Safety in public space
Exploring solutions around Tensta Centrum
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Abstract

Public transport is widely used in Stockholm which means that the flow of people in the open spaces close to public transport nodes will always exist. Public safety is a social factor that are important for social sustainability and for people spending time in open spaces. Surroundings, media, and history have given Tensta a predetermined poor reputation as a troubled Swedish area with high crime and low education. This area needs a new way of thinking about the link between people interaction and public space design. If it is possible to create a space where everyone can feel safe, it would make the area more livable.

Public safety is understood, in this study, as the way people feel about safety and crime related topics around Tensta centrum. The aim is to look at the physical environment to propose suggestions to how the sense of public safety can be enhanced in Tensta centrum. Because of this, the link between citizen opinions and actor opinions will be studied to see where this situation stems from.

Findings show that citizens and actors think similarly about what needs to be done in the area. Citizens tend to feel like the city is not caring for Tensta because they are not seeing any changes while actors are more positive towards the future of Tensta. The problem is the communication between citizen and actor. There are many activities that are present in Tensta that citizens do not know about.
Sammanfattning


Mänsklig trygghet är förstått som, i denna studie, hur människor känner gällande trygghets och brottsrelaterade ämnen runt Tensta Centrum. Syftet är att titta på den fysiska strukturen och föreslå åtgärder för hur denna känsla kan förstärkas. Därför ska länken mellan invånares åsikter och aktörers åsikter studeras för att se var denna situation härstammar från.

1 Introduction

Public transport is widely used in Stockholm which means that the flow of people in the open spaces relating to public transport will always exist. Stations can be both the entrance to the area, and the status of where you live. Therefore, it is important to enhance these meeting places public safety. This can be useful to create a new way of thinking about the link between people interaction and transportation. If it is possible to create a meeting place, where everyone can feel safe, this could bring life to the surrounding area, make it more livable, and a pleasant place to spend time. There is a challenge with these areas because we want a place where people stay, at the same time as we want people to have the opportunity to leave the space through public transport and have accessibility to other places.

Stockholm also faces a challenge of globalization and economic restructuring which creates social and spatial gaps. These gaps tend to be more extreme between neighborhoods than between cities (Colantonio and Dixon 2011). Gaps also have different challenges depending on the area, both politically, spatially, and socially. At the same time, we are battling with sustainability, but how do we design public space socially? Even though all dwellings are perfectly developed through sustainability measures, if people have no reliable access to transportation or the possibility to go to other places, it might give the area more negatives than positives. As Jan Gehl puts it “we need to discuss the people interaction with the design, not just focus on the looks of the buildings.” (Gehl 2017).

In 2015, the United Nations created the 17 sustainable development goals that is often used in modern day planning (See figure 1). 17 goals that tried to easier explain what sustainable development is, and make it easier to adapt into society. While all 17 goals do not apply to every region, they all are relevant while some goals are of higher prioritization than others depending on area and situation. The broad spectrum of goals helps planners and politicians to show what is being worked on and what a goal intends to solve. Showing these goals to citizens makes it is easier to understand what citizens prioritize in Stockholm. Sweco did an investigation, during the Stockholm act festival,
where they asked citizens on Sergels Torg in the inner city what they thought were the most important goal for the world, for Sweden, and for themselves (Stockholm act 2017). For the world it was goal 13 “climate action”, for Sweden it was goal 9 “industry, innovation and infrastructure”, and individually it was goal 5 “gender equality”. This shows the wide differentiation depending on who you ask and which question you ask.

**Figure 1 The Sustainable Development Goals (United Nations 2015)**

These 17 sustainable development goals came from the agenda 2030 delegation which is an action to prioritize human beings, well-being, and our planet. The Swedish government decided that “Sweden would take a leading role in working with this action” (Swedish government 2017), developing 6 areas of importance in Sweden. An equal and fair society, Sustainable cities, A social and circular economy, A strong business with sustainable business models, Sustainable and healthy provisions, and Strong knowledge and innovation (Swedish government 2017). The intent is that strengthening these areas will put Sweden in the front seat towards agenda 2030. Social sustainability is involved in both planning and politics and there is a shift from only thinking about the environment and the economy to thinking about human beings, the economy, the environment, and the link between them, showing a new paradigm and mindset in business, architecture and planning.
1.1 Aim and scope

Public safety is a social factor that are important for social sustainability. For this case, public safety is understood as the way people feel about safety and crime related topics around Tensta Centrum. Surroundings, media and international events have given Tensta a predetermined poor public safety. These problems are hard to tackle but something must be done. The aim will be to look at the physical environment, analyze and propose suggestions to how the sense of public safety can be enhanced around Tensta Centrum.

Observations are used to understand the area, workshops and surveys are used to understand the citizens, and interviews are used to understand the decision-makers. Citizens of the area will be involved to have their say in what they feel needs to be done, when it needs to be done, and where it needs to be done. Interviews with decision-makers and important stakeholders will link the authors observations and citizens opinions with what is going on at the squares. The intention is to look at the physical environment while linking citizen and actor opinions together.

1.2 Research Question

- What are the main causes for poor public safety around Tensta centrum? And what planning practices and policies are being done to improve the perception of public safety?
1.3 Current situation

In planning, Tensta and Spånga are merged into the same governmental area called Spånga-Tensta and the whole area has 39000 citizens covered over 6 city districts (Stockholm stad 2016). Tensta is the biggest with 19000 and has the larger cut of young citizens (0-24 years old) (Stockholm stad 2016). The area is battling with large segregation because of the structure. Tensta is, through the ‘Million Homes Programme’, rental apartments while Spånga consist of houses and has a large part of Stockholm’s high-income citizens. Tensta and Rinkeby are considered, by the police, as the 5th highest risk exposed areas in Sweden (Johansson and Hjertén 2016). Spånga or any other area in Spånga-Tensta is not even on the list.

FIGURE 2 SPÅNGA-TENSTA AND SURROUNDING AREAS (LANTMÄTERIET 2018).
Around Tensta there is Spångadalen which creates a barrier towards the south as well as the highway E18 which blocks of the area in the north (see figure 2). Industry areas to the west called Lunda and to the south-east called Bromsten. Most of the work opportunities close to Tensta are trade and industry. Tensta has a central area in relation to public transport where there are ca 30 stores with varied products for sale. The difference between Spånga and Tensta is the cultural part of the centers. Spånga center has more of the Swedish small town feeling while Tensta is multicultural meaning that there are many stores with non-Swedish background. This also shows the segregation in the area where around 60% of the population in Tensta is of international descent with a majority from Asia and Africa (See figure 10) (Stockholm stad 2016). Work opportunities in Tensta are mostly state sector while the private sector consist of transport and distribution (Stockholm stad 2016). There are community started advisories through a cooperation between traders in the area (Stockholm stad 2016). Even though there are many work opportunities, Tensta has the second largest unemployment rate in Stockholm with 10.4% which is higher than other areas that have between 2.4-3.6% (Stockholm stad 2016). Only Rinkeby which is next to Tensta is higher. Overall Tensta and areas close by has a low city quality index and a low socio-economic index which shows in the graph that Stockholm stad created (See figure 3).
Studies show that citizens trust for municipal organizations are low in Tensta (Stockholm stad 2016). Every 4th person has expressed low faith in the police (see figure 4) and 38% has low trust in the district administration (see figure 5), which is high compared to other areas in Stockholm (Stockholm stad 2016). Another obstacle is the language barrier because of the non-Swedish background of Tensta and the social services not being able to apply correct language depending on situation. While it is important to be able to provide translation to different languages it is also important to integrate immigrants into our school system to learn the Swedish language.
Figure 4 Showing trust in the police in each part of Spånga-Tensta and the whole city (column to the right). Numbers stand for % of citizens that have little or no trust in the police. Green column represents 2014 while yellow represents 2017 (Socialförvaltningen 2017).

Figure 5 Trust in district administration for each part of Spånga-Tensta and the whole city (right column). Numbers stand for % of citizens that have low trust in the district administration. Green column represents 2014 while yellow represents 2017 (Socialförvaltningen 2017).

Schools are a high priority for municipal planning. Currently, Tensta-Hjulsta is the area with lowest preschool participation rate in the city and the local development programme shows that they want to change that. School results has been low in this area,
partly because of newly arrived immigrants and the language barrier. Due to this, it has been decided to integrate more immigrants into different schools in the rest of the city to increase integration (Stockholm stad 2016). Another factor that shows in the student’s results are parents knowledge level, in Tensta the post gymnasium knowledge is low, this means that work must be done to increase this (see figure 6) (Stockholm stad 2016).

These problems translate into public safety. 13% of Spånga-Tensta say that they feel unsafe in their living area (Stockholm stad 2016). This is much higher in Tensta where 22% of men and 30% of women feel unsafe (see table 3) (Stockholm stad 2016). Littering, damage, and dark corridors are the reason to this poor public safety (Stockholm stad 2016). Crime is also a big reason of the unease in Tensta. Mostly violence related crime happens in Tensta with assault being the highest. Even though the percentage of unsafe citizens is close between men and women, studies show that in public space, the gap is much higher regardless of age, ethnicity, or occupation (Stockholm stad 2016). To battle the fear of crime, women have started to limit their freedom in public space by opting out.
of entering these spaces during certain hours of the day when the areas are darker, showing threats to social justice. Public space around the metro station has, during the night, larger groups of young men surrounding the area which increase the unease of women entering the public transport and the public space. This has been expressed by women with demand for measures (Stockholm stad 2016). Discussions with citizens have shown that the subway station and the surrounding area is one of 3 areas that needs public safety focus (Stockholm stad 2016).
2 Theoretical Framework

Sustainable development is a powerful term today and there have been many authors trying to break down this term to make it easier to understand. Further development has been done to this concept by for example Elkington (1994, 1997) which created the “triple bottom line” approach. Triple bottom line attempts to rationalize promotion of economic growth without declining social inclusion and environmental impact. This concept also later became included in national policy. Urban regeneration projects did not start to use the social aspect until the 1990’s across the EU when economic and environmental improvements linked to social and cultural elements were on the up rise (Colantonio and Dixon 2011; Hediger, 2000). Before that, the sustainability debate was dominated by environmental and economic aspects (Nijkamp & Frits, 1988; Hardoy et al., 1992).

Social sustainability has had increased recognition in recent years in the sustainability spectrum. It’s been recognized that all aspects of sustainability have not been equally prioritized through history (Drakakis Smith, 1995). This is partly because of the environmental movements but also because social aspects of sustainability are hard to quantify. Social consideration can be applied to many economic and ecologic suggestions and developments. Ecological systems can also be considered social systems. There are many themes that are involved in social sustainability. Food, water, housing, and employment are needed to keep human beings and communities alive but other social aspects are also important to increase the livability (Colantonio and Dixon 2011).

There are few cases where social sustainability has been used. At the same time, it becomes hard to define because it means different things to different people and different paradigms highlight different areas of importance (Colantonio and Dixon 2011). A public space that is considered unsafe limits the possibilities for different kinds of people to meet in the area. Participation is a key aspect in planning and designing public space. If the intention is to involve everyone it also creates a demand to understand everyone’s needs. Therefore, speaking to citizens becomes an important factor. In recent years it has been highlighted that to promote economic growth, decision makers need to consider
economic, social and environmental issues and integrate them into decision making processes (Colantonio and Dixon 2011).

