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Cutting — Crime Impact

DELIVERABLE 7.5

PIM Toolkit 4: LKA Tool

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Authors
Dr Anke Schröder, LKA
Melanie Schlüter, LKA
Maximilian Querbach, LKA
Andrew B. Wootton, USAL
Dr Dagmar P. Heinrich, USAL
Professor Caroline L. Davey, USAL

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CONTRIBUTORS

NAME	ORGANISATION
DR ANKE SCHRÖDER	LKA
DR MELANIE SCHLÜTER	LKA
PROF. CAROLINE L. DAVEY	USAL
ANDREW B. WOOTTON	USAL

PEER REVIEWS

NAME	ORGANISATION
DR DAGMAR P. HEINRICH	USAL
DR ANKE SCHRÖDER	LKA

REVISION HISTORY

VERSION	DATE	REVIEWER	MODIFICATIONS
1.0	21/08/2020	Dr Dagmar P. Heinrich	Version 1
2.0	31/08/2020	A. B Wootton and Prof. C. L. Davey	Formatting and minor edits

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1 Current concept name

SicherCity

Ein holistisches Prozess zum Verständnis und Umgang mit Unsicherheitsgefühlen der Bürger

English translation:

A holistic process for understanding and tackling citizens' feeling of unsafety.

2 Concept background (the problem)

1. Citizens are deterred from using certain public facilities or engaging in certain socially desirable activities due a range of perceptions and/or assumptions that can be collectively termed 'feelings of unsafety'.

2. Such perceptions and/or assumptions may be caused by a range of personal, social and/or environmental factors — many of which may not relate to crime or policing.

3. The main prevention role of the LKA is to prevent opportunities that enable crime. Nevertheless, the LKA also works to strengthen citizens' feelings of security.

4. The police cannot address all the causes and influencing factors resulting in citizens' feelings of unsafety. Other stakeholders must also take action — working independently or with the police — to address the factors influencing citizens' feelings of unsafety that fall outside the domain of policing.

5. To develop and adapt responsive, human-centred and sustainable prevention measures, it is first necessary to identify the various actors and contexts at the micro level.

6. Too often, 'Solutions' are quickly developed to address symptoms (often for political reasons) rather than taking the time to understand and address the underlying causes of citizens' feelings of unsafety.

7. To develop sustainable solutions that address issues arising from citizen insecurity, a structured methodology for understanding the relevant contexts, situations, stakeholders and roles is required. This methodology should generate practical, human-centred insight that can inform the development of meaningful solutions for specific contexts at the micro detail level (such as a train station).

3 Concept description (the solution)

SicherCity is a toolkit to ensure citizens' feelings of unsafety in locations or communities can be identified, assessed and integrated within current LKA practice and, working with relevant stakeholders, can affect positive change.

The Toolkit outlines a process for:

1. Identifying an area of focus

2. Planning and conducting research into feelings of unsafety within a citizen community
   - Research planning and selection of appropriate research methods / tools, such as:
     - *Survey / questionnaire*
     - *Walk about (site assessment)*
     - *Focus groups*
     - *User observation*

3. Affecting positive change to mitigate citizens' feelings of unsafety:
   - Analyse / interpret the research findings
   - Develop recommendations (with stakeholder participation):
     - *For the LKA*
     - *For external stakeholders*
   - Communicate findings, recommendations and solutions, and a methodology for their evaluation
   - Supporting implementation (where appropriate).

4   Focus of the toolkit concept

- That measuring the perception of security, as experienced by citizens, can provide insight and allow appropriate solutions / recommendations to be developed

- That there is a need for a clear systematic process to measure citizens' feelings of unsafety and how these impact on behaviour and choices

- That such a process should include practical methodologies to identify, measure and understand citizens' feelings of unsafety, and to identify underlying contextual factors that engender, support or amplify such feelings

- That attributes of the local context impacting citizens' feelings of unsafety can be identified through observation.

- That the development, delivery and implementation of measures that effectively mitigate citizens' feeling of unsafety requires further cooperation between the LKA and external stakeholders.

