



**CCI**

CUTTING CRIME  
IMPACT

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DELIVERABLE 1.7

## Report on results of DesignLab 4





**CCI**  
CUTTING CRIME  
IMPACT



DELIVERABLE 1.7

## Report on results of DesignLab 4

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1.0	02/03/2020	Professor Caroline L. Davey	Revised text
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# 1 Introduction

Toolkit concepts and innovative tools are being developed by engaging in a creative idea development process within a DesignLab, designed by USAL. DesignLabs facilitate discussion of key issues related to impact, including societal impact of toolkits and commercial exploitation.

DesignLabs are structured around Human-Centred Design and Design Thinking practice in the product, service and experience design sector. DesignLab sessions guide participants in both problem framing (solving the right problem) and solution generation (solving the problem right) and adopt a 'systems thinking' approach that supports synergies with non-LEA stakeholders and networks.

The aim of the CCI DesignLabs is to ensure that development of the four PIM Toolkits is evidence-based and end-user-led, maximising acceptance and successful implementation.

Five DesignLabs are being delivered over the course of the CCI project:

- DesignLab 1 – Predictive Policing for PIM Toolkit 1 (WP4)
- DesignLab 2 – Community Policing for PIM Toolkit 2 (WP5)
- DesignLab 3 – CP-UDP for PIM Toolkit 3 (WP6)
- DesignLab 4 – Measuring and mitigating citizens' feelings of insecurity for PIM Toolkit 4 (WP7)
- DesignLab 5 – Expanding the European Security Model to include high-impact petty crime (WP9).

This report contains the results from DesignLab 4 on measuring and mitigating citizens' feelings of insecurity

## 2 Aim of DesignLab 4

DesignLab 4 was held in Barcelona on 27 January 2020. Participating in the DesignLab were the Cutting Crime Impact (CCI) Consortium members, as well as two CCI Advisory Board members. Thirty-three participants in total. The DesignLab was facilitated by two members of the design research team at the University of Salford (USAL).

The aim of DesignLab 4 was to support problem framing and exploration around practical scenarios relevant to the Prevention, Investigation and Mitigating (PIM) toolkit on measuring and mitigating citizens' feelings of insecurity. The DesignLab sessions were designed to guide the Consortium through a structured innovation, ideation and concept generation process, including initial feasibility testing of toolkit ideas.

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## 3 Agenda for DesignLab 4

The agenda for DesignLab 4 was designed by USAL, and was structured as follows:

12.00	<i>Lunch</i>	
13.00	<b>Welcome Introduction &amp; Ice breaker</b>	<i>Participants to start working &amp; thinking creatively as a team</i> - Picnic icebreaker ("Yes, but..." vs "Yes, and...") <i>Andrew Wootton &amp; Professor Caroline Davey</i>
13.15	<b>DesignLab overview</b>	<i>Short presentation by Andrew Wootton</i>
13.20	<b>LEA Scenario Presentations – Parallel Sessions</b> <i>Presentations from LKA (room A) and INT (room B) summarising specific demographic group and positive activity deterred by feelings of insecurity</i> A. Scenario A B. Scenario B	
13.50	<b>Presentation of Feelings of Unsafety Model</b> <i>Andrew Wootton &amp; Professor Caroline Davey</i>	
14.10	<b>Briefing – Scenario Development in relation to Feelings of Unsafety (FoU) Model</b> <i>Andrew Wootton</i>	
14.15	<b>Insecurity factor development</b>	<b>Identify increaser and reducer factors</b> Session Overview: Scenario A (15 minutes) <ul style="list-style-type: none"> <li>• Factors that might promote / increase FoU (5 minutes)</li> <li>• Factors that might mitigate / decrease FoU (10 minutes)</li> </ul> Scenario B (15 minutes) <ul style="list-style-type: none"> <li>• Factors that might foster / increase FoU (5 minutes)</li> <li>• Factors that might mitigate / decrease FoU (10 minutes)</li> </ul>
LKA	Team N	Team O
INT	Team P	Team Q
14.45	<b>Briefing – Reviewing and Selection</b>	

