UN SYSTEMWIDE GUIDELINES ON
SAFER CITIES AND HUMAN SETTLEMENTS

I. INTRODUCTION

1. The UN systemwide Guidelines on Safer Cities and Human Settlements have been prepared pursuant to UN-Habitat Governing Council resolution 26/4 “Promoting safety in cities and human settlements”, in which the Executive Director was requested to continue close consultations with the relevant agencies, funds and programmes of the United Nations system and to submit the Guidelines for consideration by the Governing Council at its twenty-seventh session.

2. The UN systemwide Guidelines on Safer Cities and Human Settlements outline the necessary elements in technical cooperation and assistance, to provide local authorities in collaboration with national and subnational governments with a standard in responding to the challenges of delivering urban safety and security in the implementation of the 2030 Agenda and the New Urban Agenda. The goal is to build and promote a participatory and inclusive vision of urban safety and security which contributes to social cohesion and a better quality of life, and with which all inhabitants can feel identified.

3. Making cities and human settlements safe is one of the key aspirations for Goal 11 of the 2030 Agenda for Sustainable Development. Similarly, in the New Urban Agenda, member states commit ‘to promoting a safe…and secure environment in cities and human settlements enabling all to live, work and participate in urban life without fear of violence and intimidation, taking into consideration that women and girls, children and youth, and persons in vulnerable situations are often particularly affected (NUA, Para 39). It further calls for the integration of crime prevention policies into urban strategies and interventions is a key commitment of the New Urban Agenda (NUA Para 103), giving impetus to the work of countries and the international community at large to develop safer cities.

II. VISION

4. Cities and human settlements where all people are safe and are able to enjoy equal rights and opportunities as well as their fundamental freedom and rights. The Guidelines support the role of local governments in collaboration with subnational and national governments to achieve the reduction and elimination of the incidence and fear of crime and violence, through integrated policy approaches to urban safety and security that includes good urban governance, planning and management. These policies will be collective and inclusive of all levels of government and all relevant stakeholders. Partnerships in the development and implementation of tools, strategies and approaches will drive the achievement of urban safety and security for all. In this process, local governments in collaboration with subnational, national governments and all relevant stakeholders will contribute to the realization of a road map for urban safety and security worldwide and to the 2030 Agenda for Sustainable Development as well as the New Urban Agenda.
III. CONCEPTUAL FRAMEWORK

5. Safety and security has two dimensions actual and perceived. The actual dimension refers to the risk of becoming a victim, and the perceived dimension refers to people’s perception of insecurity through fear and anxiety. In many cases, urban dynamics and characteristics have an influence on whether a city has high levels of crime and violence. Spatial, social and economic fragmentation and exclusion feed insecurity and vice versa. In particular, segregation, economic inequality, gender inequality and loss of positive social cohesion have been shown to be primary drivers of higher rates of crime and violence. This is manifest in the creation of slums and gated communities, exploitation of the poor in unstable and informal employment, and the marginalization of particular groups. Crime and violence presents a huge tax on cities as well as a drain on quality of life. Economic costs range from the loss of investments, with the subsequent impact on lost jobs, the abandonment of certain neighbourhoods, the explicit cost of private security and ‘hardening’ to protect staff and assets, leading to the development of an “architecture of fear”, and the stigmatization of the urban poor who are particularly vulnerable in unsafe cities. In this context, promoting sustainable urban development works to improve the conditions for creating safety and security, and in the same way enhancing safety and security enables the realization of sustainable urban development.

6. Many local authorities worldwide have been implementing municipal crime prevention policies and programmes and demonstrating clear evidence that well-planned crime prevention and urban safety and security strategies not only prevent crime and victimization, but also positively contribute to social and economic development and the well-being of urban communities. Such policies address the risk factors associated with poorly planned urbanisation and help improve the quality of life of cities and human settlements.

