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DPT-i Institut für angewandte Präventionsforschung

European Forum for Urban Security

LOBA CUSTOMER EXPERIENCE DESIGN

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PEER REVIEWS

NAME	ORGANISATION
CCI STEERING COMMITTEE MEETING	ALL PARTNERS

REVISION HISTORY

VERSION	DATE	REVIEWER	MODIFICATIONS
V1	01/11/2018	USAL	STRUCTURE
V2	27/11/2018	CCI STEERING COMMITTEE	INCL. ETHICS

Partners. The University of Salford; DSP-Groep BV; Rijksuniversiteit Groningen; The National Police of The Netherlands; Greater Manchester Police; Politsei- ja Piirivalveamet; Câmara Municipal de Lisboa; Landeskriminalamt Niedersachsen; Departament d'Interior - Generalitat de Catalunya; DPT - Deutscher Praventionstag; Forum Europeen pour la Securité Urbaine; LOBA

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1. Introduction

The task is being led by USAL, with the aim to develop a glossary of common language and understanding around Cutting Crime Impact (CCI) project concepts. The task will be presented over two deliverables. This first deliverable presents the draft glossary of terms developed over month 1 and 2 of the project (October - November 2018). The second deliverable will develop this draft over the duration of the project into a finalised CCI glossary of terms, communicating the consortiums shared understanding of key concepts related to the Prevention, Investigation and Mitigation (PIM) of high impact petty crime. The final CCI glossary will be delivered in month 36 of the project.

2. Development Process of draft glossary

The task was initiated through a workshop session held with consortium partners during the kick-off meeting as part of the first scheduled consortium meeting in month 1 of the project (October 2018). During the workshop session, *'Developing a common language & Understanding'* the consortium members were organised into groups to begin working together to define key terms from their different perspectives / languages and then formulate common communication concepts for the four CCI themes: (i) predictive policing; (ii) community policing; (iii) Crime Prevention through Urban Design and Planning (CP-UDP); and (iv) measuring and mitigating citizens' feelings of insecurity. Worksheets produced during this session were documented and terms identified by partners recorded. The workshop summaries from this session are available for reference in appendix 1.

Following the workshop, partners were asked to email any existing glossaries that related to the four CCI themes to the University of Salford (USAL). USAL then developed and expanded on the terms collated from both the workshop activity and existing glossary terms (identified from glossaries partners sent) to create the outline CCI draft glossary of terms template. This outline was then shared with partners for review and comments, before being presented to and discussed with the steering committee at the teleconference call held during project month 2. This process ensured the developed template and collated terms for the draft CCI glossary of terms were refined and validated by consortium partners before submission of this deliverable. Table 1 presents an overview of the development stages and resources used to produce the CCI draft glossary of terms. The draft glossary of terms is presented at the end of this report.

TABLE 1. TASK 1.1 DEVELOPMENT ACTIONS

	Action	Output for glossary
Project Month 1 (October 2018)	Workshop 1 '*Developing a common language & Understanding*' (consortium kick-off meeting).	Consortium worksheets with key concepts identified for CCI themes (appendix 1).
	Partners identify and send relevant glossaries to USAL.	Received glossaries; • Boccaria portal. 2018. *Boccaria portal glossar*, (online). Available at: http://www.beccaria-portal.org/nano.cms/dictionary. (Accessed 29th November 2018). • CPTED Manual, 2015. (online). Available at: https://eucpn.org/document/cpted-manual-police-officers. (Accessed 29th November 2018). • Explanatory Memorandum United Nations Special Rapporteur on the right to privacy, 2018. (online). Available at: https://www.ohchr.org/Documents/Issues/Privacy/DraftLegalInstrumentGovernmentLed.pdf. (Accessed 29th November 2018). • Glossary of the Habitat III, 2017. United Nations publication (online). Available at: http://habitat3.org/wp-content/uploads/Habitat-III-Glossary.pdf • Sicherheit im Wohnumfeld Glossar 2018. Universitatsbibliothek, (online). Available at: https://publikationen.uni-tuebingen.de/xmlui/handle/10900/83863 . (Accessed 29th November 2018).
Project Month 2 (November 2018)	USAL develop draft template and input identified terms form workshop 1 and glossaries sent by partners.	• Draft glossary shared with partners for feedback and comments. • Draft glossary presented to and discussed with steering committee during teleconference call on 27.11.18
	USAL finalise deliverable	• Draft glossary deliverable submitted
	USAL develop process for continuing CCI glossary development	• USAL will continue to collect glossaries and additional terms from partners using the consortium project management system 'Trello'. • The developing glossary will be regularly reviewed at steering committee meetings. • The developing glossary will be accessible to the consortium for review and comment to the end of the project via a GoogleDoc link shared with all partners.

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2.1 Template Structure

The template for the CCI draft glossary was developed in GoogleDoc to allow partners access to the document for inputting and reviewing content and/or commenting as required to support development of the final CCI glossary of terms. The template design incorporates a standard vertical alphabetical index column with horizontal data collection boxes. The glossary document has been split across 4 sheets; sheet 1 collects terms relating to CCI themes; sheet 2 collects terms relating to ethics, social and legal themes; sheet 3 collects terms relating to design themes; and sheet 4 collects source references of terms collected in sheets 1-3. Initially the template only included sheets 1-3, with the focus of development for the draft being on collating terms for sheet 1, CCI themes. During the review of the draft at the steering committee meeting in month 2, it was suggested we should also collect and develop meanings for terms relating to ethics, social and legal themes. Due to the nature of the CCI project, this addition to the glossary may support partners in considering ethical issues during the toolkit development stages. The final CCI glossary will now be developed to collect terms and develop a shared understanding of meanings for each sheet theme (1-3).

2.2 Selection of terms

The selection of terms presented in the draft were decided upon by USAL. The rationale for including terms was; the term related specifically to one of the CCI themes, the term overarched all CCI themes or the term is relevant to another aspect of policing that may be referred to over the course of the project. This selection and rationale enabled the development of the initial glossary draft, but may limit development of the final glossary to one partner's (USAL's) perspective. To ensure the glossary is an inclusive and collaborative understanding of meanings, the development of the final glossary will include partner terms they input directly into the glossary. Glossary terms will then be reviewed by the steering group committee at regular intervals until the end of the project, when the final deliverable is completed.