It was identified as soon as 2006 that economic competitiveness, social cohesion, and environmental issues alongside other issues like decision making and policy making are important challenges for keeping the city competitive (European Institute for Urban Affairs, 2007). Sense of community in urban development has become the core of European urban policy. The European commission suggested in 2006 that cities should have a long term, consistent plan for factors promoting sustainable growth and jobs in urban areas (European commission 2006). This meant that economic measures needed to consider social and environmental aspects and that a monitoring system had to be implemented to verify results. Even though it has been recognized, our understanding of social sustainability is limited because we have yet to define a comprehensive study of the concept. The fact that this has not been done yet has been criticized by for example Metzner who says that social measurements and objectives has little regard towards sustainability (Metzner 2000). Social aspects, and what needs to be focused on varies depending on who is asked. Therefore, further research is needed. Colantonio and Dixon 2011, show a summary of what many authors consider important for social sustainability (see table 1).
### Table 1 Summary of Authors Key Themes of Social Sustainability Made by Colantonio and Dixon 2011

<table>
<thead>
<tr>
<th>Feature</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Livelihood</td>
<td>Chambers and Conway (1992)</td>
</tr>
<tr>
<td>Equity</td>
<td></td>
</tr>
<tr>
<td>Capability of withstanding external pressures</td>
<td></td>
</tr>
<tr>
<td>Safety nets</td>
<td></td>
</tr>
<tr>
<td>Inclusion</td>
<td>DFID (1999)</td>
</tr>
<tr>
<td>Equity</td>
<td></td>
</tr>
<tr>
<td>Poverty</td>
<td></td>
</tr>
<tr>
<td>Livelihood</td>
<td></td>
</tr>
<tr>
<td>Democracy</td>
<td>Sachs (1999)</td>
</tr>
<tr>
<td>Human rights</td>
<td></td>
</tr>
<tr>
<td>Social homogeneity</td>
<td></td>
</tr>
<tr>
<td>Equitable income distribution</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td></td>
</tr>
<tr>
<td>Equitable access to resources and social services</td>
<td></td>
</tr>
<tr>
<td>Paid and voluntary work</td>
<td>Hans-Böckler-Foundation (2001)</td>
</tr>
<tr>
<td>Basic needs</td>
<td></td>
</tr>
<tr>
<td>Social security</td>
<td></td>
</tr>
<tr>
<td>Equal opportunities to participate in a democratic society</td>
<td></td>
</tr>
<tr>
<td>Enabling of social innovation</td>
<td></td>
</tr>
<tr>
<td>Social justice</td>
<td>Thin et al. (2002)</td>
</tr>
<tr>
<td>Solidarity</td>
<td></td>
</tr>
<tr>
<td>Participation</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>Omann and Spangenberg (2002)</td>
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<tr>
<td>Skills</td>
<td></td>
</tr>
<tr>
<td>Experience</td>
<td></td>
</tr>
<tr>
<td>Consumption</td>
<td></td>
</tr>
<tr>
<td>Income</td>
<td></td>
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<tr>
<td>Employment</td>
<td></td>
</tr>
<tr>
<td>Participation</td>
<td></td>
</tr>
<tr>
<td>Basic needs</td>
<td>Baines and Morgan (2004);</td>
</tr>
<tr>
<td>Personal disability</td>
<td>Sinner et al. (2004)</td>
</tr>
<tr>
<td>Needs of future generations</td>
<td></td>
</tr>
<tr>
<td>Social capital</td>
<td></td>
</tr>
<tr>
<td>Equity</td>
<td></td>
</tr>
<tr>
<td>Cultural and community diversity</td>
<td></td>
</tr>
<tr>
<td>Empowerment and participation</td>
<td></td>
</tr>
<tr>
<td>Interactions in the community/social networks</td>
<td>Bramley et al. (2006)</td>
</tr>
<tr>
<td>Community participation</td>
<td></td>
</tr>
<tr>
<td>Pride and sense of place</td>
<td></td>
</tr>
<tr>
<td>Community stability</td>
<td></td>
</tr>
<tr>
<td>Security (crime)</td>
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It can be seen in table 1 that safety, in different ways, dominate the field. It shows the importance of safety in planning, and show the large variety of important aspects in the social sustainability field.
Studies have shown that fear of crime in public space can limit freedom and hinder benefits from opportunities as well as limit convenience and access to places (Deegan, 1987; Day et al., 2003; Loukaitou-Sideris, 2005; Stockholm, 2016). Fear is also a reason why people choose to not use public transit (Lynch and Atkins, 1988). The link between public safety and increased social sustainability has also been recognized by Stockholm Stad (Stockholm Stad 2015). The need for safety in our societies is increasing continuously both locally and globally (Sanders and Marlow 2016).

One factor to the feeling of safe is lighting, which can change the way people look at urban trails and public space and allows people to use the area 24 hours per day. Lighting has been used many times historically but without deeper consideration for human needs in landscape architecture and the design process (Sanders and Marlow 2016). This is even more important for Stockholm and Sweden because of the number of dark hours that the country has. Urban trails and public space allows citizens to gain access. Without the ability to join the public transit due to fear of crime in public space defeats the purpose of the system. Research has shown that people tend to avoid places that are perceived as high potential of crime, which is shown more for women than men (Skogan and Maxfield, 1981). A problem with the sense of fear is that citizens tend to be more afraid of the fear of crime than the actual crime itself (Bannister and Fyfe, 2001). Problems with bad lighting in public space is that it allows for potential crime because of dark areas that provides hiding spots for criminals (Sanders and Marlow 2016).

This feeling of fear is caused by two conditions. First, the person in questions perceived fear of the area and second, the historical perception of the area from surroundings like media and stories from friends and family (Sanders and Marlow 2016). In a development program for Tensta, part of the sense of fear were due to poor lighting (Stockholm Stad 2016). Poor lighting and other aspects that create an unsafe public space make people take other routes instead of going through or staying in the specific area. For this case, there is a problem that there are no other ways to get access to the public transport system. This means that citizens must go through this area when they need access to responsibilities or events in other Stockholm areas. Due to this relationship to transportation, the area cannot afford to have poor public safety.
Public space in relation to transit have potential and responsibilities to create safe spaces. Because of this, it is important to fix potential issues from the start because changing lighting systems take both time and money. There are few studies trying to increase safety in transit systems (Reed et al. 2000). There have been few studies on safety measures in relation to gender and fear of crime on transit (Yavuz and Welch 2009). Public safety is important because it has been shown that travelling with public transport, and spending time in public space has similar fear contributing factors, because they are both publicly accessible places (Crime Concern, 2004; Koskela, 1997; Day et al., 2003). Reasoning behind these factors is that both are places that citizens cannot control (Farrall et al., 1997; Killias and Clerici, 2000; Johnston, 2001; Crime Concern, 2004; Koskela, 1997).

As mentioned previously, women show a higher sense of fear than men. The gender discussion in studies show that this is because of the difference in what crime is committed and social status. Women tend to have a greater sensitivity to risk and have higher social vulnerability (Skogan and Maxfield, 1981). Fear of crime tend to be higher when vulnerability to victimization is higher (Yavuz and Welch 2009). The perception of risk and fear of crime is related to vulnerability to harassment and sexual assault. What's even more interesting is that men and women might fear different situations (Smith, 2008). According to a study in UK, larger groups of men created a sense of fear in men while places with single men made women more fearful (Crime Concern, 2004). It’s important to note that men feared violent assault while women feared sexual assault (Crime Concern, 1997). Keeping these differences in mind is important when studying safety.

According to statistics, the inner city of Stockholm has more reported crimes than the suburbs, while the fear of crime is higher in the suburbs than the inner city. Norrmalm in the inner city shows over 3 times more crime reported than Spånga-Tensta in 2016 (Crime prevention advisory 2017). Still, Tensta is a suburb with the second highest fear of crime in Stockholm. This is partly due to the reputation of the area. People fear telling
others that they live in Tensta because of its reputation, and this must change. Tensta has, as many of the ‘Million Homes Programme’ areas, a physical structure that separates walking squares from car traffic, but all the areas in Järva still have cars going into the walking area. This happens through walking paths even though cars are not allowed on those paths, and troubles pedestrians on the trails.

To study this fear of crime, a deeper understanding of the theories behind crime prevention is needed. These are then connected to public space theory and how we work with the physical environment to try and understand where this fear of crime comes from.

Robert E. Park and Ernest Burgess Developed the theory of social disorganization in 1925 based on urban ecology which states that crime is a product of the environment where the perpetrator lives (Gains and Miller 2009). Social disorganization says that based on the community in which citizens live, affects their actions. Gains and Miller (2009) says in their book Criminal Justice - in Action that social disorganization is:

“The theory that deviant behavior is more likely in communities where social institutions such as the family, schools, and the criminal justice system fail to exert control over the population” (Gains and Miller 2009).

The spatial structure in communities, according to this theory, affects the citizen to do crime. Tensta is one of these places where Sweden’s criminal justice system has failed to exert control. This has led to an increasing feeling of unsafe where citizens feel like they have been neglected by society.

Oscar Newman is an architect and city planner known for his defensible space theory, and talks about safety in public space. Defensible space involves crime prevention and social control where he says that a lack of commonality increases the vulnerability to crime (Newman 1996). When a space or community is moved from public to private, security is
increased because the sense of ownership makes people care more for the area. According to Newman in his book *Creating Defensible Space* he says that citizens react to crime faster than police and prisons (Newman 1996). This creates a territoriality where citizens create their own safety. Dividing up space to individuals and small groups causes citizens to create their own living environment and, by doing that, isolates criminals, making them defenseless. According to Newman, *Defensible Space* is not about fencing people but rather to create opportunities for citizens to care for their community (Newman 1996). Tensta Centrum is a public space that has implemented this idea to some degree but from a top down perspective where areas have been distributed to actors instead of individuals and small groups. Because of this complex planning system, it leaves citizens without the territoriality.

Lawrence Cohen is a professor in social studies with focus on criminology. Cohen's most famous work is the routine activity theory that studies crime as an activity based on routine and has its starting point in the rational choice theory (Cohen and Felson 1979). The routine activity theory says that there exist 3 reasons for a crime to happen: A motivated perpetrator, a suitable object, and a lack of capable guardian. The theory assumes that crime is a natural occurrence based on opportunity, of routine (Cohen and Felson 1979). The aim with this theory is to decrease object suitability while increasing sense of guardianship and through that prevent crime. Built environment in Tensta has both opportunities and risks to this theory. Aspects like lighting and housing structure risk creating a sense of unsafety because it would increase suitability and decrease guardianship.

The theory of listening and trying to understand the people of the place being developed has its starting point in Jane Jacobs and her thoughts on how cities are places where people meet and how they interact with each other. Even though her most famous work revolves around planning and automobiles she also talks about public spaces and how people interact with each other. Her work is about learning from experiences and observation and trying to understand the system we are living in and working with what is there rather than renewing everything. Taxingeplan and Tenstaplan has potential in its structure and vast mix of citizens. Working with the area to create plans and suggestions
for how to work with what is already there is key to make meeting places more livable and safe. Her presence in planning has echoed worldwide ever since her dispute with Robert Moses over New York City and has inspired planning practices to think about the places that are being developed more from a people view (bottom up approach) rather than a transport and congestion view (top down approach).

Jacobs has published many books about her thoughts and keeps coming back to that cities are like bodies, they need constant change (Quednau 2017). At her time, people were leaving the cities and in the world today we see the complete opposite where cities are over-successful and people are moving back into the city. If the city is a living organism we cannot keep certain parts of the city neglected because some categorize them as “slums” or “bad neighborhoods”.

Shutting out certain parts of the city because they are hard to deal with creates more barriers in the city than it solves, and that is where this study and Jane Jacobs’s mindset come together. We are facing an increased demand for housing in Stockholm but people in the “bad neighborhoods” do not dare to talk about their own area because of its reputation. We need to experiment with new ideas and see what works and what doesn’t and apply that to these areas.

Jan Gehl advances on the view of Jane Jacobs, including design when talking about public space. When designing and planning new open spaces it is important to factor in people and their interaction with the design (Ghel and Svarre 2013). There is no point of having an open space if no people want to interact with it. In his book cities for people Gehl talks about the human psychology and that it is important for planners to factor in people’s feelings into planning (Gehl 2018).

The theory of involving psychology in architecture has its beginning in Jan Gehl and has gotten increased attention through the years he has been practicing architecture. Without knowing the response from people, it is impossible to create a thriving open space with public life (Ghel and Svarre 2013). Every area is different depending on the people, the
country, the city, nature, and other important factors. We need to understand human interaction with these elements to understand how to plan public spaces (Ghel and Svarre 2013). Relating this to Tensta, the area has two important spaces that have received little attention from a people view, due to the language barrier, where services and activities have been neglected. Both spaces have potential for organized activities such as markets, but little is done to promote that. Jan Gehl usually talks about the pointlessness of having an open space if there is nothing for humans to interact with. Why have places to sit if there is nothing going on in the area is a question that become relevant for Tensta.

Patsy Healey released her book collaborative planning in 1997. Collaborative planning was meant to strengthen community power through planning. Through collaboration, justice would naturally be an output of such planning (Uitermark and Nicholls 2015). The importance in this theory was that including stakeholders in planning is more important than the outcome of the project. The core of the theory is to build a collaborative practice of planning. Some examples of these practices are the “urban labs”. Stakeholders got together with experts to form development projects where they involve citizens in the planning process (University of Chicago 2018). Collaborative planners practice the ideas of Foucault, that intellectuals are a tool for the realization of other dreams (Uitermark and Nicholls 2015).