7. The most effective approaches to urban safety and security address the multi-faceted causes of crime and different forms of violence, including gender-based violence and sexual harassment, applying both human and technological responses. This includes improving the local governance of safety and security as a public good through civic participation, place-making, behavioral change strategies and community development efforts that strengthen local ties and foster civic engagement. Also important are policies strengthening community-based policing and community outreach, support to victims and access to justice and reintegration programmes and investing in a more efficient use of available technology to improve urban safety and security.

8. There is a link between addressing crime and insecurity and effective urban governance. Where inhabitants are free from fear of violence, there is greater possibility for interaction between people and public institutions in a trustful way, regardless of their migratory status, thus fostering inclusion and participation. Similarly, effective, transparent and accountable urban governance is crucial for the creation of safe cities.

9. For the purposes of these Guidelines ‘Safer Cities’ therefore comprises integrated, innovative and inclusive approaches to urban safety and security, which are complementary to and build on, the concept to crime prevention. It starts from the observation that inadequate urban development and local governance, social and territorial exclusion patterns, encourage crime
and violence. In this perspective, urban safety and security requires a citywide and participatory process to address the multiple causes and risk factors for crime, violence and insecurity in cities, and their related protective factors. It helps create the conditions for more sustainable, inclusive, cohesive and just cities, by intervening to influence the multiple causes of crime; by improving the quality of life and addressing social inclusion and inequalities in cities; and by enhancing individual rights, and promoting cohesive and engaged communities that appropriate collective spaces within the city, including through the use of urban planning, legislation and financing as levers of change. It also acknowledges that better urban planning better and good urban governance are necessary but not sufficient to address crime and violence in and of itself and must be accompanied by other risk-based interventions targeting particular problems in particular places and supported by sub-national and national government agencies.

IV. BASIC PRINCIPLES

*Human rights and a Culture of Lawfulness*

10. Urban safety and security strategies should be human rights based, respecting the rule of law and actively promoting a culture of lawfulness. They should actively address cultures of violence, intolerance and corruption with the aim to ensure all people, institutions and governments in the city to take care and protect inhabitants ’everyday life, free from fear, crime and violence; promote civic responsibility, social cohesion and solidarity.

*Inclusion: Gender, age and cultural identities*

11. Inclusion of all inhabitants is an underlying principle in decision-making, implementation and follow-up of urban safety and security strategies. Discrimination, lack of economic opportunities and livelihoods, weak governance, harmful social norms, inequality and inadequate access to, and control of, resources create different forms of exclusion and vulnerabilities for women, girls, boys and men. Urban safety and security strategies should at all times include measures that contribute to gender equality and inclusion. This means that investments and actions need to acknowledge and address the specific interests and needs of women and girls, children and youth, and persons in vulnerable situations including migrants in order to leave no one behind when addressing social and gender norms surrounding safety and security.

*Do no harm*

12. All work on safety and security can have both positive and unintended negative impacts. We must always assess the risks that may arise while promoting safer cities and human settlements. Governments should take concrete steps to prevent any potential harm to children, youth and adults with different gender identities.

*Government leadership*

13. Within the framework of national strategies and policies, all levels and sectors of government should play a leadership role in developing evidence-based inclusive urban safety and security strategies, and in creating and maintaining institutional frameworks for their implementation.
and review. Evidence shows that the role of local authorities is key in both coordinated planning and responses and integration with other services related to inclusive age and gender responsive urban safety and security policies and programmes, in collaboration with national and sub-national governments.

**Decentralisation of safety and security policies**

14. Decentralization of safety and security policies to the local level is an essential component for promoting urban safety and security as a common responsibility for all. Urban safety and security policies should involve an appropriate combination of local government and institutions, community representation and participation, but as well the allocation of financial resources to the lowest levels of government, to address the prevention of crime and enhancement of urban safety and security for all.

**Local Governance**

15. The ‘local governance of safety and security’ implies examining the governance structures of the city as catalysts for collective and collaborative action, centred on the responsibilities of government, but also the possibilities and capacities of other local stakeholders such as business and community actors. Local authorities should coordinate a coalition of stakeholders championing the development and implementation of inclusive urban safety and security strategies. Sustainable approaches to creating safe and secure urban spaces are built from the bottom up and must be constantly updated to reflect on-the-ground realities and emerging problems.