Partners. The University of Salford; DSP-Groep BV; Rijksuniversiteit Groningen; The National Police of The Netherlands; Greater Manchester Police; Politsei- ja Piirivalveamet; Câmara Municipal de Lisboa; Landeskriminalamt Niedersachsen; Departament d'Interior - Generalitat de Catalunya; DPT - Deutscher Praventionstag; Forum Europeen pour la Securité Urbaine; LOBA

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3.   CCI Draft Glossary of Terms

TABLE 2. CCI DRAFT GLOSSARY OF TERMS

	CCI Term	English	Difference in term / concept use in other languages	General				
				Theme1 Predictive Policing	Theme 2 Community policing	Theme 3 Crime Prevention through Urban Design & Planning (CP-UDP)	Theme 4 Measuring & mitigating citizens' feelings of insecurity	Other area / aspect of policing
A	Anti Social Behaviour	Behaviour that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as himself; behaviour which causes or is likely to cause harassment, alarm or distress to one or more people who are not in the same household as the perpetrator (UK Crime and Disorder Act 1998).		☐	☑	☑	☑	☑
	At risk populations	Individuals who are exposed to multiple risk factors that increase the likelihood that those individuals will commit delinquent or criminal acts. Other definitions of risk include the higher probability of having negative developmental outcomes, difficulties in social adaptation, academic success, and mental health (Beccaria Portal Glossary).		☐	☑	☐	☐	☑
	Austerity	A difficult economic situation caused by a government reducing the amount of money it spends (Cambridge dictionary).		☐	☐	☐	☐	☐
B				☐	☐	☐	☐	☐
C	Civil Society	Refers to citizens or citizen groups working outside government and its formal institutions. It includes those working to promote and defend their interests, such as union and management organisations (social partners), professional associations, charitable organisations, non-governmental organisations, and organisations involved in local and community life, including faith-based groups (Beccaria Portal Glossary).		☐	☐	☐	☐	☑

	CCI Term	English	Difference in term / concept use in other languages	General				
				Theme1 Predictive Policing	Theme 2 Community policing	Theme 3 Crime Prevention through Urban Design & Planning (CP-UDP)	Theme 4 Measuring & mitigating citizens' feelings of insecurity	Other area / aspect of policing
	Citizens' feelings of insecurity	People's fear of crime victimisation and anxiety in specific situations. Feelings of insecurity are not necessarily caused by direct experience of victimisation, but may be the result of a range of other factors including situational factors. Other related terms include; feelings of unsafety; fear of crime (Source CCI bid document).		☐	☐	☐	☑	☐
	Code of Practice			☐	☐	☐	☐	☐
	Community Policing	Traditionally involves providing a visible police presence (i.e. uniformed officers patrolling on foot), as well as actively engaging with local citizens and addressing their concerns. Other related terms include; neighbourhood policing; proximity policing (CCI bid document).	There is no equivalent to the term 'community policing' in France. The term 'proximité' is used to symbolise partnership (Roché, 2002).	☑	☑	☐	☐	☐
	Confidence	Term used in a number of contexts: creating confidence in the police; creating confidence amongst students or citizens		☐	☐	☐	☐	☑
	Crime		In french, the word crime (criminalité) is reserved for serious crimes, such as rape and murder (Roché, 2002). Other terms that are used include: Délit and délinquance (French)	☐	☐	☐	☐	☑
	Crime Prevention	Comprises strategies and measures that seek to reduce the risk of crimes occurring, and their potential harmful effects on individuals and society, including fear of crime, by intervening to influence their multiple causes (UN Guidlines).		☐	☐	☐	☐	☐

	CCI Term	English	Difference in term / concept use in other languages	General				
				Theme1 Predictive Policing	Theme 2 Community policing	Theme 3 Crime Prevention through Urban Design & Planning (CP-UDP)	Theme 4 Measuring & mitigating citizens' feelings of insecurity	Other area / aspect of policing
	Crime prevention through Urban Design & Planning (CP-UDP)	Prevents crimes against the person and property, as well as reducing feelings of insecurity by incorporating evidence-based urban design, planning and management measures within urban development proposals. Other related terms include; Crime Prevention Through Environmental Design" (CPTED); Designing Out Crime; Situational Crime Prevention (CCI bid document).	The approach to CP-UDP in different countries is discussed by Davey & Wootton (2014; 2016).	☐	☐	☑	☐	☐
	Crime Reduction	Crime reduction focuses on responding to an existing problem (e.g. a crime hotspot). It can therefore be seen as reactive.		☐	☐	☐	☐	☑
D	**Delinquency**	Behaviour, especially of a young person, that is is illegal or not acceptable to most people. An action that is illegal or not acceptable. (Cambridge dictionary)		☐	☐	☐	☐	☐
	Digital Community (policing)	New social media communites bound by interests (CCI Kick-off meeting workshop 1).		☐	☑	☐	☐	☐
E	**Evidence-based crime prevention (EBCP)**	Uses the highest level of evidence available to consider the decision of whether to implement a program designed to prevent crime. This requires that results from evaluation be integrated into decisions about interventions. Additionally, one must use the most rigorous methods available to assess the available research evidence and must use the highest quality evaluation designs to investigate the effects of crime prevention programs (Beccaria Portal Glossary).		☐	☐	☐	☐	☐

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F	**Fear of crime**	Emotional response to potential victimization the likelihood of risk one believes one has of becoming a victim (i. e., perceived risk) may influence how afraid of crime one might be (Oxford Research Encyclopedia of Criminology) Related term: Perceived risk		☐	☐	☐	☑	☐
	Feeling of insecurity	Refers to people's fear of crime victimisation and anxiety in specific situations. Feelings of insecurity are not neccessarily caused by direct experience of victimisation, but may be the result of a range of other factors - including situational factors (CCI Bid). Other related terms include "feelings of unsafety" and "fear of crime".		☐	☐	☐	☑	☐
	Forecasting (crime)	Ability to anticipate crime using scientific based smart prevention methods to develop planned (evidence based) strategies & measures (CCI kick-off workshop 1)		☑	☐	☐	☐	☐
G	**General Crime Prevention**	1. Deter potential criminals from committing an offence (negative general crime prevention: a deterrence effect) and 2. Confirmation / preservation of legal norms in the population (positive general crime prevention: educational effect), (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
	Guideline	Information intended to advise people on how something should be done or what something should be (Cambridge dictionary).	Directive (French) means an official or authoritative instruction in English. The German translation is "Richtlinie". However, this term is sometimes avoided because it suggests that it is a formal instruction.	☐	☐	☐	☐	☑
H	**Harm**			☐	☐	☐	☐	☐

