not much connection and not much sociability, everyone lives alone and alongside each other”. Five residents have a fair amount of contact on the street, for example, regularly chatting with residents when they come across them, although this contact is still somewhat limited.

Three respondents do have much good contact with others in the neighbourhood. Remarkably, these were also the respondents who were actively involved through volunteering. By taking part in activities, they made and maintained contact with fellow neighbourhood residents. So, collectively engaging with the neighbourhood seems to create a bond.

Even though most residents do not have intensive contact with fellow residents, even residents who have little or no contact with fellow residents experience some degree of social control in the neighbourhood. People pay attention to each other and each other's homes. Because of this, many residents recognise the importance of good social cohesion in the neighbourhood.

So, the majority of respondents have limited intensive contact with fellow neighbourhood residents. Also, the more contact residents have with other residents, the more involved they appear to be with the neighbourhood.

Again, the data found are not surprising, but this does not make them any less critical. Having limited contact with fellow neighbourhood residents can be dangerous for feelings of safety. It can result in feeling unsafe and feeling disconnected from the neighbourhood (Boers, van Steden, & Boutellier, 2008). Therefore, it is essential, while trying to improve the feelings of safety, to consider improving the contact between neighbourhood residents.

### *Perception of safety*

#### *Definition and experience of nuisance*

Nuisance is a broad term, and there are many different types of nuisance. When defining the concept of nuisance, many residents immediately name the litter around the containers and in the streets. Also often mentioned are neighbourhood nuisances, noise pollution, rat infestations,

people who do not belong there but come to park their cars and loitering youths and men. Finally, there is also the nuisance of vague premises with businesses that do not seem to exist and the limited range of stores. Nuisance is a broad concept, summarised by one of the respondents as “actions of third parties which bother me”.

Now that we know how the respondents would define nuisance, we can look further into their experiences with the various forms of the nuisance. Here, too, the prevailing problem of wandering garbage is immediately at issue, which explains why this is one of the first things that comes to mind when describing nuisances. In addition to the stench and an unkempt appearance of the neighbourhood, this wandering garbage also brings vermin nuisance. It is a gull and rat infestation. However, this is by no means the only form of nuisance experienced by respondents.

Another common problem that is experienced as a nuisance is group formation on the street. Loitering youths or older men congregating together are even perceived as threatening by some. This feeling is reinforced when the group formation occurs in combination with alcohol, drug or noise nuisance, and if it takes place at night.

The experiences differ significantly for each part of the neighbourhood. According to residents, there are ‘good’ and ‘bad’ parts, where the distinction is made based on much or little nuisance. There is also more vandalism in these ‘bad’ parts of the neighbourhood compared to the ‘good parts, both on the street and house porches. Furthermore, some respondents also experience nuisance from (business) neighbours mostly due to poor maintenance. Again, the feeling of nuisance is reinforced by the presence in combination with drug or noise nuisance. Finally, there is the problem of people who come to the neighbourhood but do not ‘belong’ there. For example, there are people from outside the neighbourhood who come to park their cars in the neighbourhood in places with no paid parking yet, sometimes with a whole group of cars at once. This causes much frustration for the residents. They would prefer to have these people out of their neighbourhood.

All respondents agree that all the different types of nuisance involve problems that need to be addressed. By tackling these problems, both those that are directly visible and those that are not, they believe that daily life and the feeling of safety can undoubtedly improve.

Concluding, all respondents experience various types of nuisance. What kind of nuisance they experience, and to what extent, differs from person to person. Wandering garbage is experienced as a nuisance by all respondents, group formation by almost all respondents. The latter even brings out feelings of unsafety in a majority of the respondents. These two, and all the other forms as a nuisance, should be addressed to improve the residents’ daily lives and Moerwijk.

The expectation of Moerwijk residents regarding the improvement of their daily lives corresponds to a statement from J. Harts’ (2002) research into social cohesion, liveability and safety. That is that the absence of nuisance, decay and environmental nuisance improve liveability. This, and the danger of raising feelings of unsafety, makes it essential to address nuisances.

### *Experience with crime*

Criminal incidents may be experienced as nuisances. At the same time, some forms of nuisance can be classified as criminal activities. Nevertheless, a clear distinction can be seen when respondents describe their experiences of nuisance and their experiences of crime.

All respondents feel that there are various criminal activities taking place in the neighbourhood. The regular presence of the police reinforces the feeling that there is a crime. Fortunately, however, a majority of the respondents have not yet experienced direct evidence of the criminal activities they believe are happening in their neighbourhood. A few bicycle thefts, items stolen from a front yard, and an occasional burglary are the exceptions.

The experience of crime is primarily a feeling among residents. People know and notice that various forms of crime occur, but except for a few incidents, they usually have no direct evidence for this. For example, the term 'shady premises' ('vage pandjes') is mentioned remarkably often. Obscure premises that are rented out and then only open for one day or even never, but where the employees still seem to earn enough to have expensive cars. Everyone knows how to name them and, despite not knowing what exactly is happening inside, feel that what is happening will not be entirely legitimate. An occasional police raid on one of these vague premises supports this thought.

The respondents do not seem to pay much attention to the presence of crime. As long as they do not experience any nuisance from it and it does not affect their daily lives, it is generally seen as less of a problem than other forms of nuisance they deal with regularly. By less of a problem, they mean that it is more necessary for them to solve other forms of nuisance.

So, the respondents described various forms of crime as taking place in the neighbourhood, but they had little or no direct experience. The presence of crime is primarily described as a feeling. Furthermore, as long as they are not bothered by it, the residents are not much concerned with the presence of crime.

It is not surprising that residents are not very concerned about the presence of crime, given that feelings of safety are caused only to a small extent by objective safety and otherwise mainly by subjective safety (Stienstra, 2020). So they are more likely to concern themselves with other factors that have more impact.

### *Attempts to resolve nuisances and crime*

Talking about previous attempts to solve crime and nuisance immediately brings up many frustrations and emotions among respondents and other residents. They often feel forgotten and unimportant to the people (from the municipality) working on solutions for the neighbourhood. They would like to be more involved, as they know better what the neighbourhood needs than people from outside the neighbourhood.

At the same time, residents' experiences with solutions to nuisance and crime are particularly described as problem-shifting, for example, placing cameras and a no-congestion sign in a plaza where there was much nuisance. As a result, the nuisance has now moved to a few streets away. Another example is the introduction of paid parking in an area with many parking problems and associated nuisances. Resulting in this nuisance moving to a few streets away from where paid parking has not yet been introduced. The demand for real effective solutions is high.