	Andrew Wootton	
14.50	<b>Factor review, grouping and integration</b>	<p><b>PART 1 (10 min + 10 min)</b> As a team, discuss, group and organise the factors generated from the model (e.g. group together; draw boundaries around or links between similar categories of concepts)</p> <ul style="list-style-type: none"> <li>• Stakeholder (area of responsibility)</li> <li>• Citizen responsibility, etc.</li> </ul> <p>For <b>Scenario A</b> and <b>Scenario B</b></p> <p><b>PART 2 (5 min)</b> The group should then vote on the mitigating factors they like (e.g. find most interesting / creative / whatever).</p>
15.15	<i>Coffee Break (photograph model sheets produced by each team)</i>	
15.30	<b>Development of holistic intervention</b>	<p>The teams identify groups of (favourite) mitigation factors that might be collated / integrated to form a holistic intervention (i.e. something that addresses multiple parts of the model).</p> <ul style="list-style-type: none"> <li>• Narrow down to 1 x holistic intervention idea for each scenario</li> <li>• Use / re-use Post-It notes from the Model sheet generated earlier</li> </ul>
16.00	<b>Design Development, and communication</b>	<p><b>Based on developed Scenarios</b> [30 minutes] Develop each of the two intervention ideas (Scenario A and Scenario B) into design concept prototypes</p> <ul style="list-style-type: none"> <li>• Spend 15 minutes for each Scenario developing content for the concept design communication sheets</li> </ul> <p>[10 minutes] Developing a team two-minute 'pitch' for both design concepts</p> <p>[5 minutes] Pinning sheets to the wall, to present to the consortium</p>
LKA	Team N	Team O
INT	Team P	Team Q
16.45	<b>Briefing – Presentation &amp; voting instruction</b>	
16.50	<b>Team Presentations</b>	<p><b>Teams present Design Concept Sheets to consortium</b></p> <ul style="list-style-type: none"> <li>• Each team select a person to give a two-minute pitch for each Design Concept idea</li> </ul>

		Consortium feedback will ask questions and provide feedback following each <i>Design Pitch</i>
17.50	Voting	<p><b>Voting – 10 minutes</b></p> <p>Following all the design pitches, everyone is given two red dots and two blue dots.</p> <p>Each person has one red and one blue dot vote per LEA.</p> <p>Red dots should be added to '<i>favourite</i>' design concept idea and blue dots to '<i>second favourite</i>' design concept idea.</p>
18.00	Close	

### 3.1 Welcome, Introduction & Ice breaker

The welcome and introduction was followed by an ice breaker session to help participants adopt an open frame of mind supportive of ideation and development. This session also illustrated the key "*rules of engagement*" for the DesignLab:

*Build on the ideas of others by being positive and adding to their ideas. Responses should be the open "Yes, and...", rather than the more closed "No, but..."*

The Rules of Engagement were briefly explained, and print outs were posted on the wall (Appendix A).

### 3.2 DesignLab Overview

The purpose and structure of the DesignLab was briefly explained (Appendix B – Agenda, Appendix C Keynote presentation). USAL also explained that participants had been divided into four teams:

- Team November
- Team Oskar
- Team Papa
- Team Quebec

### 3.3 LEA presentations

The two LEAs focusing on measuring and mitigating feelings of insecurity — INT and LKA — presented their scenarios. In parallel sessions, INT and LKA each presented two use scenarios, identified respectively as:

- Scenario A
- Scenario B

The presentation of use scenarios by each LEA conformed to a PowerPoint template developed for this DesignLab by USAL and LOBA (D7.3).

INT presented to teams November and Oskar — which contained members of INT (acting as the ‘client’), as well as other CCI consortium members from LEAs, research organisations and Civil Society Organisations.

The LKA presented to teams Papa and Quebec — which contained members of the LKA (acting as the ‘client’), as well as other CCI consortium members from LEAs, research organisations and Civil Society Organisations.

### 3.4 Feelings of Unsafety Model

The conceptual model developed in task 7.2 and Use Scenarios developed in task 7.3.1 (D7.3) were developed into presentation materials for use at DesignLab 4 (D7.4)—see appendix 3. USAL presented the CCI approach to conceptualising feelings of insecurity as encapsulated in the CCI Feelings of Unsafety Model, explaining each element comprising the model in turn.

### 3.5 Scenario Development in relation to Feelings of Unsafety Model

Participants at DesignLab 4 were facilitated by USAL in exploring and discussing the use scenarios presented by the LEAs with regard to potential impact on citizens’ feelings of insecurity. Using the CCI Feelings of Unsafety Model, participants were tasked with identifying:

- Factors that might promote / increase citizens' feelings of unsafety and;
- Factors that might mitigate / decrease citizens' feelings of unsafety

As a team, the participants were asked to discuss, classify and group together factors they generated using the model (e.g. group together; draw boundaries around coherent sets of factors and draw links between similar categories of concepts). The groups could be based on, for example:

- Stakeholder types (e.g. area of responsibility)

- Citizen responses
- Overarching themes

Facilitated by USAL, collaborative engagement by consortium members at DesignLab 4 with relevant theories, concepts and issues enabled discussion, idea / concept generation and innovative organisation / linking of factors and responses. From this, a number distinct concepts were developed, with two selected by team members for further design development into Toolkit concepts for presentation to the two LEAs.