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				Theme1 Predictive Policing	Theme 2 Community policing	Theme 3 Crime Prevention through Urban Design & Planning (CP-UDP)	Theme 4 Measuring & mitigating citizens' feelings of insecurity	Other area / aspect of policing
	Hotspot	Geographical location with a high rate of crime (college of policing, UK)		☐	☐	☐	☐	☐
	Hotspot Policing	Geographically focused, the location of crime rather than the features of criminals are central to the strategy. Hotspots policing is informed in part by environmental criminology, where the characteristics of an area or place are viewed as key in explaining clusters of criminal events (college of policing, UK)		☐	☐	☐	☐	☐
	Housing Asscociations	A non-profit organisation that rents houses and flats to people on low incomes or with particular needs (UK government).	Bailleurs sociaux (French) tanslates to Social landlords (English)	☐	☐	☐	☐	☐
I	**Impact Evaluation**	Impact evaluation assesses the changes in the well-being of individuals that can be attributed to a particular intervention, such as a project, program or policy. It examines the extent to which the intervention successfully modified the risk factors and the behaviour of the individuals targeted. It also seeks to determine how well these effects are maintained over time (Beccaria Portal Glossary).		☐	☐	☐	☐	☑
	Inclusive (practice)	A multi-engagement, neighbourhood partnership. Communities cooperation and involvement in problem solving (CCI kick-off workshop 1).		☐	☑	☐	☐	☐

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	Incidence (of crime)	The number of criminal acts within a given-sized population used as a measure of the volume of crime. For instance, the number of violent criminal acts per 1,000 people (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
	Integrated Approach	Recognition that delivery of crime prevention interventions (a) generally requires involvement of more than one agency such as schools, social services, community police, etc. and (b) need to form part of the continuum of response to crime (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
	Intelligience-led Policing	Policing strategy model based on knowledge and intelligence, the goal of which is to precisely identify potential problems and threats and to streamline the use of resources, which may be concentrated around "hot points" (hot spots policing), and on the development of crime analyses tools. The term "intelligence" refers to selected information which is assessed and analysed in terms of its usefulness for prevention and the resolution of criminal problems (ICPC international report).		☐	☐	☐	☐	☐
J								

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K	Knowledge-based Prevention	The development of prevention strategies based on reliable information and scientific evidence about the targeted issues, rather than relying on other considerations, including political persuasion. This approach requires the use of large data-sets and specific tools and processes, such as safety audits, surveys (e.g. victimisation surveys), or observatories. It also includes an evidence-based (or evidence-led) approach, which integrates the results of rigorous evaluations, (ICPC report).		☐	☐	☐	☐	☐
L	Law Enforcement Agency (LEA)	LEA stands for Law Enforcement Agency. An LEA is a public agency responsible for the enforcement of the law (for example, police organisations). An LEA may act at different levels — municipal, regional, national or international (adapted from EU reasearch & innovation participant protol)		☐	☐	☐	☐	☑
	Legal Norms	Norms are the standards on the basis of human behaviour as deviant or law abiding, evaluated as criminal or law abiding. Legal norms are positive – that means fixed and written norms decided by the community, which govern how people live together and define criminality. The term "legal norm" is therefore central to the understanding of criminological phenomena as subsets of social phenomena. In principle legal norms are changeable and are dependant to a considerable degree on the value system of a given society (Beccaria Portal Glossary).		☐	☐	☐	☐	☑

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				Theme1 Predictive Policing	**Theme 2** Community policing	**Theme 3** Crime Prevention through Urban Design & Planning (CP-UDP)	**Theme 4** Measuring & mitigating citizens' feelings of insecurity	**Other area / aspect of policing**
	Logic Model	Management tool used to improve the design and evaluation of interventions, most often at the project level. It involves identifying strategic elements (inputs, outputs, outcomes, impact) and their causal relationships, indicators, and the assumptions or risks that may influence success and failure. It facilitates planning, execution and evaluation of an intervention (Beccaria Portal Glossary - Adapted from Organisation for Economic Co-operation and Development, 2002).		☐	☐	☐	☐	☐
M	**Manual**	A manual is a book which tells you how to do something or how a piece of machinery works. (Collins dictionary)		☐	☐	☐	☐	☑
	Multi-agency approach	Where different agencies (such as police, municipalities, public services, businesses, etc.) come together to address a problem, sharing data, developing and delivering solutions (CCI Kick-off workshop 1).		☑	☐	☐	☐	☐
	Municipality	A town or district	Commune, municipalité (French same meaning as English)	☐	☑	☑	☐	☐
N	**Neighbourhood Policing**	Neighbourhood policing is a policing strategy, it aims to provide a visible police force that is accountable to community members, expressing local solidarity and citizen-focused, in order to meet a community's needs (Beccaria Portal Glossary), other terms include; community policing.	The term Neighbourhood policing is currently used in the UK—rather than community policing.	☐	☑	☐	☐	☐

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	National Intelligiance Model (NIM)	Provides a standardised approach to gathering, co ordinating and disseminating intelligence which can be integrated across all forces and law enforcement agencies (Police INT - UK)		☐	☐	☐	☐	☐
O	**Organised Crime**	Organised crime is considered first and foremost as a threat to national security – to economic well-being and the strength of the UK's borders – rather than as a classic policing matter (UK NCA definition).		☐	☐	☐	☐	☑
P	**Perceived risk**	The perceived likelihood of victimisation risk (Oxford Research Encyclopedia of Criminology) Related term: Fear of crime.		☐	☑	☑	☑	☑
	Petty Crime	Non-organised crimes against persons and property that take place in towns and cities (CCI bid document). Having high impact on the public, not including serious organised crime or terrorism (CCI Kick - off workshop 1).		☐	☐	☐	☐	☑
	Petty Crime (high impact)	Petty may be considered high impact for a number of reasons, including: (a) sheer number or 'volume'; (b) impact on victims; (c) impact on wider society in terms of economic costs, undermining community cohesion or fostering feelings of insecurity (CCI bid document).		☐	☐	☐	☐	☑
	The Police	The official organisation that is responsible for making sure that people obey the law (Collins dictionary).		☑	☑	☑	☑	☑