**City/Municipal/Metropolitan-wide scale**

16. Urban safety and security policies and strategies should focus on the entire administrative jurisdiction of the city, including marginal urban, peri-urban and other settlements, and should avoid piecemeal neighbourhood safety and security interventions that can displace crime. Secondly, urban safety and security strategies need to be comprehensive in their approach - spanning multiple city institutions and responsibilities (including urban spatial planning, infrastructure, housing, education, social development, economic development, policing, sports, culture, etc.).

**Safety and security, an integral part of city planning**

17. It is crucial that local authorities fully integrate and mainstream safety and security in their strategic urban planning and decision-making processes and delivery of services. This requires taking account of the specific experiences, interests and needs of men women, boys and girls at all stages, and at risk and all excluded communities and groups. To be effective, urban safety and security strategies should be aligned with the obligations, responsibilities and actions of states and institutions to the Universal Declaration of Human Rights Framework, and inform the vision, objectives, program priorities and capacities of all relevant city departments and local priorities.

**Knowledge-based approaches**
18. Local governments need to base policies and strategies on a comprehensive assessment of the city, drawing on appropriate disaggregated data, and a knowledge base of good practices and effective interventions where available. Given that the risk factors for crime and violence vary between neighbourhoods and communities and across cities, safety and security strategies need to be adapted to local contexts.

All society approach: co-production of safety and security

19. The co-production of safety and security at the local level is a fundamental part of an urban safety and security strategy. It is process-oriented, amplifying the role of local leadership and including inhabitants as key actors, taking into consideration the wide-ranging nature of the causes of crime and violence, and the skills and responsibilities required to address them. This requires the establishment of partnerships between levels of government and between authorities, community organizations, non-governmental organizations, the business sector, and inhabitants, including the most excluded. Local authorities should recognize the different constituencies within civil society and should strive to ensure that all are involved in the co-production of safety and security in their communities and neighborhoods.

Children and youth as agents of change

20. Urban safety and security strategies must recognize children and youth as agents of change. They play a key role in the development, implementation and co-production of safety and security in cities and human settlements. Governments should work with and for them in all phases from the assessment, planning, and implementation, to monitoring of public policies at the local level.

Sustainability for safety and security

21. Urban safety and security requires financial investment of national, regional and local governments to support and sustain effective preventive action at the local level and match agreed upon functional mandates. Cities require adequate resources for coordinating, planning, implementation and evaluation, and for structures and activities and technical assistance, in order to sustain long term and effective interventions across local government administrations, and with clear accountability mechanisms.

Progressive realization of urban safety and security

22. Achieving urban safety and security is a process leading to an outcome. National, regional and local governments have the obligation to take appropriate measures towards the full realization of urban safety and security. Considering the available resources – financial and other – governments should take progressive steps to fulfill this mandate without jeopardizing prior achievements and basic human rights.

V. ORGANISATION, METHOD AND APPROACH

A. Organization
23. National and subnational governments, when designing and implementing urban policy, should play a leadership role to:

(a) Contribute to reinforcing the capacities of local authorities to engage in the development and implementation of safer cities initiatives;
(b) Integrate urban safety and security as a cross-cutting theme in their strategic and operational plans and policies;
(c) Coordinate national urban policies with national crime and violence prevention policies, with particular attention to the decentralization of national security policies, and the role and functions of local authorities; make efforts to coordinate not only national and local strategies, but also the alignment between national crime prevention and urban development strategies to ensure an integrated approach, for instance through the creation of national forums for urban safety and security;
(d) Prioritize funding for making urban spaces safer and resilient for all;

24. Local governments in collaboration with national and subnational governments, as well as all relevant stakeholders, should elaborate inclusive urban safety and security strategies and partnerships as a permanent part of their structures and programmes, with mechanisms that define clear responsibilities and goals by, inter alia:

(a) Establishing safer cities coordinating centres or focal points with expertise and resources;
(b) Establishing inclusive urban safety and security policies with clear participatory consultation mechanisms, and an inclusive vision of urban safety and security;
(c) Establishing inclusive urban safety and security strategies with clear priorities, objectives and targets and resources;
(d) Establishing linkages and coordination between all departments within the local authority, and with other relevant national and regional government agencies or departments;
(e) Fostering partnerships with governments as well as all relevant stakeholders, including non-governmental organizations, women and youth led organizations, business, private and professional sectors, the media and the community;
(f) Seeking the active participation of all inhabitants in urban safety and security by informing them of the benefits, the need for and means of action, and their co-productive role;
(g) Supporting local organizing processes for community-based solutions on safety and security;
(h) Promoting a partnership with the criminal justice system to ensure that the criminal justice system is accountable to the community.

B. Method

i. Process

25. As appropriate, local authorities in collaboration with national governments should design inclusive urban safety and security policies and strategies, using a knowledge-based process, inter alia:

Knowledge Base
(a) Develop a scenario visioning exercise to define an inclusive and participatory policy on urban safety and security;
(b) Establish a map of relevant local actors and identify local and community resources for safety and security;
(c) Conduct a periodical stocktaking of which policies and programmes have worked, or not worked, to prevent and reduce crime and violence in the city, and by various stakeholders; consider the experiences of other cities and internationally in developing effective policies and programmes;
(d) Conduct regular citywide safety and security assessments/diagnoses as a critical first step is to undertake analytics/collect data to identify which kinds of crime and violence are the most prevalent. In particular:
   • Take into account existing police crime and hospital records, including information geographically disaggregated for different areas of the city, and for gender and age etc.;
   • Present a geo-referenced analysis of crime and violence, their causes, risk factors and consequences, applied at the lowest administrative unit of local authorities;
   • Provide understanding of risk factors and critical problems, as well as specific demands from different areas based on the lowest administrative unit of local authorities;
   • Include qualitative data on people’s perception of safety, security and fear of crime and violence;
   • Include and empower the representation of different groups of the community, taking good account of gender, age and identity, and especially the most vulnerable;
   • Explore the responsible use of new technologies to generate and analyse data, including the use of open data partnerships, user-generated data, geo-referencing and other opportunities enabled by emerging technology to strengthen evidence-based policy and practice;
   • Identify the progressive realization of safety and security.
(e) Facilitate the community election of a local leader who engages in prevention, and is able to build and promote a vision of urban safety and security with which all inhabitants can identify;
(f) Identify the urban safety and security priorities at the lowest administrative unit of local authorities, according to the different actors in the city;
(g) Identify a list of indicators based on the urban safety and security priorities.

Facilitating Learning and Technical Assistance

(h) Develop a competency framework and training curricula for municipal practitioners across departments and all relevant stakeholders, including those in the criminal justice system, on the concept of inclusive urban safety and security;
(i) Facilitate city to city learning on promising practices on inclusive urban safety and security;
(j) Consolidate an inventory of promising and effective urban safety and security practices and lessons learned.

Drawing on Innovation and Experience for Monitoring and Measurement
(k) Develop an integrated set of locally available community-based innovative tools that can be disseminated and scaled up and tailored to other needs;

(l) Develop innovative and integrated urban safety monitoring frameworks that improve the quality and consistency of policy and programming on urban safety and security, linking urban crime and violence with other dimensions of safety and security – including tenure security, natural and man-made disasters, and human security; and that track urban indicators across safety outcomes, or the incidence, prevalence and perception of insecurity; and determinants, or the more social, economic and environmental phenomena that directly or indirectly influence safety and security.