Stockholm has adopted a regulation called Botryggt (Safe living in English) in 2005 which aims to make Stockholm county more aware of crime prevention measures. In these regulations it says that Safety should always be compared to other qualities (Police authority 2005). This shows that Stockholm has cared for safety measures for a long time. Botryggt base the regulation on 4 theories which aims to understand how crime happen. These are Rational choice, Defensible space, Routine activity, and Social disorganization (Police authority 2005). Rational choice means that potential criminals weigh profit of the crime to consequences if caught. Defensible space is based of Oscar Newman’s theory on responsibility in public space. Routine activity says that crime only happen when there are profitable opportunities. Social disorganization says that the socio-economic situation in the area is the reason for crime to happen. A low socio-economic status means that crime can be a solution to unemployment or poverty. The aim with having 4 different
Theories is that there is no single theory that fully explains how crime preventions should be done but that all theories should coexist and work in unison instead of as separate entities (Police authority 2005). The intention with Botryggt is to build away crime and integrate safety. This is done through 5 measures:

- Make it harder for crime, by securing door locks, access control, Steering locks, and strong institutions.
- Make it easier to identify crime through better alarms, Surveillance, and Lighting.
- Make crime less profitable through less cash in stores, and removal of graffiti.
- Make it harder for excuses through better signs of prohibition, accessible trashcans, and Ethical behavioral rules.
- Take away provocative situations through eliminating pub queue’s and give safety measures a discrete configuration. (Police authority 2005)

These 5 measures create some guiding principles for Stockholm to work with which is eyes, clarity, maintenance, and robbery protection (Police authority 2005). The intention is that public space should be clean and safe. Eyes is because there should be eyes on the public space at all time through different measures like window placement, and lighting (Police authority 2005). There should be clarity on the streets with guidance for citizens to know where they are and where they can walk (Police authority 2005). Robbery protection should be investigated through door placements, and bending angles (Police authority 2005). All these measures translate well onto Tensta Centrum and the statistics show that these measures to some degree have been neglected.
3 Methodology

3.1 Methods

The methods used in this study is collaborated with Mustafa Sherif who is conducting a design study for Tensta. Gathered data is a collaboration between design and planning. The observational study and the workshops were created together and both participated in the events. Actor interviews were conducted by the author of this study while the citizen survey was conducted by Mustafa Sherif. However, the creation and preparation of all methods were done by both of us. The design part of the study investigated public safety in all Tensta while the planning study investigated public safety in Tensta centrum (See figure 7).

**Figure 7 Overview map showing Tensta Centrum. Purple line marks the focus area of this study (Berglund et al. 2017).**

3.1.1 Desk-based study

Desk-based study is, just as it implies, a method to gain knowledge from the desk. In this case, an online governmental desk study was done to browse what is already being planned for Tensta. Juneja (n.d) says that these types of methods are, “The government websites are mostly free to access and contains most prominent information. Thus, this could be the cheapest medium of gathering the information.”. To gain access to information, a Desk-based study was done to identify what is currently being done in Tensta and to
understand current projects through historical measures. Later, the online governmental desk study was expanded to asking the governmental offices about the studies found. Therefore, a visit to the traffic management office was done to grasp the situation from a top-down perspective and to get information about governance in the area. Contacts with people that have been working or is currently working with Tensta has been provided through Sweco as well as the statistics were received from Sweco. Current and new projects were received from the district administration. When going through these documents, focus lied in public safety and how it related to public space in Tensta. more studies than what is mentioned in this thesis have been done, with focus towards other aspects of society.

3.1.2 Observational study

An observation of the area was done to notice everything that is potentially being mentioned in the interviews. It is near impossible to know what to change without the knowledge of how it looks. It will also be important to compare what is seen by the author and what citizens and decision makers see. These comparisons will be crucial to gain knowledge about Tensta Centrum, and the areas around it. To understand people interaction and design, an observation is needed to understand the context of how people move. As a planner, it is important to understand and sense the place that is being studied. To understand the people, there is a need to understand the context around what they are saying. Observations also give a firsthand experience to the setting (Bryant n.d). The observational study was in an unstructured fashion (Sahu 2013). Sahu (2013) mentions that,

“Observation is a planned, carefully and thoughtfully selected method of data collection. A scientific method of observation can result accurate findings and conclusions. In observation, a researcher can observe the elements under study even without asking anything. If observation is taken accurately, then subjective bias may also get reduced.” (Sahu 2013)
There was no clear objective in the observations but instead it was used to get an understanding of the area. The Observation study was done during the day 10:00-13:00 on a Thursday. Visits to the area was done regularly due to the nature of other methods that required the author to be present, but they were not intended to be observation studies.

To start the observation study, a picture was taken from Berglund et.al 2017 to get a map of the area (See figure 7). Using this map, points where placed out to map where lighting were placed and other necessary points that were relevant for public safety, for example, narrow alleys, bike stands, and important paths (See figure 8). It is important to note that changes were already being made to Tenstagången while we were doing the observational study.

![Figure 8 Results from the observation study. Red dots are lighting, blue circles are important paths and areas, and black circles are areas of potential significance.](Image)

A pre-study observation was made to grasp the area without any prior knowledge to build an understanding that is not constructed by interviews. This was needed to understand where focus should lie in the study.
### 3.1.3 Surveys

A survey was made where citizens were asked about public safety in Tensta. The author brought a map to the survey for the participants to easier explain what parts of Tensta they were talking about. There was a total of 47 participants with close to equal distribution between men and women spread around Tensta (see figure 9). A total of 6 questions with 4 sub questions were prepared but the survey structure was semi-structured (see appendix 1). All survey participants were asked face-to-face in an interview like fashion. According to Sahu (2013) questionaires or surveys are good because “they reduce the interviewers bias”. Because they were done in a face-to-face fashion, the time consuming and delayed responded was eliminated and we got answers quicker. Another good reason for doing surveys in an personal interview way is that “*It is possible to get more information in greater depth and flexibility is one of the beauties with a personal interview method***” (Sahu 2013)

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**Figure 9** Picture showing where people were interviewed. Every black dot represent one person. Design made by M. Sherif
The survey was done face-to-face during daytime 10:00-17:00 over the span of 5 days 19-23rd February. The only criteria that was used when choosing participants were gender to make sure the surveys contained an equal or close to equal distribution. The surveys were only recorded with pen and paper and no names were recorded, only gender and age. This was since few people wanted to participate if names or other more intimate kinds of information were recorded. Changing the sense of public safety require knowledge of why this problem exist in the first place. To learn more about the problem and what needs to be done, surveys are necessary to understand the feelings of citizens.

3.1.4 Interviews

To link this study towards policy making, interviews were made with 5 och the larger actors in the area. Interviewing decision-makers, actors, and stakeholders gives a good understanding of where the focus lies in a top down perspective. “Interviews is one of the most common methods of data collection, particularly in social and behavioral sciences.” (Sahu 2013). All 5 interviews were personal interviews where the discussion is face-to-face. Sahu (2013) explains personal interviews as,

“While in a direct personal interview method, an interviewer collects the information directly from the respondent. This is comparatively easy, and data collection takes place then and there.” (Sahu 2013)

The interviews were semi-structured where the author had predetermined questions but that they were asked in an unstructured fashion based on situation. According to Wilson, “A semi structured interview is best used when you want to gather attitudes and opinions, which is the intention of this study” (Wilson 2014). Combining that with the citizen survey gives the broadest perspective possible. The interviews lasted roughly 40 minutes to 1 hour and were anonymous. Due to the nature of the subject, they were not video recorded or voice recorded. Instead, they were recorded with a pen and paper and kept by the author. The texts in this study were then sent to the participators of the interviews for a
fact check to make sure that nothing was taken out of context or misinterpreted. The district administration, Stockholm stad’s traffic office, FastPartner, and “Fastighetsägare I Järva” were interviewed at their offices while the police were interviewed at Tensta Library. Participants were recruited through the actor analysis in Berglund et al. (2017) and through contacts from Sweco (See table 2).

**Table 2 Actor analysis of the open space surrounding the metro area of Tensta based on Berglund et al. 2017.**

<table>
<thead>
<tr>
<th>Actor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FastPartner</td>
<td>Owns the Tensta Centrum building and the parking garage as well as land around the buildings and the local where Livstycket has their activities. Owned by people with Swedish heritage.</td>
</tr>
<tr>
<td>Svenska Bostäder</td>
<td>Owns all dwellings around Tensta Centrum and is one of the biggest stakeholders in the area.</td>
</tr>
<tr>
<td>Stockholm municipality</td>
<td>Owns the buildings related to the metro station and land outside of the metro building at Tenstaplan.</td>
</tr>
<tr>
<td>Åke Sundvall</td>
<td>Owns the student apartment building at Tensta Centrum.</td>
</tr>
<tr>
<td>Traffic office</td>
<td>Owns all the land that is not being built upon.</td>
</tr>
<tr>
<td>Fastighetsägare i Järva</td>
<td>An interest association coordinating the connection between land owners. Owns nothing, but works as a connection.</td>
</tr>
</tbody>
</table>
Tensta metro station surroundings has many stakeholders which shows conflict and complexity in planning. Svenska Bostäder owns many of the Dwellings in Järva which makes them an important stakeholder for both the study area and its surroundings. FastPartner owns Tensta Centrum and the parking garage which are the buildings surrounding Taxingeplan. The traffic office owns the right half of Taxingeplan while Fastpartner owns the left half including the stairs. The traffic office owns all land that is not built upon, which makes them a stakeholder in the open space around Tensta Centrum. Stockholm stad own Tenstaplan but with two different departments. Stockholm stad owns the metro station building and the area outside the entrance, while Trafikkontoret owns the rest of the square. There are many additional stakeholders that are not applicable to planning. For example, the police and other stores in the buildings as well as Tensta Art Hall.

3.1.5 Workshops

Workshops are good ways to get increased information from citizens. Sahu (2013) mentions that,

“This method is mostly used under two situations, particularly in social sciences, when a researcher does not have a complete idea about the problems faced by the people and/or when information is needed quickly. The purpose of this method is to get an understanding and complexity of the problem rather than of getting accurate data. In this method, people participate in sharing their views, action–interaction takes place, and information is recorded.”

To get a broader perspective and hear the background of citizens opinions and thoughts, three workshops were made. Two in Tensta library, and one public event in collaboration with the citizen office in Tensta Centrum. All three were open to the public and anyone
who wanted could join and talk public safety in Tensta and Hjulsta. The goal was to have different groups of people to get a summarized feeling of areas that are considered safe and unsafe and why. Questions were also asked about what services they felt was missing in the area. A4 posters were made in Arabic and English and were then posted at the metro station, in Tensta library, at Medborgarkontoret, and in Tensta Art hall. The first workshop took place during a Saturday 14:00-15:00 and six people participated. There was a mix in both ethnicity, age, and gender. Four male participants and two female participants where two citizens had Swedish background in their 60’s, one with heritage other than Sweden in her 50’s, two students, and one in his 20’s with a heritage outside of Sweden. The second workshop was a mix of open workshop and public event and was done in collaboration with the citizen office. First, we talked to people sitting in the office that were waiting to get help and asked them about areas that they felt were safe or unsafe. This workshop happened 16-17 on a Wednesday 7/3. Later, at 17:00-18:00 we joined the citizen office when they went to Tensta Centrum to stand there and promote different activities to strengthen citizens. We got the opportunity to have our map close to where they were standing and got to ask people walking past to talk about their feelings about public safety. The public event was done without conflicting with the citizens office activity but we could stand there when they had the event. Because they did not intentionally use that opportunity to influence our study it was more an opportunity for us to get more participants, and by doing that, get a larger discussion with citizens. The third and final workshop was held between 17-18 on a Wednesday in the library where the first workshop was held. Recruitment for the final workshop was through A4 posters and through asking people in the library if they wanted to join.

All workshops were in English, Swedish, Arabic, and Persian to be able to hear everyone regardless of age, gender, occupation and language. Reasons that no other languages were used was because those were the languages that were known to the author and his colleague. The workshops had no video recording or voice recording. The maps that were used was recorded through photos and the post-it’s that people wrote on was saved, but no names were recorded, only gender.
Workshops are events of limited duration where people gather to share ideas and get increased knowledge in a learn-by-doing way (Örngren and Levinsen 2017). It’s important in this study to get people together to discuss and share ideas of how to increase public safety in the area. There are different kinds of workshops but the ones that were made in this study are so called open workshops where we let the people join the workshop to influence the outcome of the event. Doing this allows for clearer and more honest opinions instead of answers that have been directed by the team that created the event. It is important to show the citizens that they are heard and that their opinions matter. For these three workshops, a total of 38 participants came and the mix was 50% men and women.