So, the residents would like to be more involved in the decision-making process regarding the neighbourhood. They have a high demand for real effective solutions and think that their knowledge of the neighbourhood can be of use in designing these solutions.

The reason cited by residents for being more involved is one reason why citizens' opinion, in general, is increasingly important in the making of current policies. Namely, that citizens are closest to the problems (ROB, 2005). Because residents are closest to the problems, they will be able to offer a different perspective than policymakers who are further away from the problems.

### *Components safe feeling*

It is striking that when we talk about components that influence the feeling of safety, the answers initially seem to be wildly divergent. This is not entirely surprising, because as one of the respondents describes it, "Safety is not the same for everyone. It is subjective". Nevertheless, in the end, the answers primarily come down to the same thing, namely the absence of components that cause a feeling of unsafety.

Most respondents immediately think of daytime hours as aspects that influence the perception of safety. This mainly concerns the fact that it is light in the afternoon and that many people are on the street. The feeling of social control and that others would be willing to intervene if necessary gives a feeling of connection and safety.

The bottom line is that feeling safe is primarily about the absence of components that cause unsafety feelings. These are described in the section below.

How respondents describe the feeling of safety is compatible with the definition of safety: 'the degree of absence of potential causes of a dangerous situation or the degree of presence of protective measures against these potential causes' (VGNgroup, 2019). Consequently, this also applies to the feeling of safety.

### *Components unsafe feeling*

As a respondent describes the layout of Moerwijk "there are many housing blocks that are not directly connected to each other, in most blocks, there is no common courtyard for example". According to many respondents, this causes people to gather more quickly on a corner or the street. This group formation then causes a feeling of unsafety for people who have to pass by here, especially in the evenings. In some cases, this feeling of unsafety goes so far that people do not dare to walk past or do not dare to go outside in the evenings, for example, going shopping.

Despite the feelings of unsafety, most respondents do not let it stop them from going out on the streets. They know precisely to which places they should (or should not) go. For example, they prefer to avoid empty parking lots, places with canopies, and areas with poor lighting.

Unfortunately, not all feelings of unsafety can be avoided as easily. When the feelings of unsafety arise in a person's own home, a person cannot avoid the occurrence of feelings of unsafety by simply staying home. There are several causes for feeling unsafe indoors. Feeling unsafe indoors can be caused by things as shouting in the neighbourhood, vandalism inside and around porches, and also situations such as domestic violence playing out among neighbours.

In addition, poor maintenance of the home or poor maintenance with (business) neighbours can also cause intense feelings of unsafety. Poor maintenance can manifest itself, for example, in fire hazards or moisture and mould nuisances, which can pose a health hazard to residents.

The unsafety feelings that occur indoors seem to have an even more significant impact than the unsafety feelings that occur outdoors. A reason for this is that unsafety feelings indoors are (almost) impossible to avoid.

Finally, there are feelings of unsafety due to traffic hazards. According to the respondents, the neighbourhood is falling apart due to highways that cut through the neighbourhood. Furthermore, pedestrians do not feel important. For example, there are few or no pedestrian crossings in what they consider important places, and the problem of too little street lighting is also mentioned here.

Thus, the feeling of unsafety felt by residents has many different causes. Some, such as walking past groups on the street, are sometimes tried to be avoided; others, which occur indoors, are more difficult or even impossible to avoid.

The residents mainly mention the same aspects that cause feelings of unsafety as found in the literature. For example, the residents of Moerwijk feel extremely unsafe when they have to walk past hanging groups, just like 36% of the Dutch population (CBS, 2020).

A new aspect, which we have not encountered before in theory, is feeling unsafe indoors. The theory has focused so much on all forms of the external nuisance that nuisance experiences within the home have not been included. Indoor nuisances seem to impact residents' daily lives significantly and should certainly not be forgotten in the future.

### ***Resolutions to improve the feelings of safety, including a pilot for a PVE***

#### ***Ideas to increase the feeling of safety***

Respondents have described in detail what caused their feelings of unsafety. In addition, respondents also have plenty of ideas about how these feelings of unsafety can be reduced. Many solutions mentioned are practical. Others are about influencing residents' behaviour.

Investing in street lighting in dark areas is a solution often mentioned. Also, many residents would like to see paid parking in their neighbourhood to prevent people "who do not belong there" from parking their cars in their part of the neighbourhood, with the accompanying nuisance problems. Furthermore, there is a great demand for (more) neighbourhood prevention teams and neighbourhood police officers who, especially in the evening hours, when the feelings of unsafety are most present, come by more frequently and show that they are there and are paying attention. People who cause nuisance must be addressed visibly.

In addition to feeling safe on the streets, residents especially want to feel safe in their own homes. When this is not the case, it brings about strong emotions and frustrations. As discussed above, vandalism in porches and poor maintenance makes residents feel unsafe indoors. Support from housing corporations for these problems is called "highly desirable". Since this is not always the case, according to the residents, they would like support in reaching housing corporations.

As one of the respondents put it, "complete prevention of nuisance is not realistic, smooth reaction to it is realistic and helps enormously with the feeling of safety. The reactions

of other respondents are in complete agreement with this. Many residents would like to see this: police and other emergency services who take reports seriously and respond promptly.

In addition to solutions that residents would like to see initiated by the municipality or aid organizations, they also recognize the great importance of their responsibility for feeling safe in the neighbourhood. They want to contribute to a safe neighbourhood and see it as crucial to encouraging fellow residents to solve problems themselves and contribute to the feeling of safety. Social control is a frequently mentioned concept to which they attach great value. It is seen as an essential resource for feeling safe and being safe. They would like to be supported in taking responsibility and in encouraging fellow residents.

According to the residents, support should take place at a younger age. The behaviour of older residents can hardly be influenced anymore, but children and young people still have to form themselves in society. They find that the great importance lies in making children and young people aware of their behaviour and the consequences that their behaviour entails. From here, a fundamental change within the neighbourhood can be brought about.

Finally, according to residents, they know best what bothers them and should be used as a data source for the policy-making process. This data source must be used efficiently in order to take concrete action.

In short, the residents of Moerwijk have various ideas to increase the feeling of safety. Examples are, investing in street lighting or introducing more neighbourhood prevention teams. Of even more importance, residents want that their complaints are taken seriously and a quick response to make them feel that they are being heard and something is being done about it. Furthermore, they think that the focus should be on creating awareness among children and young people. Finally, they find they should be used as a data source for the policy-making process since, as discussed before, residents are closest to the problems.