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			Theme1 Predictive Policing	**Theme 2** Community policing	**Theme 3** Crime Prevention through Urban Design & Planning (CP-UDP)	**Theme 4** Measuring & mitigating citizens' feelings of insecurity	**Other area / aspect of policing**
Public Engagement	Public engagement policing is perceived differently compared to the UK. After the Vichy regime, links with the police came to be seen as 'collaboration'. Consequently, even information given to the police by law abiding citizens is described as 'délation,' meaning to denounce or inform. There are no equivalents to 'Neighbourhood Watch. ' (Roché, 2002).		☐	☐	☐	☐	☐
Predictive Policing	The application of predictive and analytical techniques across large datasets to enable early identification of potential crime problems. (Source CCI Bid), other terms used include; Crime Forecasting.		☑	☐	☐	☐	☐
Proximity Policing	This term is not commonly used in the UK	(a) bring about a decentralisation of police work; (b) make the police proactive instead of incident-driven; (c) make the police focus on prevention rather than enforcement; (d) bring the police closer to citizens and increase police visibility and presence; (e) create partnerships between local citizens and the police; (d) target not only actual problems, but also citizens' perceptions of such problems; (e) make citizens feel more secure. (Source: Journal of Scandinavian Studies in Criminology and Crime Prevention). Proximity policing is a term used in Portugal and France.	☐	☑	☐	☐	☐

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Q	Qualitative Measures	Measures that provide descriptive information using words and symbols in a non-numerical format that explains how and why things occurred. When combined with quantitative measures, qualitative measures can provide context to the results of a study. On their own, they provide rich information that can help to explore different issues, including how and why projects work the way they do. Qualitative information is usually collected through open-ended interviews, direct observations, and written documents (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
	Quantitative Measures	Quantitative data are numeric measurements. They tell us about quantity, frequency, intensity, and duration. Quantitative data is usually statistically analyzed and often generalized to larger populations (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
R	Recidivism	The act of a person repeating a behavior that brings attention to the criminal justice system after they have either experienced negative consequences of that behavior, or have been treated to eliminate that behavior. It is also used to refer to the percentage of former offenders who are rearrested, reconvicted, or returned to custody (Beccaria Portal Glossary).		☐	☐	☐	☐	☐
	Repeat Offender	A person who commits the same sort of crime more than once (Collins dictionary).		☐	☐	☐	☐	☐

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	Restorative Justice	A way of responding to criminal behaviour by balancing the needs of the community, the victims and the offenders, related terms include; communitarian justice, making amends, positive justice, relational justice, reparative justice, community justice (UN Handbook on restorative justice).		☐	☐	☐	☐	☐
S	**SARA Model**	Scanning, analysis, response, and assessment. It is a problem-solving approach aimed at reducing the impact of crime in a community: Scanning involves the identification of recurring incidents. Analysis stage uses a variety of community sources to determine why the incidents are occurring. Response involves the creation and implementation of a strategy that aims to prevent future occurrences, protect the victims of crime, and make crime locations less conducive to criminal behaviour. Assessment involves the measurement of the impacts and the effectiveness of the strategy (Beccaria Portal Glossary).		☐	☑	☐	☐	☐
	Serious Crime	Conduct which a) involves the use of violence, results in substantial financial gain or is conducted by a large number of persons in pursuit of a common purpose or b) the offence or one of the offences is an offence for which a person who has attained the age of twenty-one and has no previous convictions could reasonably be expected to be sentenced to imprisonment for a term of three years or more (source college of policing - section 93(4) of the Police Act 1997)	Grande délinquance (French - in English Grande translates to great / big / large / wide / high / tall...)	☐	☐	☐	☐	☑
	Seasonality (crime)	The fluctuation of crime patterns periodoically throughtout the year (CCI Kick of workshop 1).		☐	☐	☐	☐	☐

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				Theme1 Predictive Policing	Theme 2 Community policing	Theme 3 Crime Prevention through Urban Design & Planning (CP-UDP)	Theme 4 Measuring & mitigating citizens' feelings of insecurity	Other area / aspect of policing
	Standard	(A) standard is a level of quality or achievement, especially a level that is thought to be acceptable. (B) A standard is something that you use in order to judge the quality of something else (Colllins Dictionary). (C) Standards of behaviour laid out by the UK college of policing (college of policing, UK). 2.		☑	☑	☑	☑	☑
U								
V	**Vunerability**							
W	**Wraparound (services)**	A complex, multifaceted intervention strategy designed to keep delinquent individuals out of institutions whenever possible. This strategy involves 'wrapping' a comprehensive array of individualised services and support networks 'around' individuals (Beccaria Portal Glossary) related term: multi-agency approach.		☐	☐	☐	☐	☐
X								
Y								

	Ethics, Social & Legal Terms	General				
		Theme1 Predictive Policing	**Theme 2** Community policing	**Theme 3** Crime Prevention through Urban Design & Planning (CP-UDP)	**Theme 4** Measuring & mitigating citizens' feelings of insecurity	**Other area / aspect of policing**
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	Design Term	English	
A			
B			
C	**Convergent thinking**	The type of thinking that focuses on coming up with the single, well-established answer to a problem	
	Conceptual laddering		
D	**Design Process**	A methodological series of steps within a creative process	
	Design thinking	The cognitive, strategic and practical processes by which design concepts (proposals for new products, buildings, machines, etc.) are developed by designers and/or design teams. (Source; The cognitive artifacts of designing, Design Cognition; Results from Protocol and other Empirical Studies of Design Activity)	