### 3.1.6 Limitations

Every method has limits. The surveys with citizens do not explain the thoughts of the whole area. Opinions from the interviews would most likely be different if done with other people at other times. The workshops were open workshops which meant that different people could join regardless of background but just because different background were invited does not necessarily mean that all kinds of backgrounds are represented in the workshops that were conducted in this study. The results gave us good indicators or thoughts about the area but it’s still only a fraction of the citizens. Actor interviews shows the thoughts of one person in each company, interviewing different people in the actor organizations would most likely give different answers. All actors are not represented in this study, this could have changed the study if all actors were involved in this study. The methods in this study were conducted during wintertime which may be significant in the kind of answers we got. A different attitude could be represented if it was conducted during summertime when more activities happen in open spaces.

### 3.2 Ethical consideration

This study handles people and their feelings, and so, it becomes important to carefully handle the interviews, surveys, workshops, and observations in a way that does not
infiltrate anyone’s space without consent. Therefore, due to the nature of the public safety discussion, survey participants, interviewees and the workshop participants will be kept anonymous. It is also important to note that this is an area with vulnerable populations that feel like they are neglected in the Swedish society, which makes it even more serious to listen to these people and hear their stories. An observational study was done to the place itself and the functions it provides but the surveys and interviews will handle people in their daily work or daily life which may make them feel threatened. In our surveys and interviews, we have a risk of being influenced by decision makers or citizens when we make questions depending on which interviews comes first in the research. It will be important to listen and to try and keep the questions as open as possible to get the most reliable result to do the study.

The observational study has a risk of being influenced by the citizens and decision makers. It will be of great importance for the author to keep an open mind and reflect on the public space with the feelings of the author and not of the people that are influencing the study. Taxingeplan and Tenstaplan has been a focus area numerous times. Therefore, it becomes important to study these projects but also to not get influenced by them and transfer the same knowledge into the new study. When it comes to interview questions and observations, we need to keep the ideas from designers and decision makers out of the observation study to develop an opinion not based on previous opinions.
4 Findings

4.1 Historical perspective

People have been living in Tensta for almost 2000 years (Stockholm City museum n.d). Landscape was different historically when Stockholm had waterways going deep into the country. Because of this, it is not a coincidence that the name origin of Tensta comes from a Swedish word for a specific fishing equipment called “Tena” (Stockholm City museum n.d). During the Viking age Tensta was considered a large village with many types of buildings. Tensta consisted mostly of courtyards and farms until the 1900’s when the area became base for military practices (Berglund et.al 2017). Some older buildings are still present in the area with “Spånga by” as an example but a majority of the area was torn down to make way for new military facilities (Stockholm City museum n.d). In the 1960’s the city bought the land from the state to make way for the ‘Million Homes Programme’ (Berglund et.al 2017). When the ‘Million Homes Programme’ started, the architects had large-scale and city-like as keywords (Stockholm City museum n.d). The idea became a plan that mixed the intense inner city with the green and peaceful outer city. To do this there had to be a change to the landscape where high-rise buildings were to be placed in blocks with walking streets going through, and large road bypasses combined with green areas. Stockholm had a vision of building 1 million new dwellings between 1965-1974 to solve the housing crisis and Tensta was one of the first projects in this programme. Tensta was planned in 1965 and the first citizens moved in 1966 (Berglund et.al 2017). Tensta centrum was inaugurated 1970 (Berglund et.al 2017). It was met with critique due to the standards and services being neglected. There were also problems with accessibility since there was no subway line going out to Tensta. Tensta metro station was not created until 9 years after the first dwellings were moved in (Berglund et.al 2017). The first citizens who moved into the area were small children families. When the ‘Million Homes Programme’ ended, Stockholm had a housing overload which resulted in families moving from Tensta closer to the inner city. Because of that, Tensta ended up with non-Swedish families moving in (see Figure 10).
The physical structure of the ‘Million Homes Programme’ resulted in a few issues regarding activities because in the housing areas there was no space for activities. Therefore, areas like Rinkeby and Tensta started to restructure the houses to be more compatible with activities.

“An example is that laundry rooms were moved from the bottom floor of buildings to a separate house outside. This way, the area at the bottom floor became accessible for other activities that organizations could use” (Dahlbom 2018).

The cellar area became facilities for the health center and other activities that helped citizens in different ways (See figure 18). The time between 1975 and 2000 was a time that was put towards renovations and restructuring of actors and activities in the area. Renovations to the already existing area took place because the houses started noticing the need for pipe replacements. One of the most notable changes for Tensta was Tensta
Centrum which previously were 3 building inhabited by stores which was combined with a tall glass roof in late 1980’s to create a mall. The reason was to create a climate safe space for people to spend time without having to worry about rain or snow when shopping. The area was owned and created by Svenska Bostäder, a major housing actor in Järva. It was then sold to a private international actor who then sold the building to FastPartner (Anonymous 3 2018).

Because of local and global politics, Tensta have attracted many opinions of the negative nature and received a stamp of a “bad neighborhood” filled with crime. Statistics have proven large gaps between Tensta and other parts of Stockholm both in safety between people but also between men and women (See table 3 and figure 11). In 2007 Stockholm Stad started a plan called “Järvalyftet” that aimed at focusing on the social aspects in Järvafältet which includes Tensta, Rinkeby, Hjulsta, Akalla, Kista, and Husby. This was also the same year as the start of Fastighetsägare i Järva. Since then, safety survey studies have been done every three years (see figure 11).

![Stadsdelar i Spånga-Tensta sdo](image)

**Figure 11** Safety measurement for Spånga-Tensta in Stockholm as well as statistics for the entire city. Numbers present the amount of people who feel unsafe in different districts in Spånga-Tensta (Socialförvaltningen 2017).
**Table 3 Safety statistics for men and women in the 7 worst districts in Stockholm. Percent stand for number of citizens who consider the area unsafe. Left columns is women and right column is men (Bremberg et al. 2017).**

<table>
<thead>
<tr>
<th></th>
<th>Kvinnor</th>
<th>Män</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skärholmen</td>
<td>9%</td>
<td>20%</td>
</tr>
<tr>
<td>Akalla</td>
<td>16%</td>
<td>14%</td>
</tr>
<tr>
<td>Husby</td>
<td>20%</td>
<td>17%</td>
</tr>
<tr>
<td>Vårberg</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Hässelby Gård</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>Tensta</td>
<td>30%</td>
<td>22%</td>
</tr>
<tr>
<td>Rinkeby</td>
<td>40%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Many projects have tried to fix the issues in Tensta. One is the *Programme for Tensta* created by Berglund et al. 2017. Housing organizations living in the combined area called “Järva” has created an organization called “Fastighetsägare i Järva” which aims to, through own means, fix the problems in the area and try to cooperate with police and government. One of their main goals is public safety where they are working with several projects. In the safety statistics there was a decrease, after the creation of Fastighetsägare i Järva, in people that felt unsafe. A problem with crime prevention is that some aspects contain problems with global origin, like terror attacks and politics, which is hard for local organizations to control.
4.2 Lighting

Tenstaplan have four high posts with spotlights on the square to cover lighting issues (see figure 12). Taxingeplan has 2 posts and Tenstagången has 4 posts. The amount of lighting does not have the capacity to cover the whole area. This make poor lighting when looking at it with public safety goggles. High poles with spotlights cover small areas and creates dark areas where the light does not reach. This was consistent for the both squares and Tenstagången. Tenstagången, which is the space connecting the two squares, has a steady flow of people which paints the picture that people want to spend time there but that not enough is done to create the opportunity for them to stay safe in the squares.

In the survey, when asking why citizens feel unsafe there is 3 clear answers: darkness, groups of men, and bushes blocking vision on trails. When asking people what they think of Tensta Centrum, comments like “We need better public space design. Benches,
sculptures, and lighting are all very bad quality” were frequent. Citizens all around Tensta expressed that they feel unsafe around Tensta centrum with lighting being one of the reasons for this feeling. However, there is not much solutions in their comments, they expressed hopelessness when speaking about it since many citizens felt that the municipality and the politicians do not care for Tensta, expressing comments like:

“We need more activities for young people. We need the public services to come back to the area! How can the state talk about integration if they move away all the social public services and do zero work here!”

“It is scary that public services move away from Tensta. It shows us that the state is not happy here and that this area is bad. The impact it has on us is negative.”

Bad lighting design was clear from the observation study, groups of men is a big problem for the people working with Tensta because of the lack of activities within the area. But the way they behave and where they choose to spend time is because of poor lighting. The reason Tensta parking garage is unsafe is mainly because of dark areas inside and outside of the building. When mentioned for the participants in the workshops it was voiced that they would never set foot in there. Because the dark areas in the building create space for gangs and drug dealers to hide, yet in the surveys, some were demanding more parking spots. Some were unsure why crime would happen in the parking garage saying, “People enter the parking garage to steal things like registration plates which I do not understand, why?!”. Many citizens give notice to the lighting design and that it does not provide the public safety necessary. Many streets around the metro station are dark and exposed.

Participants in the workshops seemed united in the thought that during nighttime, even most safe space were considered unsafe. A participant from the second workshop stated that “Inside Tensta centrum I feel safe. There are many people here.”. Mostly Tensta Centrum is safe during the day because everything is open, but during the dark hours it was unsafe. This was because of many reasons, but main reasons for the poor public
safety in and around Tensta centrum was because of lighting. Leading a participant from the public event to say

“In the parking house next to Tensta Centrum, there are young people who sell drugs, the police put a camera there, but they went inside the parking house to continue their activities.”

The reason they said that was because there was bad lighting and many hiding spots inside the building which led the groups that sell drugs to move inside because there was no camera there and it was dark so people cannot see what they are doing. Due to the political sensitivity in Sweden, it’s hard to put cameras in open spaces due to integrity and due to law restrictions. Because of this, people doing illegal things have moved inside the parking garage because they got permission to put a camera outside of the garage entrance for security reasons.

Many of the pedestrian trails are overgrown and have bushes blocking sight which creates poor public safety for pedestrians trying to walk in the area. Bushy areas create unsafe space when the bushes block light from lamp posts. Even though there is a mix of where people choose to spend time, the feeling of unsafe is clearer closer to the metro station. In the survey, on the question about where people feel unsafe, most people answered in and around the metro station. People expressed concern about lighting being blocked by bushes and trees saying, “Too many bushes in corners of the pedestrian way, I cannot see where I walk so I do not know if something is happening on the other side of the corner”. Overgrown green spaces where big bushes and trees make a barrier for lighting systems to reach the whole area creates dark spots and uncertainty when walking. This creates an unsafe space because of the constant feeling of not knowing what is around the corner combined with groups of people occupying the area.

Parking lots close to buildings are scary because there are dark spaces created due to poor lighting. Behind Tensta Centrum, called Gullingeparken, is considered scary because of topography and poor lighting.
Forests surrounding Tensta are unsafe because of rumors that bad activities happen there and that crime is committed there. Forests around the whole area was considered unsafe because of bad lighting leading a participant to say, "The forest is very scary because of lighting issues and people use the space to do bad activities". This shows that lighting itself does not solve the whole issue because even with good lighting they would be considered unsafe due to crime.

One thing that was important was that tunnels need better lighting but also that some areas need to work better with natural light. It was mentioned in the third workshop that “Some areas should work with the natural light! it is too tight between buildings.” And

“The urban designers and planners should consider which are the main points in the area and the roads which links these points should be safer through lighting and vision”

Right now, many areas have too tight space between buildings and the areas feel cramped. There is a need for redesigning ways to let the natural light enter the area and work with resources that are present. An opinion from the participants was that Tensta should work with planning for more maintenance in the area, and that planners should work with aspects like vision and focus on the trails leading to the important areas, because they don’t have any focus right now. One option could be to give vision in other forms than lights, leading to one of the participants in workshop 1 saying,

“We need safety groups, guards that walk during the day and night and control the area and make sure no illegal activity is going on in the streets. Also, why don’t we combine safety groups with health activities?!”

This shows the willingness to help from citizens. They want to help but they feel like no one is listening.
Connecting this to actors and what is being done to Tensta from a lighting perspective. It was mentioned by Trafikkontoret that lighting needs further investigation to determine how it can fix public safety issues in the squares. A point that was being made was that the current plan is not set in stone leading Anonymous 2 to say,

“Lighting has previously been focused on specific social spots. It has however been bad lighting previously in Tensta focusing on long posts with spotlights attached”

Strategic measures were also considered important and there is much that can be done, but complexity and different actors wanting different things creates a problem for which measures that are considered important from a top-down perspective. “An example is the entrance to the parking garage which is currently a hangout place for gangs because of the accessibility through lighting issues” (Anonymous 2 2018). There are bad activities happening there but measures can be taken to make the place less attractive for bad activities. “An example is to move the entrance of the parking garage. This would mean that the entrance would be placed in an area that has more natural lighting which makes it less attractive for bad activities” (Anonymous 2 2018).