Many of the ideas mentioned by residents to increase the feeling of safety are apparent. For example, to invest in street lighting in places where people feel unsafe because of its absence. There are also ideas about improving existing interventions. For example, to set up more neighbourhood prevention teams that walk the streets more frequently and are more visible.

However, these ideas give us much knowledge about what they see as the most significant problems and how they can best be solved. All the information gathered is therefore essential to take into account when developing interventions.

### *Understanding the PVE questions*

After a clear explanation, each question was reasonably understood. Often respondents asked for some additional explanation before answering the question. Subsequently, the questions were answered in the desired manner, indicating that they understood what was expected of them.

For the one respondent who completed the questions online, the answers were incomplete. For example, instead of distributing points among interventions, only one intervention had been mentioned without any clarification. This may indicate that the respondent did not understand the question correctly.

There were some questions about the explanations of the interventions in the first two interviews. After modifying these explanations in response, there were no more questions about these explanations asked.

Furthermore, a few respondents suggested expressing the level of influence in numbers rather than words for the table to remain manageable and more apparent. According to them, this will make the table more understandable.

So, in general, the PVE questions were well understood by the residents, except for the one person who completed the questions online. As this was only one respondent, no further conclusions can be drawn from this. Furthermore, it may be better to express the level of influence in the table in numbers rather than words to make it more apparent.

Ultimately, the table should remain manageable. To facilitate this, the level of influence should be expressed in numbers rather than words. According to the respondents, this will make the table more manageable.

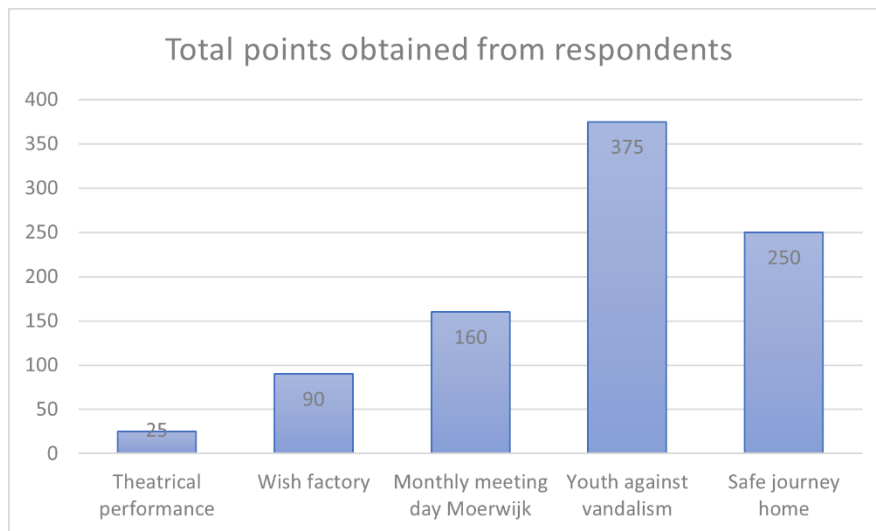
So, instead of describing effects as not at all influential to extremely influential, this level of influence should be indicated in numbers. One will stand for not at all influential, and the scale goes up to five, extremely influential.

#### *Intervention with the highest preference and intervention least preferred plus an explanation*

While conducting the first interview, the respondent spoke his mind about one-time interventions. According to him, one-time interventions could never "bring about a difference within society. This thought was an incentive for further research on one-time interventions, which was then conducted.

On the list to be presented to the respondents, three of the five interventions were one-time interventions. After searching for possible, more effective, alternatives, the meeting day intervention was modified based on the information found. The submitted intervention was modified from a one-time meeting day to a monthly meeting day. The list including this modification was submitted to the remaining nine respondents. Because of this, the first respondent's score was not included in the further analysis, though this respondent's views on the various interventions were.

First of all, respondents were asked which interventions they preferred. They could express this preference by dividing 100 points among the five interventions presented to them. In figure 11, we present the total number of points obtained by each intervention from the respondents.

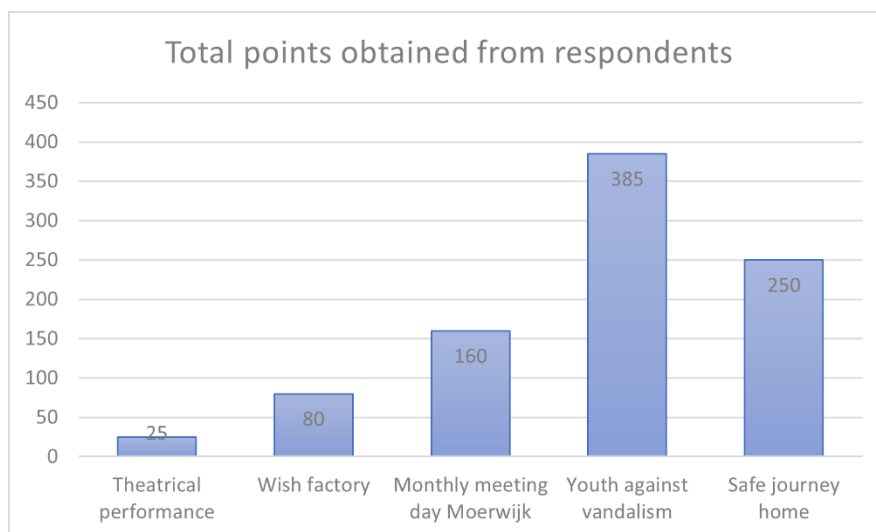


*Figure 11. An overview of preferences of respondents for each intervention*

The intervention 'Youth against vandalism' received the most points with a significant difference compared to the other interventions. Next, in order preference, came the interventions 'Safe journey home', 'Monthly meeting day Moerwijk' and 'Wish factory'. The 'Theatre performance' had received some points from only one respondent.

The question was then asked for dividing points about the interventions when looking specifically at improving the feeling of safety. In all cases but one, the point distribution remains the same. In this one case, the respondent gave ten points less to the 'Wish factory', adding them to 'Youth against vandalism'.

From this, it can be concluded that respondents' preferences are similar to which interventions should be implemented to increase the feeling of safety according to them. In figure 12, the new distribution of points among the interventions is presented.



*Figure 12. An overview of which intervention should be implemented in Moerwijk to increase the feeling of safety according to respondents*



Before the interventions were defined to the respondents, some ideas to increase the feeling of safety had already been discussed. Here the respondents had already indicated how important they find it that children and young people are involved and made aware of the problems in the neighbourhood. At the same time, vandalism and pollution were mentioned as common problems in the neighbourhood, which they want to be addressed. For these reasons, "Youth Against vandalism" was the intervention that most appealed to them and received the most points.