**Planning Integrated solutions**

(m) Develop inclusive city-wide safety and security policies and strategies that draw on the most appropriate approaches, adapting interventions to specific local problems and context; and taking into account the appropriate urban planning, legislative and financing measures to ensure sustainability, efficiency and impact;

(n) Establish a multi-sectorial technical team capable of assessing the human, territorial and technological dimensions of urban safety and security, and which coordinates with other departments to incorporate urban safety and security as a cross-cutting dimension of local public policy on urban development;

(o) Ensure the long-term development of an inclusive urban safety and security policy through:

- **Knowledge Management**: Systematize action to promote a continual learning process and a collective memory, which takes into account the short and long-term timescale necessary for the development and implementation of the strategy. This includes planning and diagnosis, strategy development, consolidation and expansion;

- **Monitoring and Evaluation**: Systematically assess the extent to which action results in a reduction in insecurity and the incidence of crime and victimization, undertaking robust short and long-term evaluation of prevention policies and initiatives to assess what works, where it works, and why;

- **Information, Communication and Technologies**: Mindful of the human rights implications and the right to privacy, use information and communications technologies (ICTs), such as smartphones applications and social media networks to enhance citizen engagement, information-sharing and awareness-raising: to profile future scenarios; to monitor and measure the delivery of safety and security using different types of data sets; and to develop community-based platforms to enable communities to voice their concerns about unsafe spaces, and for accountability;

- **Continuous Training and Capacity Building**: Provide continuous training and capacity building support to municipal departments on the understanding and integration of safety and security in departmental plans and budgets, on the development of inclusive and participatory mechanisms, on the monitoring and evaluation of interventions, and use of knowledge-based practices.

**ii. Content**
26. As appropriate, local authorities should endeavor to structure inclusive urban safety and security policies and strategies, inter alia:

(a) Promoting urban crime prevention at the primary, secondary and tertiary levels providing for the specific dimensions of social crime prevention (targeting social and educational measures addressing vulnerable populations such as children, youth and women); situational prevention (reducing opportunities for crime and victimization, including through addressing environment design standards); community-based crime prevention (changing the conditions of neighbourhoods and building on the expertise of their communities).

(b) Working together with public security agencies for an effective and efficient justice system that proactively works in partnership with members of the urban community towards safety and security. Every interaction with the justice system should be seen as an opportunity to reduce and prevent further offending, including:

- Access to justice and legal aid, and victim assistance for the most vulnerable groups, ensure the rights of victims are respected;
- Restorative justice including promoting social reintegration policies and programmes for ex-offenders;
- Community-oriented policing supporting the systematic use of partnerships and problem-solving techniques to pro-actively address the conditions that give rise to public safety and security issues and fear of crime;
- Strengthening trust in the police as a public institution, with continuous accountability practices and a clear policy on corruption control, as well as performance monitoring;

(c) Integrating urban crime prevention in the levers of change of the New Urban Agenda, to enhance the delivery of urban safety and security for all, in particular through:

(i) *Urban Planning and Design for social integration, that promotes:*

- Territorial cohesion through the principle of social mix, and avoids the concentration of homogenous social groups that leads to the stigmatization, isolation and separation of neighbourhoods across socio-economic lines;
- Design and layout that enhance walkability, mixed use, social interaction, connectivity, accessibility and ‘eyes on the street’ (i.e. natural surveillance), and avoids enclaves and the architecture of fear visualized through the concept of gated communities;
- The provision of sufficient quantity and quality of public spaces across all neighbourhoods with the intention of fostering diversity and inclusion;
- The design of neighborhoods that ensures sufficient space for accessible public services, in particular schools, libraries, sports fields, health facilities, community centres, within walkable distances, and access to active markets as part of an equitable and stable food security system;
- Community renewal, appropriation, management, and maintenance of open spaces and street walkways that remain welcoming and accessible for all; prioritising the regeneration of dangerous or abandoned spaces and plans;
- Integrated mobility systems that, through a clear layout of connections, includes a diversity of modes, and use and connects all neighbourhoods,
while supporting the redistribution of opportunities amongst inhabitants, with particular attention for women, girls, children and other vulnerable groups;

- Safe public transport that reduces insecurity and fear, in particular for women and girls;
- Transportation planning as a key tool for addressing crime risks and road safety;
- Safe spaces for children and youth, including for play, drawing on their social capital with particular reference to sports, arts, culture and technology use;
- Participatory planning and GIS as key tools for identifying urban hot spots and unsafe spaces.