The police expressed many issues with lighting saying, “The physical environment affects us a lot. Bushes and lighting are problems when we want to chase someone or observe something.” (Anonymous 4 2018). There is a cooperation with the traffic office but many strategic solutions are also good and necessary. “Botryggt is something that has shown a good cooperation between many actors in the area. It was meant as a guiding hand for crime prevention” (Anonymous 4 2018). Latest document was done in 2005 but work is being done towards a 2030 version. This document is still used and explains different ways to work with crime prevention. For example, in the document is the “rutinaktivitetsteorin” that Fastighetsägare i Järva apply to their work with crime prevention. The co-operation with Stockholm Stad is mostly through the Traffic office.
where the person in charge of Spånga-Tensta is sitting. The police also expressed that new projects are being done saying,

“Right now, a new lighting project has begun in Tensta, but there was also projects previously where people could add opinion about the measures that was taken towards this issue, but it’s complicated because those kinds of projects are active during a long time” (Anonymous 4 2018).

Having said that the district administrations voiced that

“ There are new projects in Tensta to solve issues. Pilot projects and lighting projects has been done recently and many more are currently being done” (Anonymous 5 2018).

Lighting and pilot projects is referring to the project “Strategy for Stockholm as a smart and connected city” which is a strategy to explore new digitalization for lighting in Stockholm, where Tensta is one of the pilot projects. The reason for this new increase in projects that aim to solve these issues is because of the restructuring in municipal focus, where district administrations have gotten more focus. More money is being pushed into these “troubled” areas. This allows for Tensta to be in the frontline with these new projects. Seeing as a major problem in Tensta is lighting, these new projects should help to increase public safety in the area. The district administration also said,

“There seems to be an increasing positive trend that troubled areas are getting higher prioritization from both the state and the municipality. In 5 years’ time Tensta will look much different than it does now” (Anonymous 5).
Citizens feel hopeless but actors seem more positive to the change in focus from the politicians. But 5 years is a long time. And these issues cannot be neglected any longer. Many of these projects are also hard to notice by the citizens.

4.3 Built environment

The built environment creates a few issues. First, since Taxingeplan has parking spots all over the square, there is no chance for people to spend time there. Second, it makes it much harder for Tensta art hall to be creative with the space. Third, parking is especially illogical because there is a parking garage right next to the square. As a person in the art hall said when we went on a spontaneous visit “This is the perfect example of Swedish politics through time”. What was meant by that is how planning in Stockholm has been focused more on design and houses rather than focus on human beings. Fourth, the
The subway station entrance faces away from Taxingeplan (see figure 13). While it's good that the station entrance is faced towards the people, it isolates the square. I, for one with little pre-knowledge of the area, walked past the square without realizing it, which is an issue. Fifth, the entrance to the square from the subway station is narrow, dark, and a bike stand is placed as a barrier for pedestrians to enter the area (see figure 14).

There are also a few issues with Tenstaplan. First, the subway station has its entrance away from Tenstagången which is where people spend time at Tensta Centrum (see figure 15). Second, potential green space in the square was covered in gravel instead of green, wintertime might have had significant effect on this issue. Third, the square does not seem to serve any purpose other than a place for people to walk in and out of public transport, resulting in an unsafe space where not many people choose to spend time.
Fourth, the entrance from Tenstagången to Tenstaplan is narrow and dark. Because of the possibility to stand from a higher ground to look down on the people walking to the subway station (see figure 15).

![Figure 15 Picture of Tenstaplan sitting arrangements. Tenstagången is behind the photographer.](image)

Another reason for the feeling of poor public safety is the lack of maintenance around the area. The reason for this feeling is because of groups of men standing around, and in some cases standing in the way of people trying to enter the area or trying to use the subway.

Survey participants realized during the first workshop that, when they looked at the map, they could see that many activities have been taken away because of the built environment. This was noticed by one participant saying, “Now that you look at the map, it is pretty clear that so many things are gone compared to when I was younger” Many
schools have been taken away from Tensta which has decreased the feeling of public safety in the area. One participant who has lived in Tensta for a long time (10+ years) said,

“I started noticing trends in drugs and unsafety in and around Tensta due to activities being taken away from youths. They have no place to spend time because schools are being taken away from them.”

According to the workshop attendees, lacking guidance from youth centers and schools make kids go onto the streets and start dealing drugs because they have no good place to spend time. It is also hard to walk around in Tensta because of two reasons. First, there are no signs in Tensta showing in which direction different places are. This was expressed by one participant in the first workshop saying,

“We need signs to show where the different functions are located, for example, Hjulsta metro station. It will help us when making calls to report something which need to be fixed by the municipality, and to help us guide visitors.”

There are many tourists and visitors asking where the subway is, where Spångadalen is or where the centrum is. Second, there is no maintenance for the urban trails. Which was voiced by another participant, “The walkways are very slippery. There is a lack of maintenance in Tensta”.

However, areas that were considered safe was Spångadalen, the library, and the swimming facilities. Many of the participants liked spending time in these areas but found it hard to enter due to unsafe trails leading there. The spaces themselves were well maintained, active, and considered safe. This was mentioned by students saying, “There are many people there spending time, but due to topography the trails leading there are unsafe because of vision and bad lighting.” During the summer, Spångadalen and the green
area to the east has many active citizens. Also, the church to the east is considered safe. There were few mentions toward the southern part of Tensta in terms of poor public safety which shows that at first thought, those neighborhoods are considered safe. But this was because there are no organizations that have their meeting there.

There are places around Tensta Centrum that allows spending time to do illegal things because of the spatial environment. One of which is the parking garage, which allows illegal activity because as Fastighetsägare I Järva puts it:

“From the entrance you have 5 different escape routes which means that the police have no way of chasing the criminals because they can run in any direction” (Anonymous 1, 2018)

Poor public safety also stems from governmental services moving out. Survey and workshop participants voiced this saying, “Many public services have moved out, which says a lot. Tensta is hopeless” and “We need public services like the public dentist and the labor office to return, because there is a need for these functions. The state moved them away from us, the people that really need them”. It was also important that the district administration and the police department should move back to Tensta. in Workshop 3, a concern was the amount of police that is present in Tensta saying, “I want Less Police because they don’t do anything and they create the unsafe feeling”. There are too many police officers in the area without any real reason. Because the police are sent to Tensta they often come many at the time and barely serves any purpose. Instead it would be better to have localized police officers that work with the community and learn from the community by trying to understand the people. It was mentioned in workshop 3 that “I want Komvux in Tensta gymnasium”. Post gymnasium education should move into Tensta. Increased education is important. This was also voiced by the district administration saying,

“An important aspect in planning for Tensta is the school system, and planning needs to start from a human needs perspective. We cannot plan to
make everything nice and fresh if there is no human focus because then we
will never see any positive development. Arguments in media often portraits
immigrants as the reason for low grades and low graduation rates but that
is simply not true. Focus needs to be put into the school system to give people
a chance to start their life in Sweden” (Anonymous 5 2018).

These solutions only partly fix the problem because there is also a need to have activities
that drive youths away from drugs. Tensta has many different topographies, tunnels and
bridges which is mostly seen as a dark unsafe space. These areas require attention like
Fastighetsägare I Järva said,

“It is important to work strategically in Million Programme areas. Some open
spaces need vision from apartments, turning kiosks, changing entrances, or
adding strategic activities. Some of these areas, like Tensta, have built-in
issues, many buildings backside look like walls and the lowest level in the
apartment buildings look unpleasing” (Anonymous 1 2018).

Physical environment affects people in different ways and focusing on the perpetrator,
while not focusing on the physical environment, creates a risk of neglecting the important
factors that affect human needs. If focus lies in trying to fix people who commit crime it
risks neglecting people around the perpetrator, because they get affected by it too but
nothing is done for them.

When talking to the municipality about these issues, questions that were asked was about
the programme for Tensta and how the municipality is working with the area (see
appendix 6). “The area around Tensta centrum is a complex planning area with many
different actors wanting different things.” Taxingeplan as an example has had
maintenance issues because half the square is privately owned and the big connection
which is the stairs close to Tensta art hall is privately owned.”
“The other option is the narrow and unsafe stairs on the other side of the metro building. Because this is the only stairs that is owned by the municipality, it holds certain value for us to keep” (Anonymous 2 2018).

Removing those stairs means that the only connection between Taxingeplan and Tenstargången is privately owned which creates complexity for the municipality when decisions needs to be made.

“Planning in Stockholm involves budget which is given from the government. Based on the political situation, different things become important. While the government gives out the budget, it’s up to the municipality to distribute resources” (Anonymous 2 2018).

The traffic office at Stockholm stad has a top-down role where they have the overall information but communicate with the district administration and other actors in the area (Anonymous 2 2018). “Politics decides where the focus lies in planning, because of the control of budget” (Anonymous 2 2018). Because of budget it’s also hard to know if programme for Tensta will be applied the way it is now, which was voiced by the municipality saying, “Everything in the programme is carefully investigated to see if it’s possible and applicable as well as if something is missing” (Anonymous 2 2018).

Involving citizens in planning is something that FastPartner has tried to do in their developments.

“We have had events where we invited students to help paint the ceiling in the parking garage to make it a happier place, but it did not work that well because the paint did not stick to the ceiling” (Anonymous 3 2018).
FastPartner works with many strategic plans for in and around their buildings. They also focus on women and children in their plans (Anonymous 3 2018). It is important for them to involve students and schools in activities to change Tensta centrum, with activities like painting the ceiling in the parking garage to make it more enjoyable, and involving students and schools with creating signs in the Centrum building.

FastPartner owns Tensta centrum, Rinkeby Centrum and Hässelby Gård Centrum which shows that they are active in Järva and they also notice some trends in Järva today,

“We try to cooperate with the police and municipality in Järva, but there is a different kind of respect between people in today’s Tensta because of the violence” (Anonymous 3 2018).

This has been mentioned by both actors and citizens. They also voice similar concern as Fastighetsägare i Järva saying, “It feels like the political system today care more for the 400-people causing damage and crime than the other 40000 people getting affected by it” (Anonymous 3 2018). Because of increases in gang activities, it becomes hard for citizens to tell them to stop.

“Shootings and other horrific events also creates a problem in Tensta because it makes people scared to enter the public space and that hurts restaurants and other shops. There are many people going there to eat during evenings but choose another activity when they have heard about such events, and that hurts business” (Anonymous 3 2018).

Business in the centrum building is important for FastPartner and the fear of being part of a crime hurts these areas in these aspects. It can take months after a shooting for people to be able to enter the public space again. When asked about plans they have for the area, discussion about new buildings came up,
“We had made plans for 18000 sqm new offices involving a complete restructuring of the parking garage into offices and making new offices around Taxingeplan to invite the district administration, education administration, labor administration, discrimination mediator and the health center” (Anonymous 3 2018).

This would, according to them, make Tensta more inviting and more livable. This was almost agreed upon until there was a switch in government in Sweden and the idea got delayed until it eventually got declined. Many ideas exist about the parking garage. FastPartner agrees that the entrance should be moved and they also try to push for that. Currently the plan is to create new offices for the district administration where Kämpingeskolan was. There were also strategic plans to move the art hall entrance to the upper floor to give them more space in relation to the other 18000 sqm plan (Anonymous 3 2018). Plans for the parking garage is to create something exterior with focus towards Taxingeplan instead of the white concrete wall (Anonymous 3 2018).

There are many changes happening that might not be noticed by the citizens on a governmental level. The district administration mentioned many positive changes and it all started with the local development plans,

“The shift to local development plans have changed the way Stockholm is being planned for the better, instead of focusing at all of Stockholm it means that focus is being shifted towards districts where more focus is being put into the troubled areas. When the people that work in the area get a key role, there is more information that can be useful because they know the needs” (Anonymous 5 2018).

This is a core reason why there has been focus on the Järva area lately. But the district administration has firsthand experience with the snowball effect that has happened in Tensta. They also notice the complex planning situation that is Tensta Centrum and voice a concern in how it is currently being handled saying,
“There are many actors trying to change Tensta to the way they want but in the end, is all comes down to responsibility. People say it is complex but everyone knows what needs to change and therefore, actors needs to come together and think about the district before their own interests” (Anonymous 5 2018).