	Divergent thinking	A thought process or method used to generate creative ideas by exploring many possible solutions. It is often used in conjunction with its cognitive colleague, convergent thinking, which follows a particular set of logical steps to arrive at one solution, which in some cases is a "correct" solution. By contrast, divergent thinking typically occurs in a spontaneous, free-flowing, "non-linear" manner, such that many ideas are generated in an emergent cognitive fashion. Many possible solutions are explored in a short amount of time, and unexpected connections are drawn. After the process of divergent thinking has been completed, ideas and information are organized and structured using convergent thinking. (Wikipedia)	

		Double Diamond	Design process model developed by the British Design Council in 2005. Divided into four distinct phases – Discover, Define, Develop and Deliver – the Double Diamond is a simple visual map of the design process. In all creative processes a number of possible ideas are created (divergent thinking) before refining and narrowing down to the best idea (convergent thinking), this can be represented by a diamond shape. The Double Diamond indicates that this happens twice – once to confirm the problem definition and once to create the solution. (Source: Design Council)	
E		Environmental Design	the process of addressing surrounding environmental parameters when devising plans, programs, policies, buildings, or products.	
F				
G				
H				
I				
J				
K				
L				
M				

N		
O	**Oblique Strategies**	A card-based method for promoting creativity jointly created by Brian Eno and Peter Schmidt, first published in 1975. Physically, it takes the form of a deck 7-by-9-centimetre (2.8 in × 3.5 in) printed cards in a black box
P		
Q		
R	**Requirements capture**	A process of research for understanding user needs, the context, priorities and potential areas of conflict. (CCI bid document)
S		
T	**Technology spiral**	
U		
V		
W		
X		
Y		
Z		

		Term	Source - English language definition (with link if available)	Other definition (with link if available)
A		Anti Social Behaviour	https://www.legislation.gov.uk/ukpga/1998/37/contents	
		At risk populations	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/674/At-risk-populations	
		Austerity	https://dictionary.cambridge.org/dictionary/english/austerity	
B				
C				
		Citizens' feelings of insecurity	CCI bid document / survey	
		Convergent Thinking	Cropley, Arthur (2006). "In Praise of Convergent Thinking". Creativity Research Journal. 18 (3): 391–404	
		Community Policing	CCI bid document - Roché, S., "Towards a new Governance of Crime and Insecurity" in Crawford, A (ed.), France in Crime and Insecurity: The Governance of Safety in Europe, Willan Publishing, Devon, 2002.	
		Crime	Roché, S., "Towards a new Governance of Crime and Insecurity" in Crawford, A (ed.), France in Crime and Insecurity: The Governance of Safety in Europe, Willan Publishing, Devon, 2002.	
		Crime Preventin	https://www.unodc.org/pdf/criminal_justice/Handbook_on_Crime_Prevention_Guidelines_-_Making_them_work.pdf	
		Crime prevention through Urban Design & Planning (CP-UDP)	CCI bid document	Davey, C.L. & Wootton, A.B. (2014) "The Crime Prevention Capability Maturity Model". International Perspectives of Crime Prevention 6. Contributions from the 7th Annual International Forum 2013 of German Congress on Crime Prevention. Forum Verlag Godesberg Gmbh, Mönchengladbach, Germany; Davey, C.L. & Wootton, A.B. (2016) "Integrating crime prevention into urban design and planning. From European procedures to local delivery methods". Journal of Place Management & Development, Vol. 9, no.2, pp.153–165. http://www.emeraldinsight.com/doi/abs/10.1108/JPMD-09-2015-0043?mobileUi=0&journalCode=jpmd
		Crime Reduction		
D				
		Delinquency	https://dictionary.cambridge.org/dictionary/english/delinquency	
		Design Thinking	Visser, W. 2006, The cognitive artifacts of designing, Lawrence Erlbaum Associates; Cross, N (2001). Design Cognition: Results from Protocol and other Empirical Studies of Design Activity .	
		Digital Community Policing	CCI kick-off workshop 1	
		Divergent Thinking	https://en.wikipedia.org/wiki/Divergent_thinking	
		Double Diamond	https://www.designcouncil.org.uk/news-opinion/design-process-what-double-diamond	
E		Evidence-based crime prevention (EBCP)	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/699/Evidence-based-crime-prevention-EBCP	
F		Fear of Crime	http://criminology.oxfordre.com/view/10.1093/acrefore/9780190264079.001.0001/acrefore-9780190264079-e-10	
		Feelings of insecurity	CCI survey (Andrew & Carolines book)	
		Forecasting (crime)	CCI kick-off workshop 1	
G		General Crime Prevention	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/30/General-crime-prevention	
		Guidline	https://dictionary.cambridge.org/dictionary/english/guideline	
H		Hotspot	http://library.college.police.uk/docs/what-works/What-works-briefing-hotspot-policing-2013.pdf	
		Hotspot policing	http://library.college.police.uk/docs/what-works/What-works-briefing-hotspot-policing-2013.pdf	
		Housing Associations	https://www.gov.uk/guidance/definitions-of-general-housing-terms	
I		Impact Evaluation	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/698/Impact-evaluation	
		Inclusive (practice)	CCI kick-off workshop 1	
		Insecurity	https://en.oxforddictionaries.com/definition/insecurity	
		Incidence (of crime)	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/708/Incidence-of-crime	
		Intelligence-led policing	http://www.crime-prevention-intl.org/	
		Integrated Approach	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/712/Integrated-approach	
J				
K		Knowledge-based Prevention	ICPC International Report 2010, pp. 185 . http://www.crime-prevention-intl.org/	
L		LEA	https://ec.europa.eu/research/participants/portal/desktop/en/support/faqs/faq-3158.html	
		Legal Norms	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/37/Legal-norms	
		Logic Model	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/713/Logic-model	