(ii) Inclusive Urban Legislation that takes into account:

- A vision that aims to achieve cities and human settlements where all persons are able to enjoy equal rights and opportunities, as well as their fundamental freedoms, guided by the purposes and principles of the Charter of the United Nations, including full respect for international law, that some national and local governments have enshrined as the ‘right to the city’;
- A locally relevant delineation of the scope of action understood as being relevant to urban safety and security including requirements for coordination between criminal justice institutions and other institutions with roles related to urban safety and security;
- Clear descriptions of the role and functions of all levels of government in achieving urban safety and security;
- The institutionalization of the local governance of safety and security partnerships and the participation of all persons, including women and men, cultural and ethnic groups and other minorities and socially and economically weaker sections of society, in the co-production of security for all, including through appropriate forms of popular participation and civic engagement in decision-making, and in fulfilling functions of community leadership;
- Locally relevant time-based street management, allowing inclusive multi-purpose use of city streets, such as the development of ‘ciclovia’ or bicycle paths systems, and regulating and supporting small scale traders (hawkers) on city streets to create safe and lively markets;
- Encouraging the multi-purpose use of public amenities such as schools at weekends, for example as community socio-cultural facilities;
- Policing and social mediation of urban spaces in line with international human rights standards;
- Smarter enforcement measures to ensure the rule of law and to uphold citizen’s rights;
- The appropriate regulation of the use of technologies which may have implications for the right to privacy, including in terms of personal data
access, retention and redress and encouraging algorithmic transparency wherever possible;

• Best practice in data safeguards and protections on the use of digital data to protect individual liberties, where relevant accompanied by protocols and communication/outreach strategies, including disclosure policies, data retention procedures, and rights for citizen redress;

• Measures for reporting per capita investments in urban safety and security disaggregated by level of government and geographical location;

• Provisions for the development of appropriate subsidiary legislation for the governance of urban safety and security related information;

• The need for post-legislative scrutiny or monitoring of urban safety and security related legislation.

(iii) Innovative Urban Financing for Urban Safety and Security, that takes into account:

• Municipal financing, including the maximization of own-source revenue for the development and implementation of policies and programmes to make places safer for all;

• Participatory budgeting that enhances the role of inhabitants in the delivery of services and the co-production of security in particular;

• Good practices for public private partnerships to leverage private sector expertise to improve service delivery, and promote more effective and efficient financing of safety and security measures;

• The integration of crime prevention and urban safety and security approaches as a pre-investment capacity building and community readiness tool for large scale infrastructure financing, particularly in high crime and violent neighbourhoods. The concept of social urbanism provides a good example;

• Providing dedicated funding for capacity building efforts;

• Regular cost-benefit analysis of crime and violence prevention strategies to inform cost-effective safety and security interventions and local economic development plans.

C. Approach

27. When developing inclusive urban safety and security policies and strategies at the city level, local authorities should endeavor to consider the linkages between urban safety and security targets in SDGs 11, with safety related targets of SDGs 1, 3, 4, 5, 8, 10, 16;

28. When developing inclusive urban safety and security policies and strategies at the city level, local authorities should consider using the following approaches:

(a) Community-based approach: Ensure participation of all actors in society in the design, implementation and evaluation of related policies and strategies, with specific focus on marginalized and vulnerable groups:

• Women and girls: Give particular focus to the experiences and participation of women, from design to implementation of city crime prevention and urban safety and security strategies, with the understanding that ‘a safer city
for women is a safer city for all’. The participation of women and the consideration of their needs should be mainstreamed and embedded in all crime prevention and urban safety and security initiatives;