Järva has had a history of social anxiety, where people in these areas worry about being part of crime or other events that affects the area in a negative way. There has always been a way for citizens to affect other citizens by telling them that what they are doing is bad. “Nowadays social anxiety has turned into a trend of increased violence” (Anonymous 5 2018). The new trend makes it harder for citizens to affect other citizens in a positive way, because of the fear of violence. This seem to be a concern for both planners and citizens. “It all comes down to not wanting to be at the wrong place at the wrong time” (Anonymous 5 2018). There needs to be a shift in mentality between people and municipality. The physical environment affects society in many ways but that does not dictate everything. The district administration mentions the need to think of more than nice buildings that serve no purpose saying, “On a case by case basis this is different. Mindset needs to shift from design to human needs” (Anonymous 5 2018).

Many problems around Tensta Centrum are actor driven but everyone knows it’s a problem which means that regardless, something must be done. The parking garage has been a problem for a long time but there are many things that can be done to enhance the area and lead away bad activities. Examples are to move the entrance to the parking garage, or to move the entrance to the store inside of the metro station building but the district administration voice other concerns in that area.

“There are also organizations spending time in the building across the street from the parking garage which can have their entrance to the local moved to the other side of the apartment house.” (Anonymous 5 2018).
They also mention that there are other important consequences that needs to be considered in changing Tensta, “An important aspect with moving bad activities is that even though they do not disappear, when they move they still decrease their activity” (Anonymous 5 2018). In the end it comes down to actor participation because everyone knows something must be done.

4.4 Social Activities

There is always a flow of people at Tenstagången. Unfortunately, Taxingeplan is covered in Parking and a drive-in for trucks to deliver goods for the grocery store in the building above Taxingeplan (see figure 13).

Most survey participants spend time in Tensta centrum and in the library. The reason for spending time at Tensta Centrum is to work, meet friends, do grocery shopping, or to get help with documents. Citizens spending time in the library did that because of the need for help with languages and to study. Citizens seem to value Tensta centrum but feel that there should be more services in and around the centrum. Leading some participants to say, “There is a need for places where both adults and children can play” and “There should be more free activities that help youths off the streets. There needs to be more organizations that support such activities”.

Meeting places both indoor and outdoor was a high value target for improvement in Tensta. There are too few places open with activities for children and youths and too few areas for organizations to organize events. There is also a need for meeting places during both day and night. Too few places to meet during the night creates an unsafe space and large groups standing in the area to block paths for other citizens is a big safety issue. Suggestions about making activities for the youths standing around the metro station is the solution according to some. But others wanted more events to invite people outside of Tensta to show that it is not as bad as media portraits,
“More events in Tensta, people need to come here to see that it’s not as bad as people say. More contributions to organize events in Tensta. Municipality needs to show us that they care”.

The potential is there in that there have been many youth centers and schools in the area, but activities have been declining historically due to low participation.

When asking citizens for general comments after the survey, a couple of thoughts could be distinguished. More meeting places are needed. Which was mentioned by multiple participants, “I Meet friends outside of Tensta because there are no good meeting places in Tensta”. People want to spend time in Tensta centrum, but they don’t have any place to meet friends. People choose Kista instead of Tensta because of the lack of places to meet. There is also a lack of events and happenings in Tensta that invites people from other parts of Stockholm. Which was mentioned by one participant saying, “We need more markets and other outdoor events”. Because of that, there are few people visiting the area from outside Tensta.

Through history, Tensta has had a problem of services moving out of the area. A few examples are the police office, the bank, public dentist, district administration and many private stores. Many public services have ceased to exist in Tensta which makes it hard for Tensta to have the range of services that is needed by the citizens. While some want more events in Tensta, there is also a demand that more free activities for children and youths are established to drag them away from the streets and ultimately drugs. While activities are a big part of things that are lacking, there is also a need for order which can be provided by knowing that the police take the area seriously. Other than lighting, order, and services, survey participants talk about littering and maintenance as a problem, “Before, the cleaning service was good, but it is not anymore. People do not care for the area so they throw garbage all over the area”. Since metro stations is the entrance to the area, maintenance is important for visiting people. This can partly be done through planning but must be organized through other means as well. While some have given up hope,
there are many that still believes in Tensta saying that we need to change the mindset of the people instead,

“It is not about architecture or city planning, it is about the mindset of the people. We need to change the people. Generations are a big challenge in these areas, the talk about who is the most dangerous generation, and who is the toughest generation, that is what feels hopeless”

It was mentioned during the workshop that safe spots are not necessarily safe regardless of time. Participants had different opinions but they were united in that during the night, since everything was closed it became unsafe saying, “Nothing is safe during the night, I would never go to the forest area if I did not need to”.

A major problem, that was discussed in the workshop, was activities. People have nowhere to spend time during nighttime which opens for gangs to recruit youths. Because of the gangs, no one have the courage anymore to stand up to the damage and littering happening in the neighborhood. This is important for Taxingeplan and Tenstaplan because these areas need to be able to control damage and littering if they want to be inviting for Stockholm citizens. Tensta Centrum was considered unsafe because of people standing in dark places dealing drugs and harassing the other citizens. One student mentioned that she felt safe even during the night because “I know the people that are in the groups of men, so they will not do anything to me”. There are few people in the Centrum area creating an unease for citizens.

Important outcomes of the discussions were that Risingeplan was considered dangerous in all workshops. There were many who considered Tensta Centrum unsafe both inside and outside. The main argument was “Groups of men standing in the way of other citizens, blocking the path and being annoying”.
Urban planning and design might help promote activities and measures that are proven to increase the sense of safety but planning and design alone will not solve everything. Changing people’s mindset is important, but hard to achieve. An important aspect to help solve this issue to demote illegal or bad activities by showing that those activities are not allowed. This must be done politically and cannot be done by planning or design alone. Another helpful part is organizations that help with promoting a good lifestyle and help give guidance to the new generation. This must come from the community such as families and organizations, with help politically.

Mostly the response from the third workshop was that they felt safe in the area. People in danger was mostly related to the people doing bad activities like dealing drugs. Schools, the citizen center, library, the swimming pool, and Spånga IP was considered safe areas. Surveys and workshops showed Spångadalen as a safe space, but here Spångadalen was considered unsafe. The reason for this was that during the night it became unsafe. An important part for the younger audience are activities. Both in general and for girls only. One student mentioning “We need to have some big events like Tensta marathon or more sports teams in Tensta that can compete with each other”. Even though Tensta has football and basketball teams they are missing a league or somewhere they can compete. There was also mentions about adding events like a Tensta marathon that could add value to the place and open sponsorships to make an event in the whole area. Spånga IP is considered a good space for activities, which was mentioned by one student in workshop 3 saying “Spånga IP is good, we need more”. The problem with adding activities there is that people move there instead of spending time in Tensta which creates poor public safety because there are less people in the suburb. We need these activities in Tensta as an addition to the already existing Spånga IP.

Fastighetsägare i Järva apply something called the routine activity theory which is a theory that there are three aspects that create a crime. This is something they think applies well to Tensta saying,
“First, for a crime to happen there needs to be a person ready to do the crime. Second, for a crime to happen there needs to be an applicable object. This means that there need to be a reason a crime happens, either a person, or something that gives the person ready to do the crime an opportunity. Third, for a crime to happen there needs to be no capable way to stop them” (Anonymous 1 2018)

Fastighetsägare i Järva works mostly with point two and three. They have no budget so most of their work is to stimulate ideas and measures instead of making the decisions themselves. Work being done by Fastighetsägare Järva is based on surveys and other citizens studies but they also make some studies themselves. The way they see it is that,

“Citizens say where they feel unsafe and how they feel about Tensta, and we are experts in creating solutions and measures to fix the areas where they feel unsafe”(Anonymous 1 2018).

Many of the responses from workshops is that there is a lack of activities in the area, but there is few mentions how to fix them. An example here was mentioned was that “There was a council for organizations regarding sports activities, but it was closed due to low participation” (Anonymous 1 2018). This tells us that both the people in the area and the people working with the area are trying to change Tensta but somewhere there is a disconnect in communication.

From the perspective of their theory of crime they mentioned two big concerns in Swedish law as of March 2018.

“Point two and three are not mentioned in law. Focus lies on the perpetrator. While this is an important factor, since we want to stop people from committing crime, it doesn’t completely solve the issue.” (Anonymous 1 2018)
This is an important point because everything surrounding the person committing the crime needs to be considered but it’s only the perpetrator that is taken care of. In an area where the fear of crime is high this makes people feel that no one is caring for their neighborhood. Resulting in comments like “The state wants us to die, because they do not care about our young people. They do nothing when crime happen”. Many schools have been taken away which made no sense for citizens but when asked the actors why, the district administration answered,

“The reason why many schools have been shut down is because of the simple reason that they lacked students, and because of that there are few arguments that are valid for keeping the school active” (Anonymous 5 2018).

Tensta has a problem with lacking school participation that has created a snowball effect when activities are taken away. Therefore, it is important to involve citizens in planning and listening to them in developing their neighborhood. FastPartner thinks it is important with outdoor activities and that there are many strategic options when it comes to Tenstagången.

“One option is that restaurants can have outdoor space where people can sit and eat, and to make shops in the bottom floor of the dwellings on the other side of the Tensta Centrum building” (Anonymous 3 2018).

They would also be beneficial towards other activities like Tensta Market which is every year in September. “Since they are more attractive spaces, they can also have increased rent, which makes them economically defendable” (Anonymous 3 2018). For activities to be defendable there need to be an economic incentive, but social activities can also be economically profitable if we get more people to spend time in the area. FastPartner are working for these kinds of social events as well saying,
“One of the biggest events for Tensta is the Tensta market. It has around 60,000 participants each year and has a high reputation among citizens. Previously it’s been organized by a person who lives in Rinkeby and the last two years it has been organized by Glad Stad who organize many big markets in Stockholm but it’s unclear who will continue to organize Tensta Market because Glad Stad will not” (Anonymous 3 2018).

FastPartner has worked with a consultant for 4 years that work as a “linkworker” which means that she works with closing the gap between actor and citizens. “The linkworkers job is to promote events and the Centrum building to involve all possible stakeholders in the area both actors and citizens.” FastPartner recognizes her work and says, “it’s amazing the work she does.” More of this is needed in all parts of government and in planning companies.

The Police said when asked if they involve students or citizens in their work that “We do not work specifically with programmes or plans to involve citizens and students, instead we work with it continuously” (Anonymous 4 2018). The police work in area groups and one of these groups are for Tensta. Their primary goal is crime prevention. Something they work with, and have been working with, is MBU (Man behind the uniform)

“We visit schools to show what we do. It is a day where firemen and police officers go to schools and prepare certain activities to show students what these workplaces has to offer” (Anonymous 4 2018).

This gives an opportunity for students to ask questions and participate in activities relating to their work, which has proven to be successful.

The police force for Järva consist of 10 people with different skills and roles. Some work with citizen participation where they join citizen meetings to listen and talk to them, while some focus more specifically with religious groups (Anonymous 4 2018). The police
work close together with municipality and works with building relationships and confidence. This means joining citizen meetings of different kinds. “It is important to listen and pay attention to citizens and to understand what is going on in the area, the only problem is that there is a shortage in confidence groups” (Anonymous 4 2018). They also notice the language barrier that is present in the area. Since much of their work contains building trust and being honest to citizens, the language barrier creates complications.

Because the police oversee the communication with citizens, they often become the “coordinator” to close the gap between municipality and citizen. “After we have participated in meetings around Järva, we often communicate with Stockholm Stad about what possible problems and solutions that have been discussed.” (Anonymous 4 2018). Both citizens and actors have mentioned the high complexity with the area, but there are also other structural problems.

“Working in specific areas also require driven people who care deeply for the area. If anyone of these driven people disappear because of pension or other reasons, it creates a complex situation because it is hard to rebuild the trust that this person has accumulated” (Anonymous 4 2018)

Much of the work that is done by the police is done in the background which makes it difficult to notice, and therefore it becomes hard to understand by someone who is not working with crime prevention. Crime prevention is closed behind laws and rules which also makes it hard for citizens to understand (Anonymous 4 2018). The police mentioned that “it is very often that we get comments from citizens like “why did you let that person go? He is a criminal!” and it is because according to the law we cannot hold him longer”. This shows the complexity that is hard to understand for citizens.