Many respondents are also very enthusiastic about the 'Safe journey home' intervention, as they are regularly confronted with feelings of unsafety in the streets. Especially in the evening hours, many residents in Moerwijk feel unsafe. They believe the possibility of following a safe route, where for example, extra street lighting is installed, will make residents feel safer when they have to walk the streets in the evening

Nevertheless, some are a bit sceptical about what introducing this intervention would mean for the neighbourhood as a whole. One respondent immediately mentioned the danger of these safe routes: "By marking some routes as safe, it means that there are also routes that are less or unsafe". The respondents suspect that neighbours who have to go along an unsafe street or live here may subsequently feel less safe. These feelings are the exact opposite of the intended purpose of the intervention. Therefore, should the 'Safe journey home' intervention be implemented, they believe a solution to this problem is highly desirable.

The nine respondents have also commented on how intervention 1 (theatre performance) and 2 (wish factory) cannot bring about fundamental changes because they are one-time interventions. This is why they gave these interventions fewer points. These comments prove that the adjustment of the meeting day intervention has been the right one.

According to respondents, the monthly meeting intervention provides space for contact and for discussing various themes. A majority of the respondents believe that this intervention can bring positive effects to the neighbourhood. One respondent even said she would definitely go to this if it were an effective meeting, i.e. if plans were made. However, the respondents struggle a bit to see how these interventions can enhance the feeling of safety. Also, most respondents think only people who are already involved will be reached. These reasons caused the 'Monthly meeting day Moerwijk' to receive few points in the end.

The problem of only reaching people who are already involved is also mentioned when talking about the 'Theatrical performance' and the 'Wish factory' and certainly poses a problem. With this problem, they also wonder: "Will the people with the greatest problems ultimately be heard and seen?". The general opinion of the respondents is that this is not the case. In addition, the respondents do not see how these interventions can have a positive effect on the feeling of safety.

The one respondent who did give points for the theatre performance had already taken part in a similar project once. After participating, she had experienced a greater connection with the neighbourhood, which made her think that it could also be an interesting project for Moerwijk

In summary, the intervention 'Youth against vandalism' contains two components considered very important among the respondents: tackling vandalism and pollution and involving the

youth. Therefore, this intervention received the highest number of points with a significant difference. The intervention 'Safe journey home' also received many points from respondents because it tackles a common problem: feeling unsafe on the streets. However, should this intervention be implemented, they believe that something needs to be done about the problem that the other streets can be seen as unsafe by marking some streets safe. Furthermore, the respondents believe that the 'Montly Meeting Day Moerwijk' can positively affect the neighbourhood. However, they are not confident that improving the feeling of safety also falls under these positive effects. Finally, respondents have little or no confidence that one-off interventions such as 'Theatrical performance' and 'Wish factory' can make a significant difference. They also do not see how these interventions can positively influence the feeling of safety, and therefore give these interventions few or no points.

The information obtained from the respondents' comments helps compile a final list of interventions to present to respondents and shows the value of a pilot. The goal is to present the most relevant interventions during the PVE. Some interventions received few or no points. More relevant interventions may better replace these interventions. Other interventions received several points but would have received even more points if they had been slightly improved.

Based on the information obtained, it can be determined which interventions belong in the list and which do not, and which need some improvement to belong there. Also, some way should have to be found to involve people who are not already involved and have the most significant problems.

#### *Indicators preferred interventions*

All respondents agree that it is essential for the whole community to address problems together. They want to unite together and to improve the neighbourhood and the feeling of safety within the neighbourhood. They prefer to see interventions that support the neighbourhood in this.

In addition, the respondents have a strong preference for interventions that target youth. They believe that young people can still be positively shaped when they become aware of their environment and the consequences of their actions.

Finally, they prefer interventions that directly affect the feeling of safety. Interventions that try to bring people together through culture in order to increase the feeling of safety can count on much less support.

Thus, respondents prefer interventions that support them in tackling problems themselves and that involve young people in the solution. In addition, a new insight is given: the respondents prefer interventions with a direct effect on the feeling of safety over interventions with an indirect effect.

This information, too, helps compile a final list of interventions to present to residents of Moerwijk. In order to make the final list as relevant as possible, the interventions should match the preferences of residents as closely as possible.

Here, too, we see the importance of this pilot. The interviews revealed an insight not previously found in the literature, namely, the respondents' preference for interventions with a direct effect. This insight provides direction for possible adjustments.

### *Important and additional effects*

Among respondents, reducing vandalism and pollution and visibly improving neighbourhood safety are considered necessary aspects to consider when measuring the effects of interventions. Making new and improving existing contacts are also found indispensable aspects to consider in decision making. Good contacts enable residents to motivate each other much faster and to better tackle problems. At the same time, the residents think that people are more likely to lack a sense of responsibility for their neighbourhood if they have poor or no contact with fellow neighbourhood residents.

Furthermore, on the effects on 'residents feeling more at home' or 'feeling more involved with the neighbourhood', less value is placed. These aspects are not seen as entirely superfluous but could be replaced by more relevant aspects.

Additional effects that respondents would like to see are:

1. How many residents who feel unsafe will participate in each intervention?
2. How are nuisance causers involved in the solutions?
3. Specific to the intervention of young people against vandalism, or other possible interventions involving young people:
  - Which young people are approached for this?
  - What do young people think about this themselves?
  - What are the experiences in other neighbourhoods where this project has taken place?

So, measuring the effects of the interventions on reducing vandalism and pollution and visibly improving neighbourhood safety are seen as essential. Making new and improving existing contacts with neighbourhood residents are also considered relevant aspects. The other two aspects, 'Engagement with the neighbourhood' and 'Feeling at home in the neighbourhood', do not receive much consideration and could be replaced. The respondents mentioned several additional aspects that could replace the less important ones or that could be added to the table.

The goal is to present all relevant effects of the interventions to respondents. At the same time, in doing so, the presented table should remain manageable. A balance must be found here. Based on the feedback mentioned above, the choice can be made to adjust some of the presented aspects. More beneficial aspects can replace the aspects they consider less valuable.

### *Possible complementary interventions*

While discussing ideas to increase the feeling of safety in the neighbourhood, several alternative and complementary interventions were already discussed.

When answering whether the respondents knew of any additional interventions that belonged in the table, they referred back to their earlier ideas. These can be found under the section 'Ideas to increase the feeling of safety'.

### *Motivate community residents*

In addition to deciding which intervention should be implemented to strengthen the feeling of safety in the neighbourhood, motivating residents to participate in it is also an essential factor. Without high and intensive participation of residents, an intervention can not be effective.