- Youth and Children: Address youth and children as assets/resources to be developed, and not problems to be managed. Use a social capital (coping and adaptation) approach, as opposed to a risk approach for young people, by emphasizing the need and right of children and youth to have access and use of safe public spaces as they are key stakeholders in assessing and developing recommendations on urban safety and security, strengthening their participation in social and public accountability processes;
- Include a specific focus on preventing violence against persons with disabilities, and consideration of their needs in the design and functional aspects of the city;
- Indigenous peoples and local communities are especially vulnerable to crime and victimization, and urban safety and security strategies should include a particular prevention focus on their needs;
- Refugees, internally displaced persons and migrants, are similarly among the poorest groups in cities, living in very vulnerable situations. Encourage social cohesion to tackle xenophobia, and regenerate stigmatized neighborhoods, and work collectively towards addressing the challenges of adequate housing for all;
- Consider involving a range of non-state actors acknowledging differentiation across gender, identity, age, and their intersection, with particular reference to:
  o Older persons;
  o Persons with disabilities including those with mental health and addictions;
  o Indigenous peoples and other ethnic minorities and historically discriminated groups;
  o Refugees and internally displaced persons, and migrants, particularly the poorest and those in vulnerable situations;
- Consider involving the private sector and business community as partners.

(b) Citywide approach: Acknowledging the diversity of territories or neighborhoods, cities should develop citywide approaches with targeted neighborhood interventions particularly addressing the situation of urban areas where the risks of becoming involved in crime or being victimized are particularly high;

(c) Rights-based approach: inclusive urban safety and security policies and strategies that empower community members to assert their rights and to hold duty bearers to account for failing to deliver on those rights;

(d) Evidence-based approach: inclusive urban safety and security policies and strategies that are based on a comprehensive understanding of the risks and priorities in specific neighborhoods, supported by reliable data and information;

(e) Systems-based approach: Inclusive urban safety and security policies that encompass multi-sectorial and multi-disciplinary approaches.
VI. INTERNATIONAL COOPERATION AND PARTNERSHIPS

**Technical assistance**

29. In promoting the effectiveness of technical cooperation in the area of safety and security, UN-Habitat, as focal point for sustainable urbanization and human settlements, in collaboration with other UN entities and the World Bank, will support the role of local governments in collaboration with national and sub-national governments in the implementation of these Guidelines based on their respective institutional mandates. In that context, special attention should be given to research and action on measuring the delivery of safety and security at the local level.

**Networking**

30. The Global Network on Safer Cities (GNSC) is a tool to promote the exchange of proven and promising practices, identify elements of transferability, and make such knowledge available to cities throughout the world.

VII. FOLLOW-UP AND REVIEW

31. The implementation of these Guidelines requires an enabling environment and a wide range of means of implementation. This includes access to science, technology, innovation and enhanced knowledge sharing on mutually agreed terms, as well as capacity development and the mobilization of financial resources, taking into account the commitment to development in developing countries, and tapping into all available traditional and innovative sources at the global, regional, national, subnational and local levels. It includes enhancing international cooperation and partnerships among governments of all levels, the private sector, civil society, the UN system and other actors, based on the principles of equality, non-discrimination, accountability, respect for human rights and solidarity, especially for those who are the poorest and most vulnerable.

32. The implementation of the Guidelines requires a review mechanism to assess progress and propose amendments to the Guidelines where necessary to ensure effective implementation.
ANNEX