They also talked about schools and youth centers closing and thought it was a shame that they closed, but also mentioned that, “Activities with high demand will not close, activities that have closed, such as kämpingeskolan, have mainly been because of low participation or activity” (Anonymous 4 2018). They also mentioned that “It’s important to think about
what older youths will do with youth centers. A 25-year-old youth rarely choose youth centers as a place to be” (Anonymous 4 2018). There are many activities that are not marketed enough. Which can give the area an undeserved bad reputation. But in some cases, it is not as easy as to just build a youth center and then the problem is solved. There needs to be more thought put into solutions.
5 Analysis

Both citizens and workers want change, and there’s a consensus that Tensta, as it is now, is unsafe. The observational study showed many potential opportunities for the surroundings of Tensta centrum for public safety. Looking at the programme for Tensta which was made late 2017, a few conclusions can be made. Focus was placed on Taxingeplan and Tenstaplan, while Tenstagången had few changes. Tenstagången focus on new lighting, places to sit and new lines of trees. These changes make Tenstagången feel more inviting. According to the programme, there was a citizen discussion during the development of the plan, but according to our research, it feels like some measures are missing in the plan that are important to bring up. From a public safety focus, If the programme is going to follow through in its plan for Tenstaplan and Taxingeplan, a few issues are going to appear. People tend to talk more about activities but also stress that lighting and maintenance is important. Taxingeplan will mostly focus on adding activities that have synergy with the art hall. While these are good changes, there are some public safety measures that have been neglected, for example Tensta centrum has many narrow corridors with poor lighting that feels unsafe to walk through, and lighting will not be changed in the programme compared to how it is now. It is important to also consider the public safety aspects over time. More activities but poor lighting during night time can still be unsafe even though people have more things to do. Also, more activities require more maintenance. Which means more resources must be put onto the centrum area.

Tenstaplan has, just like Taxingeplan, a scene in the new plan. Same as with Taxingeplan, there is almost no changes to lighting but a heavier focus on meeting places and an increase in places to sit and spend time. This area has the same problem in public safety. While it is good with more meeting places because that’s what citizens want, it does not solve the issue of public safety because during night time, these areas will still be considered unsafe.
Changes that are currently being made prioritize some aspects while neglecting others, and safety is not in focus in this plan. There needs to be synergy between all three areas. If both Taxingeplan and Tenstaplan have stages, or podiums, for performances they attract half the crowd to each space. While scenes open for organizations to perform and attract people, it also makes the area rely heavily on performances daily to keep the meeting places relevant. If no performances are there it becomes a dead space again. This can be compared to the arena areas like the globe sports district, where everything is lively and full of people until there is no events going on. It is important to give the squares different purposes, otherwise they might cancel each other out.

While there are many different actors in the area, there still seems to be consensus in where the problems lie and that something needs to be done. Currently, there exist a couple of problem areas that actors want to fix, but all actors seem to have different ideas on how to do this. In the end, it comes down to economy, but social sustainability in the area should be enough of an economic incentive. There seem to be a fear of losing money, or power in the area by changing what is, by all actors, obviously the better solution. Social sustainability, or more precisely public safety, can enhance both economic values in the area as well as health and business. Looking at the sustainable development goals, enhancing public safety are part of 5 different goals out of 17. However, these 5 are some of the most important aspects for city planning. Working with Public safety would help enhancing goal 3 “good health and well-being”, goal 4 “Quality education”, goal 5 “Gender equality”, Goal 11 “Sustainable cities and communities”, and goal 16 “Peace, Justice, and Strong institutions” (see figure 1). Being able to enhance these goals would provide a more livable district and in turn, also provide economic benefit in the future, because a more attractive area also gives more incentive to have a shop there or spending time there. It depends on what is in focus.

Connecting this to citizen opinions it is important to make this area more livable and safe, where everyone feels invited. It is also needed to provide guidance towards Tensta from surrounding areas with signs for bike paths, as well as signs inside the area to guide citizens around in Tensta and Hjulsta. Bad maintenance is a problem for citizens and actors. Working with the area include keeping the area fresh, and not just fixing
structures. A nice district is nice because it is being taken care of continuously. In a time where focus is going into fixing these areas, it is important to first think about human needs before design. There needs to be a shift in mentality towards all important aspects that together make a society. In the end, it is the people living there that are going to use the space, so we need to see them as customers and think of Tensta as a living organism. The system will not change by design alone, we need to think about all parts of society not just making nice neighborhood but think about what kinds of people that will use this space.

More activities are being mentioned, but few explain what such activities could look like. Activities can mean many things and every citizen is unique. There seem to be many activities in Tensta which are not communicated to the citizens. There are also similar mindsets between actors on how to work with the area. From a planning mindset it is important to think about both design and how it interacts with citizens. The three areas in figure 19 are mentioned in most interviews when Tensta Centrum is mentioned. The first area is the parking garage. People sigh in hopelessness when talking about the parking garage and how it only provides good areas for bad activities. This must change drastically. A few ideas are already mentioned in the interviews and surveys but there are other options as well. Changing the entrance to the parking garage will move the bad activities but it does not mean they will cease to exist in that area. The parking garage as a building is a problem because it provides hiding space, is dark and unsafe even for car owners that use the garage. The space where the building is located can provide many other activities like a grocery store with underlying parking. This would open the area above the art hall to have outdoor cafes or restaurant space. The parking garage could also be turned into offices and controllers could be added to the entrances to provide safety inside the building as well as a new lighting system. Adding activity to the second and third floor of the parking garage gives incentive to do something with the area, and creates opportunities on the other side of Taxingeplan in relation to the Centrum mall such as outdoor restaurants that give an increased natural vision onto the streets (see figure 16).
Taxingeplan will have various activities for children and the art hall. A podium for the art hall is not the only solution. The art hall makes a living on being creative with space, and giving them a larger area to work with while listening to their ideas could turn this square into something creative. Combining that with changes to the parking garage would also take away the need to have a loading dock for the grocery store which means that actors at Taxingeplan can make use of the whole square.

Currently, Tensta exist without any real function. From a planning perspective there are many changes that can be done other than making a scene to make the space more livable. Tenstaplan is unique in that it is created like two open spaces in one with a barrier that is the metro station. It becomes a barrier because the entrance to the building is towards one half of the square, while the other half becomes the back alley of Tenstaplan when it is the connection to Tenstagången. The entrance could be strategically changed in this building to provide access to the whole square and making it into one square instead of two by facing the entrance towards the middle of the space instead of to the left area (see figure 17).
Instead of adding activities in the hope that people will use them, it is important to step back and look at the area and realize that even though the area has problems, does not mean that there are no possibilities. Tensta has many nice qualities but we need to take care of them and enhance the area so that the squares work in synergy instead of having them as separate areas. Public safety is an important aspect in any city planning research. To make a city or city area with a high quality of life feeling, it is important to provide the security demand that the citizens want (Brdulak and Brdulak 2017). The importance of public safety is core for a high quality of life city. Reality is that the structure of the ‘Million Homes Programme’ did not give the opportunities that were needed for these aspects to be easy to achieve. Problems and issues arising now is because of the new focus on the social aspect. When the programme started, focus was on green areas and car transportation, but in modern time, more focus is placed on human needs and public transport. The physical space in Tensta does not currently promote these quality of life
aspects. When observing the area, it was clear that many of the planning strategies deriving from old thoughts created a few issues for human needs planning. Activities placed on the bottom floor of apartment houses do not provide safe meeting places because of the structure of the house. Even safe havens like the health center and Medborgarkontoret look uninviting because of the structure of the house they are placed in (see figure 18).
Figure 18 Showing the entrances of Medborgarkontoret and Tensta Health Center. Medborgarkontoret is the top picture while the bottom picture is the health center. Picture taken by M. Sherif 2018-02-15
Both squares are designed in a way that they are behind people because of the entrance to the metro station being on the wrong side of the building. Because of this, it creates a place where people do not naturally spend time. These designs are strategically bad because there is no synergy between entrance to the area and place to spend time. If it would be the other way around it would also be more inviting to visitors and easier to work with.

Good social cities provide the need for the weaker. The problem is that every area is different. There is never any clear design that works everywhere, because of that it becomes complex and complicated. It’s near impossible to factor in everything because it’s important to think about the future, and we cannot know what will be important in a future scenario. Therefore, it is important to use resilience in planning and look historically to learn from our mistakes and focus on making better cities that can adapt to future events, both ecologically and socially.
6 Challenges

6.1 Challenging hotspots

The observation, Workshops, surveys with citizens, and interviews with decision-makers, showed that three areas are considered problematic in the Tensta centrum area (see figure 19). The parking garage is a problem because it promotes bad activities through the structure of the building with dark areas which was mentioned numerous times by both citizens and actors. Another problem area is Taxingeplan which is a dead space currently. Program för Tensta also mentions this as an area of potentials, and actors see this space as valuable for the surroundings. It has the potential to be something for the people instead of for cars which it is currently. There are many potential activities surrounding Taxingeplan that needs recognition. Working with the areas above Taxingeplan is key to create an active and innovational square. The third area is Tenstaplan which also becomes a dead space due to the structure of how everything in the square is organized. There are many small fixes such as adding places to sit and adding activities in Tenstaplan but an important aspect is the structure of the square.
which do not promote activity. There need to be strategical changes to the area to promote citizens and visitors to direct them into the other areas of Tensta Centrum. The connection between the library and Tenstagången becomes an important area even though it is not mentioned as much as Taxingeplan because the synergy linking two safe areas together is important for the future of the square.

These hotspots were determined through talking to citizens and actors and connecting these to the observations. The intention was to create a space with synergy and the reason people feel unsafe is because of the structure and the tight trails leading into the public space. People need to be able to feel invited to the area and to feel that they can be in all places in Tensta centrum.

6.2 System Challenges

Even though there exist certain problem areas, there is also a few problems systems. By systems I mean damage to public property, maintenance, and activities without any specific spot on the map but are still considered problems for many. Activities in and outside Tensta centrum are slowly declining due to safety issues, and this needs to change. This needs to change if Tensta want to be inviting for tourists from other parts of Stockholm or other parts of the world. Tensta has a few successful activities like Tensta Market, but they only happen once a year. There are a few solutions to this, outdoor restaurants and cafes are a good solution but it must have synergy with the rest of the area. Integrating them in markets and other activities happening around Tensta centrum could provide incentive for owners to add this space to their activity. But if it only happens once a year there is not much incentive.

Maintenance is a big problem in Tensta. This means keeping trails and squares clean, and having proper guidance for pedestrians. Currently there is no real sign system for pedestrians to know where they must walk to enter different squares and metro stations. Cleaning have been increased to include Sundays, but it needs to happen every day of the week. People need to know that the Tensta Centrum area will be clean when they walk
there for people to come back. A change in this system requires more actor initiative. If we want Tensta to be inviting we need to provide the right tools for pedestrians to feel invited, that includes sufficient lighting, clean streets, and accessibility in all places.

Damage to public property has been mentioned in many interviews as something that has started to happen more frequently recently. This can be helped for the Centrum area by strategically moving activities away from the open spaces related to important transport systems. Inviting the kids destroying property to help build the area it will give them less incentive to destroy things because they have created them.
6.3 Planning Challenges

Communication is key. Ideas seem to be the same between actors and some are even the same between citizens and actors. Somewhere this chain of thoughts breaks. Activities for actors are happening in Tensta with safety walks and studies about citizen opinions. But there are a few options that have not been mentioned in the discussions that could make planning in Tensta more transparent. Here are three suggestions:

1. Tensta-group
2. Citizen focus groups
3. Student focus groups

One thing that has proven to add good communication to project in Järva is groups of actors having monthly meeting together at a decided spot. By having actors meet in person heightens the understanding of what each actor wants to achieve and adds transparency. Many actors want the same things, but there seem to be low communication between them. Fastighetsägare I Järva organized safety walk which is good because it involves different actors to come together. This needs to evolve into having regular meetings to discuss Tensta going forward. Instead of focusing on design measures the possibility to discuss strategic options and activities that matter increases.

In the programme for Tensta there is mentioned that citizen participation studies have been done in the area, but the planning documents and strategies do not match the written results. Adding a citizen focus group that can communicate the citizens feelings towards planning strategies will add transparency and add dialog with the people we are planning for. This was done in Sundbyberg and was praised by citizens as being transparent and heightening citizen participation in the area. The project was called Park lek and meant that a “linkworker” worked with understanding citizens and involving them in planning for the best possible outcome.
Järva has many families with children. Areas like Rinkeby has had a high focus on activities and children in planning for Rinkebystråket. While schools and youth centers has been taken away from Tensta, adding student participation in design and planning the places where they live increases the will to go to school and adds activity and creativity in school practices which increases students sense of community. This has already been done by some actors but citizens need to feel like they can change the area. To do that they also must be involved and feel that they can participate instead of just saying what they feel all the time, they are tired of that.
7 Conclusion

Tensta has much to work on but it is not an impossible task. We cannot wait longer for fixes because citizens are growing tired of promises without action. Something must happen now. There are many ideas and ambition in the area but actions speak louder than words. This study has presented ideas and solutions for Tensta Centrum, the core of one of Stockholm’s troubled areas. Even though our study contained both citizens opinions and decision makers opinions there are still further research needed on solutions that are reliably proven to work. This study showed the current situation and what is valued from both parts. Therefore, socio-technical studies on how to implement these strategies are needed. Even though we have high stakeholder involvement, our study does not represent every opinion, which means that different results could be showed if a different Tensta area was studied.