5   Who is the toolkit for?

- LKA researchers (e.g. Kompetenzzentrum Urbane Sicherheit (KURBAS) in the Kriminologischen Forschung und Statistik department of LKA Lower Saxony)
- Police officers in Lower Saxony working in the field for crime prevention
- External stakeholders, such as social work, urban planning, neighbourhood management, public order office, mayor, schools and other interest groups.

6 What are the components/ elements that make up your toolkit?

The toolkit will consist of the following components:

1. Promotional material for the Tool

   – To make internal and external stakeholders aware of the tool and its purpose (i.e. why considering citizens' feelings of unsafety is important)

2. A method for the LKA and / or external stakeholders to identify an area of focus for the tool

3. A Process Protocol — defining the key stages and activities involved in using the Tool

4. A collection of research method descriptions (e.g. cards)

   – Descriptions of different possible research methods for generating **insight** into citizens' feelings of unsafety. These may include:

     • Survey / questionnaire
     • Walk around (site assessment)
     • Focus groups
     • User observation

   – Advice on the effective use and implementation of the different research methods (i.e. research planning and process practicalities — including ethical issues)

5. A collection of analysis method descriptions (e.g. cards)

   – Descriptions of different possible analysis methods. This may include group / collective (creative) analysis methods (cf. DesignLab)

6. Report template for communicating findings, recommendations and priorities

   – Standardised format for providing recommendations and reasoning (i.e. referenced research findings; citizen 'vignettes'; real-world examples of citizen experience / assumptions; etc.)

   – Standardised format for solution description (to maximise implementation)

7. Presentation template for communicating recommendations

   – Standardised PowerPoint template for presenting recommendations to stakeholders

- Other results / recommendations communication tools, as necessary.

8. Training in use of the toolkit.

7 How is the toolkit used?

7.1 Promotion of toolkit

- Communication/promotion materials will be shared among stakeholder networks to inform them of the existence and value of the toolkit

- Relevant LKA researchers and police officers (Toolkit users) will attend bespoke training on the importance and use of the toolkit.

7.2 Applying the Toolkit

1. An area of focus ("problem area") is identified by a stakeholder. This may arise from a reported issue, or from other research (e.g. survey responses highlighting an issue)

2. The stakeholder requests support from the LKA in dealing with the identified area of focus

3. The stakeholder meets with the LKA to discuss the identified area — this is the 'briefing meeting' that kicks-off the Toolkit use. At this meeting, the LKA will introduce the stakeholder to the Toolkit process and an initial timeline may be outlined

4. LKA researchers determine in consultation with local police officers the appropriate research methods to be applied for generating insight into citizen's feelings of insecurity in the identified area of focus

5. Research is conducted following the research method(s) identified in step 4

6. Research findings are analysed and interpreted using selected analysis methods

7. The LKA researchers will use the report template to formulate and provide recommendations and reasoning, and appropriate solutions

8. The LKA researchers will use the presentation template to communicate recommendations to stakeholder(s).

8 What change will the toolkit create?

- Address the lack of consideration given to citizen's feelings of insecurity among a citizen community by the LKA and other stakeholders

- Integrate this toolkit considering feelings of insecurity into the existing process

- Create a long - term holistic security concept for citizens and communities.

9 What is needed to enable this concept to work?

- Promotion and distribution of tool by exploiting and expanding existing networks.

- Create understanding of the importance of considering citizen's feelings of unsafety and therefore buy in from internal and external stakeholders.

- This tool needs to be integrated into the current working practices as such a clear process protocol needs to be developed to facilitate this.

- A simple and clear Tool (and constituent parts) to enable understanding of findings, recommendations and their relative importance, and the efficient transformation of these into action

- Creation of a cooperative stakeholder network to support implementation and collaboration.

10 Next steps...

- Develop initial drafts (prototypes) of the different elements of the Tool and identify opportunities for prototype testing — (September–October 2020)

- Demonstrate the Tool with LKA researchers and stakeholders in a specific context — (November 2020)

- Write report on results of demonstration — (December 2020)

- Present Tool to Advisory Board — (January 2021)

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