According to the respondents, the residents in Moerwijk are more concerned with extrinsic motivation than with the intrinsic motivation to participate. Reward systems, sums of money and similar provisions are mentioned as examples of this. The point is that people ultimately want to experience positive effects in their daily lives when they participate in something.

In other words, to motivate the residents of Moerwijk to participate, residents like to see what they get in return for this.

Motivating Moerwijk residents is a topic that did not receive much attention during the interview drafting process, but it is undoubtedly an important topic to take into account. For an intervention to be effective and successful, high and intensive participation of the residents is highly needed.

Therefore, during the development of a final list of interventions to present to residents, it is crucial to consider how residents can be motivated to participate in these interventions. This can be done by answering the following question: ‘What do Moerwijk residents get in return for participating, and how is this presented to them?’

## Conclusion

This study on the perception of safety within Moerwijk was conducted to achieve two goals. The first goal was to identify what causes residents' feelings of unsafety. This also involved looking at residents' ideas on how the perception of safety can be strengthened. The second goal was to pilot a Participatory Value Evaluation. The study was guided by answering the following research question.

- *How, according to the residents of Moerwijk, can the feeling of safety in their neighbourhood be strengthened?*

Based on the literature reviewed and the resulting expectations, the following hypotheses have been conducted:

1. *According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that strengthen social cohesion in their neighbourhood.*
2. *According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened using interventions that improve liveability in their neighbourhood.*

An extensive literature review, qualitative research strategies and semi-structured interviews were used to determine whether these hypotheses could be accepted or rejected.

The first result of this research is the carefully compiled list of interventions presented to Moerwijk residents during the pilot. The following interventions have earned a place on this list by meeting all the requirements set in this research.

1. Theatrical performance
2. Wish factory
3. Monthly meeting day Moerwijk
4. Youth against vandalism
5. Safe journey home

A complete overview of these interventions, including their effects on several aspects of the feeling of safety, liveability and social cohesion, can be found in figure 10. This overview was used to present to the respondents during the PVE pilot.

The second result of this research is derived from all the information obtained from the interviews conducted. The main results will be presented in the sections below.

### ***Mapping liveability, social cohesion and the perception of safety***

Overall, the physical living environment of Moerwijk is rated poorly by the respondents. In addition, only three of the respondents do feel at home in Moerwijk. The more residents feel at home, the more they seem to be involved with their neighbourhood and vice versa. The same thing applies when we look at internal contacts. Again, the more contact residents have with other residents, the more involved they appear to be with the neighbourhood and vice versa.

All respondents experience various types of nuisance. Some types of nuisance even bring out feelings of unsafety in a majority of the respondents. For example, group formation on the street. When looking at crime, the presence of crime is primarily described as a feeling.

As long as the residents are not bothered by it, they are not much concerned with the presence of crime.

Feeling safe is primarily described as the absence of components that cause unsafety feelings. There are many different components that create these feelings of unsafety. The experiences that make the most impact on residents' feelings of unsafety are walking down the street in the evening past a group of people and feeling unsafe indoors.

Finally, the residents would like to be more involved in the decision-making process regarding the neighbourhood. They have a high demand for real effective solutions and think that their knowledge of the neighbourhood can be of use in designing these solutions.

In general, the results of the first three themes are not very surprising and are very much in line with the reviewed literature. For example, when trying to improve the feeling of safety, it is crucial to keep in mind the improvement of contact between neighbourhood residents. In addition, forms of nuisance with which residents are confronted daily have more impact on their sense of safety than the presence of crime, which they only experience indirectly. The focus will therefore have to be on reducing this nuisance.

A new insight, which was not encountered before in theory, is feeling unsafe indoors. The theory focused so much on all forms of external nuisance that nuisance experiences within the home were not included. Indoor nuisances seem to impact residents' daily lives significantly and should certainly not be forgotten in the future when addressing the feeling of safety.

#### ***PVE pilot resulting in resolutions to improve the feeling of safety in Moerwijk***

In general, the residents understood the PVE questions well, except for the one person who completed the questions online. As this was only one respondent, no further conclusions can be drawn from this.

Youth against vandalism received the highest number of points because it addresses vandalism and pollution and involves the youth, which appeals a lot to the respondents. Safe journey home also received many points for addressing unsafety feelings on the street. Furthermore, 'Monthly meeting day Moerwijk' received several points for positively affecting the neighbourhood. However, the respondents are still sceptical if it will improve the feeling of safety. The 'Theatrical performance' and the 'Wish factory' got the fewest points, mainly because they are one-off interventions, of which respondents believe they can not make a significant difference.

Overall, respondents prefer interventions that support them in tackling problems themselves and involving young people in the solutions. A new insight gained from the results is: the respondents prefer interventions with a direct effect on the feeling of safety over interventions with an indirect effect.

When measuring the effects of the interventions on several aspects of liveability, social cohesion and perception of safety, some aspects are valued higher than others. According to the respondents, the aspects 'Engagement with the neighbourhood' and 'Feeling at home in the neighbourhood' can be replaced with more relevant aspects. Examples of aspects that can be used to replace these less valued aspects can be found in the section '*Important and additional effects*'.

According to the respondents, a last new insight is that it is essential to focus more on how to motivate residents to participate. To motivate the residents of Moerwijk to participate, they like to see what they get in return for this.

Finally, we have gathered enough information to formulate a complete answer to the research question: *'How, according to the residents of Moerwijk, can the feeling of safety in their neighbourhood be strengthened?'*

According to the residents of Moerwijk, the feeling of safety in their neighbourhood can be strengthened by implementing the intervention 'Youth against vandalism'. Furthermore, other interventions that will support residents in solving problems themselves, that involve the youth in the solution and directly affect the feeling of safety, are also a suitable option to strengthen the feeling of safety in Moerwijk.

Based on the results, the first hypothesis can be rejected. The interventions that resulted in increased social cohesion in the neighbourhood received the fewest points from the residents. From this and the accompanying explanation, it can be concluded that the residents do not think that interventions that social cohesion interventions can strengthen the feeling of safety in their neighbourhood.

The second hypothesis states that according to the residents, the feeling of safety in their neighbourhood can be strengthened using interventions that improve liveability in their neighbourhood. The intervention that obtained the most points, 'Youth against vandalism', scored highest on the aspect of liveability: 'Reducing vandalism and pollution'. At the same time, however, respondents expressed a preference for interventions that directly impact the feeling of safety.