Glossary of terms

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<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Approach</td>
<td>A method or technique for dealing with, or responding to, crime and violence.</td>
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<td>Architecture of fear</td>
<td>The ways in which the contemporary landscape is shaped by our society's preoccupation with fear, as apparent in home design, security systems, gated communities, semi-public spaces (shopping malls, theme parks, casinos, office atriums), zoning regulations, and cyberspace.</td>
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<td>Ciclovia</td>
<td>The closing of certain streets to automobiles for cyclists and pedestrians.</td>
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<td>Co-production</td>
<td>Co-production is the process that allows all levels of governments (national, subnational and local), and non-state actors (including civil society institutions, the private sector and communities) to participate in a responsible manner in the construction of a safer city.</td>
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<tr>
<td>Crime</td>
<td>An act or omission which constitutes an offence and is punishable by law.</td>
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<td>Crime Prevention</td>
<td>Strategies and measures that aim to deter crime by addressing risk factors and underlying causes and drivers.</td>
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<td>Governance</td>
<td>Governance refers to adaptations and processes within the framework of the State and public administration to improve their (vertical) relationship with citizens and the decision-making. Governance would be fundamentally linked to the: way to improve the horizontal relationship between a plurality of public and private actors, also to improve decision-making processes, management and development of the public and collective, taking into account a relationship with characteristics of integration and of interdependence process (Revesz cited in Elkin Velazquez op.cit p.63-64). Good Urban Governance is inextricably linked to the welfare of the citizenry enabling women and men to access the benefits of urban citizenship.</td>
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<tr>
<td>Local Governance of Safety and Security</td>
<td>Safety governance entails the integration of responses to achieve a safe environment. Safety governance is thus a multi-dimensional ‘product’, more than simply the management of safety, which is term that often applies to particular departments responsible for ‘security’ in many municipalities. Rather, it suggests a more holistic and strategic approach to the challenge of insecurity, and one that must involve a multiplicity of actors. (UNODC, Governing Safer Cities, 2016).</td>
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<td>Method</td>
<td>A system of broad measures from which specific procedures are derived to interpret or solve problems within the scope of a particular discipline (SADC/CPSC/1/2018/2).</td>
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<td>Partnerships</td>
<td>Association of different stakeholders who, while maintaining their autonomy, agree to pool their efforts to achieve a common goal.</td>
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**Protective Factors**  Conditions or attributes (i.e. skills, strengths, resources, support or coping strategies) in individuals, families, communities or the larger society that enable people to deal more effectively with stressful events, and mitigate or eliminate risks for committing, or becoming a victim, of crime and violence.

**Risk Factors**  Conditions or variables in individuals, families, communities or society as a whole that increase the likelihood of an individual committing, or becoming a victim of, crime and violence.

**Social cohesion**  It refers to the elements that bring and hold people together in a society; the sum of positive externalities that promote mutual trust and equity in the distribution of opportunities among individuals.

**Social Mix**  The availability of houses in different price ranges and tenures in any given neighbourhood to accommodate different incomes (UN-Habitat, Five Principles of Sustainable Neighbourhood Planning, 2013).

**Urban Safety and Security**  There are many different ways of understanding the concept of ‘urban safety and security’, and these definitions change from one language to the other, and from one region or country to another. In Latin America, it is commonly referred to as ‘citizens security’; in Europe, it is commonly referred to as ‘urban security’; in Africa, it is commonly referred to as ‘urban safety’; and in Asia, the concept is integrated into the broader ‘human security’ concept. However, common to all, is that the concept of ‘urban safety and security’ is citizens-centered; and, used distinct from ‘national security’ or ‘public security’ that refers to the role of the state. UN-Habitat’s working definition considers urban safety and security, “as a public good that results from the dynamic interplay between risk and resilience factors, the equitable enjoyment of which can be improved as a result of changes in protective action and the broader urban context; it takes into consideration how to enhance a person’s individual rights and well-being, in terms of their physical, social and psychological integrity, in addition to addressing the prevention of crime and violence; emphasizing the role of all urban inhabitants – regardless of socio-economic status, gender, race, ethnicity or religion – to be able to fully participate in the social, economic and political opportunities that cities have to offer; in particular at all levels of planning and decision-making in the development and implementation of policies contributing to the realization of safety and security in cities.” (UN-Habitat, 2015, I make my city safer TOOLKIT. World Urban Campaign). The UN-Habitat definition is the adopted reference for urban safety and security in these guidelines.
Violence  The intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment, or deprivation (OMS/WHO, 2002).