M	Manuals	https://www.collinsdictionary.com/dictionary/english/manual	
	Multi agency collaborative approach	CCI kick-off workshop 1	
	Municipality	https://en.oxforddictionaries.com/definition/municipality	
N	National Intelligiance Model (NIM), UK	https://ict.police.uk/national-standards/intel/	
	Neighbourhood Policing	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/612/Neighbourhood-policing	
O	Organised Crime	http://www.nationalcrimeagency.gov.uk/crime-threats/organised-crime-groups	
P	Petty Crime	CCI bid documnet; CCI kick off meeting workshop 1	
	Perceived risk	http://criminology.oxfordre.com/view/10.1093/acrefore/9780190264079.001.0001/acrefore-9780190264079-e-10	
	The police	https://www.collinsdictionary.com/dictionary/english/police	
	Public Engagement	Roché, S., "Towards a new Governance of Crime and Insecurity" in Crawford, A (ed.), France in Crime and Insecurity: The Governance of Safety in Europe, Willan Publishing, Devon, 2002.	
	Predictive Policing		
	Proximity Policing	Lars Holmberg (2005) Policing and the Feeling of Safety: the Rise (and Fall?) of Community Policing in the Nordic Countries, Journal of Scandinavian Studies in Criminology and Crime Prevention, 5:2, 205-219, DOI: 10.1080/14043850410010702	
Q	Qualitative Measures	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/728/Qualitative-measures	
	Quantitative Measures	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/729/Quantitative-measures	
R	Recidivism	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/730/Recidivism	
	Repeat offender	https://www.collinsdictionary.com/dictionary/english/repeat-offender	
	Restorative Justice	https://www.unodc.org/pdf/criminal_justice/Handbook_on_Restorative_Justice_Programmes.pdf	
S	SARA Model	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/733/SARA-Model	
	Serious Crime	https://www.app.college.police.uk/app-content/investigations/introduction/#serious-crime	
	Standard	(A, B) https://www.collinsdictionary.com/dictionary/english/standard. (C) https://www.college.police.uk/What-we-do/Ethics/Documents/Code_of_Ethics.pdf	
T			
U			
V			
W	Wraparound (services)	http://www.beccaria-portal.org/nano.cms/dictionary/Begriff/K/740/Wraparound-services	
X			
Y			
Z			

4. Appendix 1.

CCI Kick Off Meeting – Day 1 – Workshop 1: Wednesday 24th October 2018, 13.30 – 15.00 BST, University of Salford, Media City UK, Salford, M50 2HE

Workshop 1. Task 1.1: Developing common language & understanding

Workshop 1. Task 1.1: Developing Common Language & Understanding
Consortium divided into 4 groups to consider for each CCI theme area the following two questions:

1. What are the words and concepts you most associate with this area?
   - *Short, one or two-word concepts*
   - *Think: negative as well as positive*
   - *Think: old as well as new or emerging*

2. To what extent are these words / concepts country-specific?
   - *Different concepts / perspectives in different EU contexts?*

Group 1
- Anke Schröder – LKA
- Bram van Dijk – DSP
- Mari-Liis Mölder – PJP
- Paul Savill – GMP
- Margo Krenz – DPT
- Tiago Cruz – CML

Group 2
- Anno Bunnik – RUG
- Armando Jongejan – NPN
- Elsa Honrado Calado – CML
- Mercè Soro – INT
- Claudia Heinzelmann – DPT
- Natalia Gutierrez Trujillo – EFUS
- Andy Riley - GMP

Group 3
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- Pilar De La Torre – EFUS
- Alexander Gluba — LKA
- Oskar Gstrein – RUG
- Kairi Känk – PJP
- Alexandre Almeida – LOBA

Group 4
- Paul van Soomeren – DSP
- Dorel Hiir – PJP
- Julia Hall – GMP
- Francesc Guillen – INT
- Myassa Djebara – EFUS
- Markus Walter – EU

	Tool Box Theme											
	Predictive Policing			**Community Policing**			**CPUDP**			**Feeling of Insecurity**		
	General	**+**	**-**	**General**	**+**	**-**	**General**	**+**	**-**	**General**	**+**	**-**
Group 1	- Big data analyses - Smart prevention - Algorithm - Resources - Problem Orientated	- Prognosis - Scientific based	- Focused on quantitave issues - Operational use? - Ethical access to data - Use of data	- Cooperation problem solving - Citizens involved -Partnership, engagement, neighborhood, dedicated - Traditionally a geographical physical area but now it is possibly international / interest based = New social media community, bound by interests, different types of community policing. - Opportunity for digital interaction that could also be a barrier	- Chance of inclusion - New social media community	- Danger of exclusion - Resources V's demand - Old neighborhood watch	- Space orientated - Planning process - Cooperation with stakeholders - Multifunctional	- Pure prevention - Evaluated concepts - Old / new European norm	- Hard to evaluate - Willingness of stakeholders	- Theoretical - Subjective - Objective crime = Subjective (in)secure feeling - New feelings of (in)security at home – domestic abuse / cyber crimes	- Gender issue	- Hard to measure

Group 2	- Seasonality - Big data - Big brother / privacy - Minority report - Artificial intelligence - Anticipation - Effective? - Stigmatisation - Evidence based - Geographical - Sharing information			Proximity policing (program from national police & local partners to improve security in cities) is strong in Portugal a long side community policing – main difference is the planning phase is done before officers are in the field. Spain use it & France and Italy only use proximity policing - Proximity - Engagement - Involvement - Trust - Reliable - Team work - Partnership (public/private) / - Multi engage approach - Practical tension - Profiling - Criminalization / stigmatization of neighborhoods - Ownership - Not armed?			- Cooperation (planners, builders, police, industry, housing association, shopkeepers, citizens…….) - Early in the process - Future orientated - Education - Awareness - Architectural expression - Commercialism - Standards / compulsory - Social cohesion			- Security surveys - Social media use as indicator - Poor data - Individual / subjective perception - Manipulated - Influence of media (bad news sells) - Gender - Minorities - Stereotypes - Police visibility - Complex - City ranking		