Respondents were sceptical about what the 'Safe journey home' intervention would mean for the entire neighbourhood. This intervention was the intervention that was supposed to have a direct effect on the perception of safety. Being sceptical may have caused respondents to give this intervention fewer points. When improved or replaced by another intervention that directly affects the perception of safety, it might have received more points.

However, these are only unproven thoughts. Therefore, we do not reject this second hypothesis, just as we do not adopt it.

Instead of stating that improving the feeling of safety should be done using liveability interventions, a correct statement would be that the improvement *can* be made using liveability interventions.

### ***Reflection of research methods.***

It can be concluded that the validity of this study is very high. We have succeeded in providing a complete answer to the research question by measuring everything we wanted to measure. As a result, the causes of feelings of unsafety among Moerwijk residents have been clearly mapped out. As a result, most of the expectations from the literature regarding the perception of safety could be confirmed. At the same time, several new insights emerged, which had not been focused on before in theory. The discovery of these new insights proves that conducting interviews was a suitable method for mapping out the causes of feelings of unsafety.

Furthermore, the pilot of the PVE was extensively tested and evaluated, resulting in many recommendations for conducting and implementing a final PVE. Here, too, the

importance of this research became apparent. During the testing of the PVE, it became clear which expectations from the theory were accurate and which were not for the residents of Moerwijk. This ensures that even more relevant PVE questions can be composed based on the recommendations.

It must be considered that only a particular group of people are willing to participate in the research. Not all individuals who were invited to participate in this study were willing to cooperate because, for example, they had no time or were not interested. In addition, some groups of residents are difficult to reach. For example, some do not have internet access.

The prevailing coronavirus also played a role. Because many cafés and meeting places were closed for a long time, it was more difficult to reach residents of Moerwijk. Due to this, residents were also less open to personal interviews. Thus, there were additional constraints in finding respondents and conducting interviews. These elements together pose a risk of selection bias and reduced representativeness. This means that the risk is increased that the sample does not adequately reflect the population at stake.

Nevertheless, we tried to take this into account by collecting respondents in different ways. For example, via e-mail, in community centres and on the street. In this way, an attempt was made to ensure the greatest possible representativeness.

In general, it has been reasonably successful in creating a good image of reality. A limitation here, however, was the limited number of respondents with a migration background. More than 75 per cent of Moerwijk residents have a migration background. To create an even better image of reality, this should be taken into account more in the future. In addition, a way should be found to interview more residents with a migration background.

Concluding, overall, we managed to collect enough relevant data to arrive at new, relevant insights. These insights will form the basis for a final PVE which can be carried out in Moerwijk. This way, the results of this study can form a starting point for the road to a Moerwijk in which all residents feel safe.

The final chapter will contain the policy recommendations on how the PVE in Moerwijk should be shaped to make it successful.



## Policy recommendation for designing and implementing a PVE

Residents of Moerwijk have a high demand for being more involved in the decision-making process. Conducting a Participatory Value Evaluation is an appropriate way to involve the residents of Moerwijk more.

During a PVE, all the knowledge of residents and policymakers can be linked together. The residents are close to the problems, which they feel is a reason to use them as a data source during the decision-making process. At the same time, the policymakers have knowledge about the advantages and disadvantages of specific interventions and which conditions must be met for decisions to be made.

By transferring this knowledge from the policymakers to residents in an understanding manner and guiding them in forming a well-considered opinion, it becomes clear what kind of policy residents think should be implemented. Furthermore, this way, the opinions of residents become applicable to be included in the decision-making process.

In general, the pilot PVE questions were well understood and assessed as valuable. However, there is certainly room for improvement.

We start with the selection of interventions. From the interviews, new insight was gained that the residents of Moerwijk prefer interventions with a direct effect on the feeling of safety. At the same time, we see that the interventions 'Theatrical performance', 'Wish factory' and 'Monthly meeting day Moerwijk' received significantly fewer points than the other two. These three interventions all directly affect social cohesion and subsequently indirectly affect the feeling of safety. The preference of residents is clearly not directed towards this.

Therefore, the recommendation is to replace at least the 'Theatrical performance' and 'Wish factory', the two with little to no points, and possibly also the 'Monthly meeting day Moerwijk' with more suitable interventions.

Furthermore, 'Youth against vandalism' proved to be an appropriate intervention for the final list. In addition, 'Safe journey home' also proved to be a reasonably appropriate intervention. However, before this last intervention is included in the final list, a solution must be found for the problem that by marking streets as safe, other streets are seen as unsafe.

In order to present the most relevant list to residents, all interventions on the list should meet the following conditions:

1. Residents are supported in addressing problems themselves
2. Youth are made aware and involved in solving the problem
3. The intervention directly affects the feeling of safety

A second step is to evaluate the presented effects of each intervention on specific aspects of liveability, social cohesion and the perception of safety.

The effects of the interventions on the aspects 'Visibly improving neighbourhood safety' and 'Reducing vandalism and pollution' should be included in the final table. Making new contacts' and 'Improving existing contacts with neighbourhood residents' are also considered relevant.

However, the effects on 'Engagement with the neighbourhood' and 'Feeling at home in the neighbourhood' are perceived as less relevant. More relevant aspects could replace these.

Ideas for possible additional effects that respondents would like to see are:

1. How many residents who feel unsafe will participate in each intervention?
2. How are nuisance causers involved in the solutions?
3. Specific to the interventions of young people against vandalism, or other possible interventions involving young people:
  - Which young people are approached for this?
  - What do young people think about this themselves?
  - What are the experiences in other neighbourhoods where this project has taken place?

These ideas can be taken on board to develop aspects that can replace the less relevant ones.

Ultimately, the table should remain manageable. To facilitate this, the level of influence should be expressed in numbers rather than words. According to the respondents, this will make the table more manageable.

So, instead of describing effects as not at all influential to extremely influential, this level of influence should be indicated in numbers. One will stand for not at all influential, and the scale goes up to five, extremely influential.

One person, who completed the PVE pilot online, filled in the questions incompletely and incorrectly. Because this was only one person, no direct conclusions may be drawn from this. However, it does show the importance of asking questions clearly, as respondents can and will ask few or no questions while completing the PVE.

The recommendation here is to use a programme that offers the possibility to answer questions in only one way, the correct one, for example, by giving an error message when the question is not filled in completely or correctly.

Finally, an important insight was gained on how to motivate residents. Motivating residents to participate in the PVE and contribute to the eventual implementation of an intervention is a necessity. To motivate residents of Moerwijk, they need to see what they get in return when they participate in a study. To make this happen, the municipality can, for example, provide a specific budget to spend within the district. This money can be spent on interventions that strengthen the feeling of safety among residents. Residents can see that money is available and that the intervention they collectively prefer can be implemented.