This study has been specific to a small part of the entire area of Tensta. Studying public safety need to be increased to study the whole area because moving bad activities away from Tensta Centrum might solve the problem for this study but in a bigger picture it moves activity to other places. Public safety research has the possibility to provide information and ideas towards both design and governance in Tensta. The collaboration between planning and design needs to continue because all underlying systems needs to be considered into designing new places in Tensta.

Socio-technical solutions need to be investigated to see if they are possible. This study has investigated the actor vs citizens debate but actors also need better investigations in what is possible. To create new open space that is available for everyone requires information about what is possible, both social and technical.

Some actors were missing from this study that are relevant for the area. This study was about Tensta Centrum, but Tensta has many big actors that contribute to other places than the centrum area. There are also some actors whose voice have not been heard, which could have changed the direction of this study.
Some results in this study showed economic challenges in planning for Tensta centrum. Further investigation into socio-economic measures in the area needs to be made. Understanding social systems in combination with economic systems and how they work with each other are important for showing actors the values of working with social systems in the area instead of purely design based measures.
8 Acknowledgement

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9.1 Figures and tables
Figure 1 United Nations 2015 Sustainable Development Goals Available at: https://www.un.org/sustainabledevelopment/sustainable-development-goals/ [Accessed 2018-05-09]

Figure 2 Background map Lantmäteriet 2018; District lines Sherif, M. 2018


Figure 4 Socialförvaltningen 2017 Trygghet i Spånga-Tensta 2017 - Resultat från Stockholms Stads trygghetsmätning p. 7 Stockholms Stad

Figure 5 Socialförvaltningen 2017 Trygghet i Spånga-Tensta 2017 - Resultat från Stockholms Stads trygghetsmätning p.34 Stockholms Stad

Figure 6 Socialförvaltningen 2017 Trygghet i Spånga-Tensta 2017 - Resultat från Stockholms Stads trygghetsmätning p. 44 Stockholms Stad

Figure 7 Map taken from: Berglund, J., Michélsen, I., Erlandsson, K., Stamouli, E., Hollander, J-E., Eriksson, S., Reuterbrand, E., Wetterstrand, S. 2017 Program för Tensta Stockholm stad Accessed 2018-05-09

Figure 9 Sherif, M. 2018

Figure 10 Socialförvaltningen 2017 Trygghet i Spånga-Tensta 2017 - Resultat från Stockholms Stads trygghetsmätning p.45 Stockholms Stad

Figure 11 Socialförvaltningen 2017 Trygghet i Spånga-Tensta 2017 - Resultat från Stockholms Stads trygghetsmätning p.8 Stockholms Stad

Figure 12 Sherif, M. 2018 picture taken 2018.02-15
Figure 13 Sherif, M. 2018 picture taken 2018.02-15

Figure 14 Sherif, M. 2018 picture taken 2018.02-15

Figure 16 Sherif, M. 2018

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Table 1 Colantonio, A., and Dixon, T. 2011 Urban Regeneration & Social Sustainability Best practice from European cities p. 23 Wiley Blackwell Accessed 2018-05-09


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Appendix 1

Questions asked for the semi-structured survey with citizens around Tensta.

1: Känner du dig trygg runt Tensta Tunnelbana?
   Varför/varför inte?

2: Spenderar du tid runt Tensta Centrum?
   Var då?
   vad gör du där?

3. Är du nöjd med omgivningen här?
   vad är det som saknas?
   Vad är du mest nöjd med?

4: Om du fick välja ett område att renovera, vilket hade det varit?
   hade du spenderat mer tid runt Tunnelbanan då?

5: Vad tycker du är viktigt att tänka på för att få andra att känna sig tryggare i området?

6: Vilka tjänster saknar du i området?
Appendix 2

Workshop 1
3/3 14-15.00 Tensta Library

2 Women
4 Men

10 minutes explaining the project:

- 1. The noise pollution from the high road is very disturbing. The area close to Hjulsta
- 2. The forest relating to Kista lacks lighting.
- 3. The meeting place in Nydala park is unsafe, a Turkish organization with a large gang spends time there
+Places to grill is good, where people can grill and hang out:

The green area south of Tensta and the green area relating to Rinkeby.

10 minutes which aspects of safety are most important to you?

- 4. Too many bushes in corners of the pedestrian way
   - We need signs to show where the different functions are located e.g. Hjulsta metro station. It will help us when making calls to report something which need be fixed to the municipality.
- 5. We need safety groups, guards some walking during the day and night and control the area and make sure no illegal activity is going on in the streets. (side comment: how about mixing guards with health activities!)
   - It was so many activities 30 years ago
- 6. The cars park between the buildings where they are not supposed to. But they do it because they do not want to park in a formal park and pay the fee. The cars are big and block the walkway.
- 7. Bus driver drives very fast and does not show any respect to the pedestrian.
   - Motor bikes also do the same thing. We need to regulate the speed in some streets
- 8. In the entrance of Tensta Centrum you can smell weed sometimes.
- 9. Bad people hang around in the streets. I cannot walk there. (Risingeplan)
- 15. The walkways are very slippery. There is a lack of maintenance in Tensta
- 10. Tensta Centrum and the street which are close it are very clean. But the block next to it is super dirty and no one take care and clean it.

20 minutes mapping with green and red dots and reflection:

- 11. The bad guys come from outside Tensta, but they just come to Tensta to hang out. And these bad people deal drugs with those who live in that same street.
   - They shut down / close all the important activities and functions that keep the young people away from crime. They closed two schools, one of them is the Tensta High
school. They have closed many activities and courses like Music, dancing, theater and youth centers.

-12. The bridge toward the green area is very scary place, because of the lack of lighting.

-13. People drive very fast in these streets with motorbikes and cars, it causes noise pollution

  - I even had smoke coming from inside the elevator.

10 minutes finishing discussion:

-14. At this street people drive with high speed close to other people and never show respect

  - It is about giving back the activities that keep the young people away from the crime. If you close the high school and other activities, where are these young kids supposed to go?

  - The municipality hires bad people in very sensitive places … like activity house for kid or sport facilities and so on. These people have a negative effect on the kids.

  + We need a big company to move to Tensta with many offices so they give a life to the place and we get a good reputation. (District administration for example)

  - They moved away so many public services like the public dentist and social office service. Now all the people need to take the metro or other transportation to get help. What about the mothers with small babies.

  - There was a meeting place/disco in Hjulsta where young people met and did some cool activities but now it is closed.

  + We need organizations which give back the life to this area and that creates activities for the people.

  + We need to get courses back to teach and entertain people, like music, dance, theater etc.

  - I never trust the municipality and the police department because they never do something positive here. They left us.
Appendix 3

Workshop 2a
6/3 16-17.00 Medborgarkontoret

2 Women
5 Men

ACTIVITY:

+ The housing area in Spånga is very safe
+ Hjulsta school is good because there is a place to meet friends and play
- Parking lots close to the buildings area very dangerous because people gather there and there is no lighting and many cars

OTHER COMMENTS:
- There are young people selling drugs and gathering close to the entrance of the buildings. Because they have no place to stay outside when it is bad weather so they run inside of random buildings.

Workshop 2b
6/3 17-18.00 Tensta Centrum

8 women
9 men

ACTIVITY:
+ Inside the Tensta centrum I feel safe. There are many people here.
- **Gullingeparken is very scary because of the rocks (the topography)**

**OTHER COMMENTS:**

- **In the parking house next to the Tensta Centrum, there are young people who sell drugs, the police put a camera there, but they went inside the parking house to continue their activities.**

- **We cannot change people’s minds by urban design! We need to change it by other things. We need to change their mindset. From inside the family. They go to private schools where they learn bad things. There should not be private schools. All kids should go to public school and learn the Swedish law. We are in Sweden not in Somalia.**

- **We need an organization that change the mindset of these people.**
Appendix 4

Workshop 3
7/3 17-18.00 Tensta Library

7 Women
1 Man

20 minutes which aspects of safety are most important to you?

+ A league for different sports, so all teams in Tensta can play against each other to create a sport community.
+ Tensta Marathon to go around Tensta.
+ Sport for girls. Activities that highlight equality. (the swimming pool is open once a week for girls only)
+ Spånga IP has good sports activities, we need more.
- Spånga IP is badly located because everything is happening there and the rest of the area is empty which create an unsafe feeling.
+ Stadsförvaltningen should come back.
+ Komvux in Tensta gymnasium building.
+ Local police officers are needed to get to know the area, to be engaged with the people and to be part of the school and all other activities here.
- Less Police because they don’t do anything and they create the unsafe feeling.
+ The crime is more about if you are related to the people who sell drugs otherwise it is okay.
+ More activities for young males to keep them away from drugs

20 minutes mapping with green and red dots and reflection:

- The forest is very scary because of lighting issues and people use the space to do bad activities.
- Spånga IP is very unsafe and scary during nighttime because people hang out there in between the forest and the buildings.
- The allotment area between Tensta Spånga and Rinkeby is very unsafe because it is not maintained and the lighting is bad.

20 minutes finishing discussion:

- The tunnels are very bad solutions and it make people unsafe
- They should be wider with more light
- Some areas should work with the natural light! it is too tight between buildings.
- The urban design should consider a clear view in the street for the pedestrians.
- The urban design and planning should consider which are the main point in the area and the roads which links these points should be safer by lighting, view etc...
Appendix 5

Interview questions with Fastighetsägare Järva.

How do you work with safety questions in Tensta?

Are there any specific actions that have proved successful?

Between 2007 and 2011 there had been an increase in citizens feeling safe in Tensta, was there anything specific that was being done to create that?

Is there any project active currently that aims to strengthen public safety?

Concerning Tensta, is there any project in which you have control over?

How do you collaborate with other actors in the area?

Is there any communication with the companies that created the program for Tensta centrum?

How involved are you in the programmes that are created by consultants and municipality?

Do you see any risks with the current planning practice of Tensta?

Is there anything that should have more focus?
Appendix 6

Interview questions to Stockholm Stad

What is your role at Trafikkontoret?

We have seen some changes to the area in line with the programme, will the whole programme be performed?

How involved has Trafikkontoret been in Programme for Tensta?

How do you collaborate with other actors in the area?

Is there any communication platform?

Have you noticed any problems after the programme was made?

Were there any suggestions that did not make it to the final print?

How do Trafikkontoret work with public safety in Stockholm?

Which questions had the highest focus?
Appendix 7

FastPartner

What is your role at FastPartner?

How do FastPartner work with Tensta?
   Which Safety questions do you work with?

Are there any other areas except Tensta Centrum and the parking garage that you own?

How is your communication with Stockholm stad and the governmental agencies in control of the metro station building?
   How good is your communication with other house owners?

Have you been involved in Program för Tensta?
   Is there anything you think is good or bad with the programme?

Do FastPartner have any new plans when it comes to your two buildings?
   How is the communication with the citizens?

The Parking garage has had a history of problems relating to drugs and gangs, what measures have you taken to fix this?
   What do you think is important to change in the area?
Appendix 8

Lokalpolisen Järva

How do you work with safety questions in the area?

Are there any aspects you feel are missing in Tensta that are needed to increase public safety in Tensta?

Is there anything you feel that you need in your daily work to help you make the area safer?

How do you work with involving citizens in Safety questions?

  Is there any co-operation with schools and students?
  is there any programmes that are active right now?

Do you have any suggestions that the police are trying to get through the municipality or landlords?
Appendix 9

Stadsdelsnämnden

What is your role at the district administration?

How do you work with Tensta?

Which Safety questions do you work with?

How is your communication with other actors, stakeholders, and the governmental agencies?

How good is your communication with other landlords?

Have you been involved in Program för Tensta?

Is there anything you think is good or bad with the programme?

How do you communicate with the citizens?

Is there a platform for this?

Tensta Centrum has had a history of problems relating to drugs and gangs, what measures have you taken to fix this?

What do you think is important to change in the area?

What is needed to change the reputation of the area?