Group 3	- How to measure success? - Prove impact - Algorithms – simulations / factors - Big data – size, quality, availability - Difficult to define as a process - Human rights issues - Limits - Efficiency: identifies risk – how to respond - Collection, prediction but what is reaction? - Acceptance - Evaluation challenges - Measuring crime only? - Planning, strategies & measures - New tec. To address old problems - Diversification of sources						- Location - Environmental design - Public spaces - Public authorities - Physical space - Partnerships - Design: solutions of environment for security - Stakeholders - Planning - Standards - Partnerships - Policy level - Specific ideas / observations - Maintenance - Public space organization / function - New challenges - Facilities location effect safety - Uses of space: time / weather / external factors			-Tools, subjective / objective perspective - Victim surveys - Self-protection measure: cognitive, emotional, physical - Security = vague term: changes over time / age / gender - Data collection, storing, sharing - Mobile apps - Impact of social media		
Group 4	- Tool - Statistical info - Analyses of factors - Preventative - Look at location & time, offenders & victim, / season / night or day and will be different! - Perspectives - Multi agency data / approach - Comparisons, focus on locations / using hotspots	- Planning - Efficiency	- Garbage in / out = junk data - Using only left data	-Public service -Trust, have to work with people - Confidence - Old approach that disappeared and is becoming new again!	- Reasoning/ seeing - Citizens cooperation / involvement - Old / new – make it community led = ideas 'old' but still innovative - Communities = NFS in Europe	- Obstacles - Community in Europe - Presence where citizens need it – social media	- Organise city activities - Physical & social - Crowed management - Mixed use	Effective when done properly -Multi disciplinary approach	- Focusing only on the physical approach (us) - Should be included tool in the development process - Developers can be reluctant to share plans	- Influences people's behaviors Important -Most important how people feel in environment / community, but this is not most important from side of the police.	- Broader acceptation of online - Old / new	- LEA's don't pay a lot of attention to it - Difficulty to remove it - Look at how to measure, can't relate to the square kilometer of crime, social science research is needed

Collated Workshop 1 Feedback Groups 1 - 4

		Tool Box Theme										
		Predictive Policing			**Community Policing**			**CPUDP**			**Feeling of Insecurity**		
	General	**+**	**-**	**General**	**+**	**-**	**General**	**+**	**-**	**General**	**+**	**-**
GROUPS 1 - 4		FORECASTING - Scientific based - Smart prevention - Planning, strategies & measures - Evidence based - Seasonality - Ability to anticipate crime - Diversification of sources INFORMATION -sharing - Geographical NEW TEC. To address old problems PREVENTATIVE / COLLABORATIVE -Multi agency data / approach - Comparisons, focus on locations / using hotspots TOOL	DEFINITION - Difficult to define as a process DATA - Big data, size, quality, availability analyses - Ethical access to data - Human rights issues - Use of data - Artificial intelligence - Algorithms – simulations / factors - Statistical info - Analyses of factors Big brother / privacy - Acceptance - Collection, prediction but what is reaction? EFFICIENCY: identifies risk but how to respond - Resources - Focused on quantitative issues - Operational use? PERSPECTIVES - Look at location & time, offenders & victim, / season / night or day and will be different! EVALUATION CHALLENGES How to -measure success? - Prove impact - Measuring	Proximity policing (program from national police & local partners to improve security in cities) is strong in Portugal a long side community policing – main difference is the planning phase is done before officers are in the field. Spain use it & France and Italy only use proximity policing -Public service - Not armed?	INCLUSIVE - Cooperation problem solving - Citizens involved -Partnership, engagement, neighborhood, dedicated -Different types of community policing. - Traditionally a geographical physical area but now it is possibly international / interest based = New social media community, bound by interests, - Opportunity for digital interaction that could also be a barrier - Proximity - Engagement - Involvement TRUST have to work with people - Confidence - Old approach that disappeared and is becoming new again! - Reliable - Team work - Partnership (public/private) / - Multi engage approach	- Danger of exclusion - Resources V's demand - Old neighborhood watch - Practical tension - Profiling - Criminalization / stigmatisation of neighborhoods - Ownership	- Space orientated - Planning process - Cooperation with stakeholders - Multifunctional - Cooperation (planners, builders, police, industry, housing association, shopkeepers, citizens…….) - Education - Awareness - Architectural expression - Commercialism - Standards / compulsory - Social cohesion - Location - Environmental design - Public spaces - Public authorities - Physical space - Partnerships - Design: solutions of environment for security - Stakeholders - Planning - Standards - Partnerships - Policy level - Specific ideas / observations - Maintenance - Public space	- Pure prevention - Evaluated concepts - Old / new European norm Effective when done properly -Multi disciplinary approach - Early in the process - Future orientated	- Hard to evaluate - Willingness of stakeholders - Focusing only on the physical approach (us) - Should be included tool in the development process - Developers can be reluctant to share plans	- Theoretical - Subjective - Objective - Subjective (in)secure feeling - New feelings of (in)security at home – domestic abuse / cyber crimes	- Gender issue	- Hard to measure

			crime only? - Problem Orientated - Minority report - Effective? - Stigmatization				organization / function - New challenges - Facilities location effect safety - Uses of space: time / weather / external factors - Organise city activities - Physical & social - Crowed management - Mixed use				

Workshop 2. Directory of key texts and concepts informing practice – online survey

Task 2.2: Review of existing tools/toolkits in use by LEA's and Security Policymakers

Consortium divided into 4 groups to consider & suggest tools used for each CC focus area

Group 1
- Anke Schröder – LKA
- Bram van Dijk – DSP
- Mari-Liis Mölder – PJP
- Paul Savill – GMP
- Margo Krenz – DPT
- Tiago Cruz – CML

Group 2
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Group 4
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- Myassa Djebara – EFUS
- Markus Walter – EU

	Tool Box Theme			
	Predictive Policing	**Community Policing**	**CPUDP**	**Feeling of Insecurity**
	Tools	Tools	Tools	Tools
Group 1	-statistical instruments -Less tools as newer field, research projects trying to develop tools, already tools – Different countries in Germany working with different programs. -Quantitative Data based -Intelligent management – traditional predictive work, how to translate into operational too kits -A lot of research and development -Netherlands have real time policing so you get real time information but is it working? -Note – the longer something exists the more tools there are! DE – Premap / Precop UK – Intelligence management (APP) NL – Objective ranking tool (ORT) Combination of qualitative data & combination Research development	-Involving community is the main theme DE- CTC Pac – prevention as a chance, Local crime prevention advisory board UK – Neighborhood policing guidance, app engagement & communication, National C P strategy, POP toolkit (problem orientated policing toolkit) NL – Best of three worlds EE – Prevention concept PT – Restorative justice, national strategy – local level	DE – Security audits, gender planning, criteria list (housing, public space) UK – Security by design NL – Safety effect report, Kids and space EE – CPTD principles PT – Municipal development plan	-Same toolkits to deal with security as we use for feeling of insecurity = problem orientated policing, find out by using surveys. -Estonia is welfare focused -Portugal use manual of good practice. DE – Unreported crime periodical survey UK – Neighborhood police guidance NL – Survey EE – Survey welfare PT – Manual of good practice