By contributing to a choice that will actually be implemented, residents of Moerwijk are more likely to participate. This will promote participation in the PVE among Moerwijk residents and make the PVE successful.

## Appendices

### ***Appendix 1: Interview: Hoe kan volgens de bewoners van Moerwijk het gevoel van veiligheid in hun wijk worden versterkt?***

#### Algemene vragen

- Geslacht, leeftijd, herkomst, opleidingsniveau
- Aantal jaren woonachtig in: Moerwijk

#### ***Thema 1: Leefbaarheid***

##### Leefbaarheid en fysieke kenmerken

- Hoe prettig vindt u uw wijk in het algemeen?
- Hoe vindt u dat het er op straat uit ziet? Bent u hier tevreden mee?

#### ***Thema 2: Sociale cohesie***

##### Contact onderling

- Hoe is het contact tussen buurtbewoners onderling?
- Kunt u iets vertellen over uw eigen contact met andere buurtbewoners?

##### Identificatie en hechting met de buurt

- Voelt u zich thuis in de buurt waar u nu woont?
- Was het een bewuste keuze om hier te gaan wonen?
- Als u moest verhuizen, zou u dan in deze buurt willen blijven wonen? Waarom wel of waarom niet?

#### ***Thema 3: Veiligheidsbeleving***

##### Overlast en criminaliteitsperceptie

- Hoe zou u overlast omschrijven?
- Heeft u het gevoel dat er overlast plaatsvindt in de wijk? Hoe ervaart u dit?
- Heeft u het gevoel dat er criminaliteit is in de buurt? Waar merkt u dit wel of niet aan?

##### Slachtofferervaring/slachtofferrisico

- Is er in de buurt wel eens iets gebeurd waardoor u erg bang werd?
- Bent u wel eens bang om slachtoffer te worden als u in de buurt bent?

##### Perceptie van dreiging

- Wat zijn volgens u dingen die mensen veilig laten voelen?
- Wat zijn volgens u dingen die mensen onveilig laten voelen?
- Op wat voor momenten en/of plekken voelt u zich onveilig?
  - a. Waar komt dit door?
- Hoe voelt u zich als u door de buurt loopt, bijvoorbeeld als u boodschappen gaat doen?

#### ***Thema 4: Oplossingen om het gevoel van veiligheid te versterken***

##### Oplossingen

- Hoe denkt u dat ervoor gezorgd kan worden dat mensen in de wijk zich veiliger zullen voelen?
- Wat zou de gemeente kunnen doen?
- In hoeverre denkt u dat goed contact tussen wijkbewoners onderling het gevoel van veiligheid kan beïnvloeden?

##### Participatieve Waarde Evaluatie

Na het voorleggen van de tabel met bijbehorende uitleg:

- Verdeel 100 punten over deze 5 maatregelen, met daarbij de meeste punten naar de maatregel welke u het liefst geïmplementeerd/ingesteld zou willen zien:
  - Waarom?
- Verdeel 100 punten over deze 5 maatregelen, met daarbij de meeste punten naar de maatregel waarvan u denkt dat mensen zich veiliger zullen voelen:
  - Waarom?
- Waarom is dit hetzelfde/verschillend?

##### Feedback

- Is er nog iets wat u in deze tabel had willen zien aan effecten?
- Is er nog iets aan deze tabel wat overbodig is en weggelaten had kunnen worden?

## Appendix 2: Coding process

Open coding	Axial coding
Impossible to find affordable housing	Housing scarcity
Conscious choice because of affordable houses	Housing scarcity
Moerwijk not the first choice, but social housing needed	Housing scarcity / Attachment to the neighbourhood
Moerwijk not the first choice, but housing shortage	Housing scarcity / Attachment to the neighbourhood
Moerwijk not the first choice, but family lives here	Attachment to the neighbourhood
Feeling at ease on the street	Attachment to the neighbourhood
Tackling neighbourhood problems together	Attachment to the neighbourhood / Contact with fellow residents
Everyone in care for him/herself	Attachment to the neighbourhood / Contact with fellow residents
No contact with other neighbours	Contact with fellow residents
Knowing who the neighbours are	Contact with fellow residents
Saying hello to each other on the street	Contact with fellow residents
Limited contact with neighbours	Contact with fellow residents
People pay attention to each other (and each other's houses)	Contact with fellow residents / Social control
Creating a sense of belonging and keeping the neighbourhood safe together	Social control / Attachment to the neighbourhood
Making the neighbourhood your own	Feeling at home in the neighbourhood
Feeling more at home in another district	Feeling at home in the neighbourhood
Not feeling at home because of unsociable atmosphere in the neighbourhood	Feeling at home in the neighbourhood
Few recreational opportunities for young people/young residents	Feeling at home in the neighbourhood / Facilities
Neighbourhood appearance	Liveability
Accessibility of neighbourhood	Liveability
Peaceful area	Liveability
Trash around the garbage containers	Liveability
Distribution of inhabitants	Progress of Moerwijk
Building of new houses	Progress of Moerwijk
New/refurbished facilities	Progress of Moerwijk / Facilities
Definition of nuisance	Definition of nuisance
Litter nuisance	Experience of nuisance
Group formation on the street	Experience of nuisance
Alcohol nuisance	Experience of nuisance
Nuisance from business neighbours	Experience of nuisance
Experience with an incident	Experience of nuisance
Loitering nuisance	Experience of nuisance
Next-door neighbourhood nuisance	Experience of nuisance
Vermin nuisance	Experience of nuisance
People in the neighbourhood who do not belong there	Experience of nuisance

Vandalism around the house	Experience of nuisance
Vandalism on the street	Experience of nuisance
Drug nuisance	Experience of nuisance / Experience with crime
Little experience with nuisance and crime	Experience of nuisance / Experience with crime
Knowing it's taking place, but no personal experience	Experience with crime
Bicycle theft	Experience with crime
Police presence	Experience with crime
Vague premises	Experience with crime
Frightening incident	Experience with crime / Components unsafe feeling
Influence of a certain moment on feeling safe	Components safe feeling
Places that make us feel safe	Components safe feeling
Places that make one feel unsafe	Components unsafe feeling
Fear of fire by business neighbours after several incidents	Components unsafe feeling
Components safe feeling	Components safe feeling
Traffic unsafety	Components unsafe feeling
Safety is subjective	Components safe feeling
Feeling unsafe because of poor maintenance indoors	Components unsafe feeling
Possible investments to increase feeling of safety	Components safe feeling / Ideas to increase the feeling of safety
Improving emergency services for increased feelings of safety	Components safe feeling / Ideas to increase the feeling of safety
Municipality's share to improve the feeling of safety	Ideas to increase the feeling of safety
Role of police to improve feeling of safety	Ideas to increase the feeling of safety
Understanding the PVE question	Understanding the PVE question
Intervention with the most points	Intervention with the highest preference
Intervention with the fewest points	Intervention least preferred
Indicators good intervention	Indicators preferred intervention
Indicators poor intervention	Indicators preferred intervention
Difference preference personal with preference safety perception	Comparison personal preference with safety preference
Own intervention idea	Possible complementary interventions
Motivate community residents to support the implementation of the intervention	Motivate community residents
Importance of social cohesion	Importance of social cohesion
Missing affects	Additional effects
Influence of intervention on perception of safety	Influence of intervention on perception of safety

### Appendix 3: Extra information Moerwijk

The research is conducted in Moerwijk. Moerwijk has around 21,000 residents. Below are some statistics about the residents of Moerwijk.

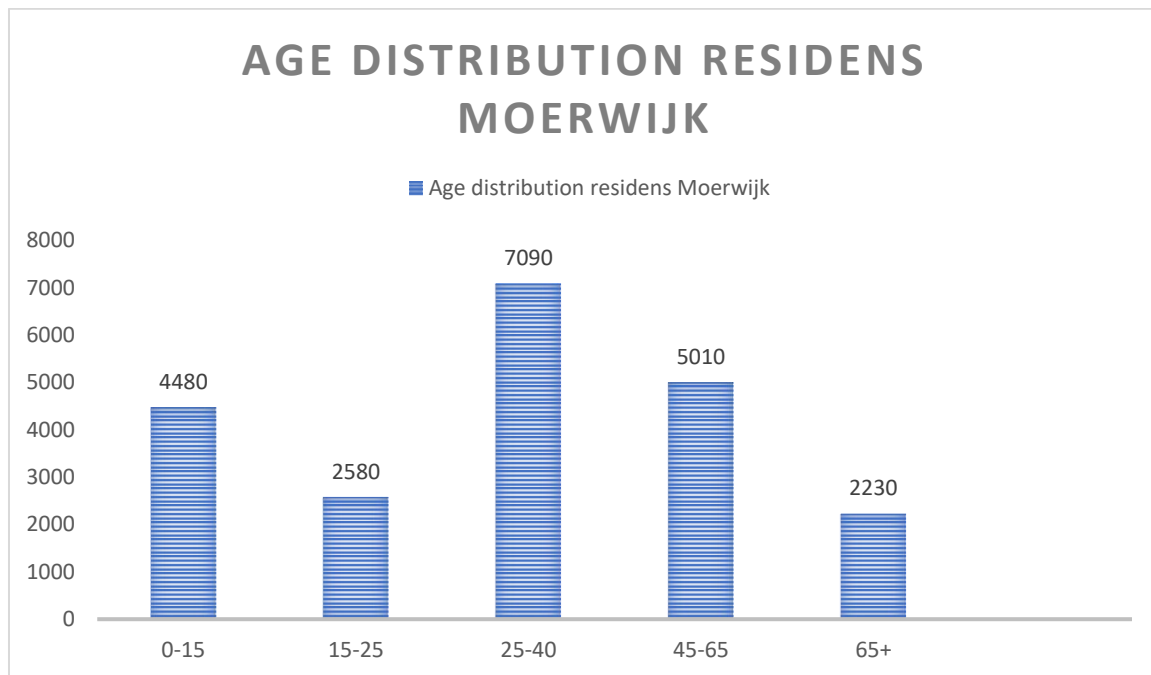


Figure 13. Age distribution residents of Moerwijk [Source: (CBS, Allecijfers, 2019)]

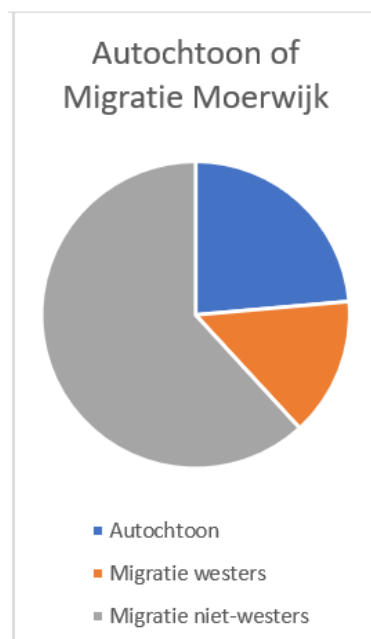


Figure 14. Distribution of inhabitants with native or migrant background Morgenstond, Bouwlust and Vrederust and Moerwijk [Source: (CBS, Allecijfers, 2019)]

- Migration western: Person with migration background one of the countries in Europe (excluding Turkey), North America and Oceania, and Indonesia and Japan.
- Migration non-western: Person whose migration background is one of the countries in Africa, Latin America and Asia (excluding Indonesia and Japan) or Turkey.

[Note: After an outcry arose over the use of the terms western and non-western, CBS is exploring what classification could be used as an alternative (Heck, 2021)]

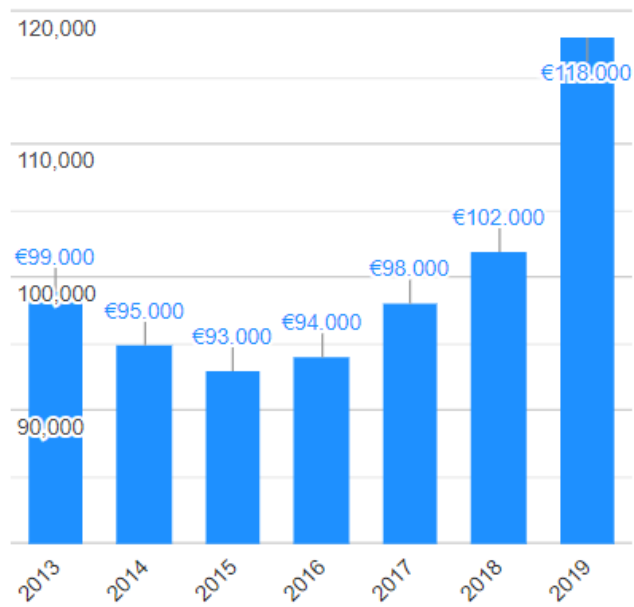


Figure 15. Average house value in Moerwijk, 2013 to 2019. [Source: (CBS, Allecijfers, 2019)]



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