Group 2	NL - CAS = criminal Anticipation System UK – National intelligence model, DASH (Domestic violence)	- Neighborhood watch - Security App - Awareness actions - Meetings (populations & institutions) - Multi agency approach - Amber Alerts - Foot patrol (PT) - Community policing - Konyahtbramte (DE) - Awareness actions social teams in schools - Proximity policing in Portugal example of a bracelet worn by children connected to chip with basic information of parents. - We need to also look at training packages when thinking of toolkits	DE – Sipa, Police label secure housing Secure by design, shared spaces	Police label secure housing Citizen surveys (e.g. DEFUS – Monitor) Advice by publication (online)
Group 3	- 3 sources of tools, developed by Commercial, research and police (in house) organisations - Challenge to measure the effectiveness of the tool! - We need to have a concept in place of what success actually looks like – is it evidence based or is it what you want to achieve in the first place	Physical, local meeting – groups / community leaders Manuals Safety audits Peddy Papers – documenting through images links to apps Cooperation with local government Guidance for working with communities & police organisations Watts App Social media Open source intelligence	Physical barriers (road bumps / bollards) Natural surveillance Workshop training planning & LEAS LEA's advice and consult in urban design and planning stages – handbook (e.g. Handbook of crime prevention)	Surveys – victim / crime Exploratory walks Open source intelligence Focus groups Sensors
Group 4	Estonia - Hotspots GMP – National intelligence model (NIM) O SARA Thrive and strive (offenders) t – SARA + Hotspots France – Hotspot Civil neglect / toolkits NL – CAS	Estonia – Case based, book GMP – SARA, neighborhood watch – Apps, twitter accounts France – Apps,	Estonia – GMP – Crime impact deterrent, secured by design, planning validation check list = partner toolkit that enables police to do their job. – Audit / Efus publication France – Impact studies (legal requirement), research institutions NL – Impact studies, police label	Surveys, questionnaires

Collated Feedback Workshop 2 Groups 1 – 4

	Predictive Policing	Community Policing	CPUDP	Feeling of Insecurity
	Tools	**Tools**	**Tools**	**Tools**
GROUPS 1 - 4	-statistical instruments -Less tools as newer field, research projects trying to develop tools, already tools – Different countries in Germany working with different programs. -Quantitative Data based -Intelligent management – traditional predictive work, how to translate into operational too kits -A lot of research and development -Netherlands have real time policing so you get real time information but is it working? -Note – the longer something exists the more tools there are! DE – Premap / Precop UK – Intelligence management (APP) NL – Objective ranking tool (ORT) Combination of qualitative data & combination Research development NL - CAS = criminal Anticipation System UK – National intelligence model, DASH (Domestic violence) - 3 sources of tools, developed by Commercial, research and police (in house) organisations - Challenge to measure the effectiveness of the tool! - We need to have a concept in place of what success actually looks like – is it evidence based or is it what you want to achieve in the first place Estonia - Hotspots GMP – National intelligence model (NIM) O SARA Thrive and strive (offenders) t – SARA + Hotspots France – Hotspot Civil neglect / toolkits NL - CAS	-Involving community is the main theme DE- CTC Pac – prevention as a chance, Local crime prevention advisory board UK – Neighborhood policing guidance, app engagement & communication, National C P strategy, POP toolkit (problem orientated policing toolkit) NL – Best of three worlds EE – Prevention concept PT – Restorative justice, national strategy – local level - Neighborhood watch - Security App - Awareness actions - Meetings (populations & institutions) - Multi agency approach - Amber Alerts - Foot patrol (PT) - Community policing - Konyahtbramte (DE) - Awareness actions social teams in schools - Proximity policing in Portugal example of a bracelet worn by children connected to chip with basic information of parents. - We need to also look at training packages when thinking of toolkits Physical, local meeting – groups / community leaders Manuals Safety audits Peddy Papers – documenting through images links to apps Cooperation with local government Guidance for working with communities & police organisations Watts App Social media Open source intelligence Estonia – Case based, book GMP – SARA, neighborhood watch – Apps, twitter accounts France – Apps,	DE – Security audits, gender planning, criteria list (housing, public space) UK – Security by design NL – Safety effect report, Kids and space EE – CPTD principles PT – Municipal development plan DE – Sipa, Police label secure housing Secure by design, shared spaces Physical barriers (road bumps / bollards) Natural surveillance Workshop training planning & LEAS LEA's advice and consult in urban design and planning stages – handbook (e.g. Handbook of crime prevention) Estonia – GMP – Crime impact deterrent, secured by design, planning validation check list = partner toolkit that enables police to do their job. – Audit / Efus publication France – Impact studies (legal requirement), research institutions NL – Impact studies, police label	-Same toolkits to deal with security as we use for feeling of insecurity = problem orientated policing, find out by using surveys. -Estonia is welfare focused -Portugal use manual of good practice. DE – Unreported crime periodical survey UK – Neighborhood police guidance NL – Survey EE – Survey welfare PT – Manual of good practice Police label secure housing Citizen surveys (e.g. DEFUS – Monitor) Advice by publication (online) Surveys – victim / crime Exploratory walks Open source intelligence Focus groups Sensors Surveys, questionnaires

CCi

CUTTING CRIME
IMPACT

University of Salford MANCHESTER

DSP

university of groningen

POLITIE

Greater Manchester POLICE

Estonian Police and Border Guard Board

LISBOA POLÍCIA MUNICIPAL LISBOA CÂMARA MUNICIPAL

LANDESKRIMINALAMT NIEDERSACHSEN

Generalitat de Catalunya Departament d'Interior

DPT-i
Institut für angewandte
Präventionsforschung

European Forum for Urban Security

LOBA ® CUSTOMER EXPERIENCE DESIGN