### 3.6 Presentation and voting

This stage of the DesignLab enabled consortium evaluation of developed design concepts through their being explained in a short (5 minute) presentation 'pitch' to all DesignLab participants. Following each 'pitch', participants voted for their first and second favourite ideas from each LEA client using coloured stickers.

The results of the voting were collated and fed back to the LEAs to support USAL decision-making on concepts and ideas to take forward for PIM Toolkit development



## 4 DesignLab 4 – a conceptual approach

DesignLab 4 was designed specifically for focus area 4—and the format was different from DesignLabs 1 to 3 in two main respects: (i) the use of a conceptual model on citizens' feelings of insecurity to support solution generation and development and; (ii) the use of scenarios rather than problem statements to understand LEA requirements and context. The process for DesignLab 4 is summarised in the box below:

### **CCI method:** DesignLab for generating ideas for measuring & mitigating feelings of insecurity

CCI DesignLab 4 was a four-hour workshop to generate ideas based on a conceptual understanding of feelings of insecurity and some insight into LEA context and issues in relation to practical scenarios. Facilitated by USAL, DesignLab 4 helped generate ideas / solution concepts relevant to two LEAs—who acted as the 'client' in the design process. This type of DesignLab works best when the LEA client has identified real scenarios where feelings of insecurity (rather than crime victimisation) are of concern to the LEA and related stakeholders. In its presentation, the LEA client needs to be able to provide in-depth information about context, issues, etc. related to the scenario—ideally supported by evidence / data.

At the start of the DesignLab, rules of engagement to support creativity are communicated to participants (e.g. responding "Yes, and...", rather than "Yes, but..." when discussing each other's ideas) and a warm-up activity used to demonstrate such principles and create the right mind-set.

DesignLab 4 was structured into five stages — each involving practical activities:

**Stage one** – to enable DesignLab participants to understand the practical problems/ issues facing the LEA and related stakeholders, the two LEA clients gave a short presentation summarising a specific demographic group and positive activity deterred by feelings of insecurity. Each LEA client described:

- Scenario A
- Scenario B

**Stage two** – to help participants understand feelings of insecurity in a holistic way, the USAL design team presented the CCI Feelings of Unsafety Model developed specifically for the project

**Stage three** – to help participants frame the issues /problems presented by the client LEAs in a holistic way, participants were facilitated by USAL in exploring and discussing the use scenarios presented by the client LEAs with regard to potential impact on citizens' feelings of insecurity. Using the CCI Feelings of Unsafety Model, participants were tasked with identifying:

- (i) Factors that might promote / increase citizens' feelings of unsafety and;
- (ii) Factors that might mitigate / decrease citizens' feelings of unsafety.

**Stage four** – to help participants develop an evidence-based, holistic intervention, participants were asked as a team to discuss, classify and group together factors they generated using the model (e.g. group together; draw boundaries around coherent sets of factors and draw links between similar categories of concepts). The groups could be based on, for example:

- Stakeholder types (e.g. area of responsibility)
- Citizen responses
- Overarching themes

**Stage five** – to support development of a holistic intervention that addresses the various causes of feelings of insecurity. The teams identified groups of (favourite) mitigation factors that might be collated / integrated to form a holistic intervention (i.e. something that addresses multiple parts of the model). A number of distinct concepts were first developed, with two selected by team members for further design development into Toolkit concepts for presentation to the CCI consortium. These concepts are captured on Design Concept Sheets.

**Stage six** – to support evaluation of the developed design concepts. Each concept is explained in a short presentation— 'pitch'—to all DesignLab participants. Following these pitches, participants vote for their first and second favourite ideas. The results of the voting are collated and fed back to the client LEAs to support decision-making on concepts to take forward for PIM Toolkit development.

*Source: CCI D1.7 Report on results of DesignLab 4*

## 5 LEA Use Scenarios

To enable DesignLab participants to understand the practical problems/ issues facing the LEA and related stakeholders, the two LEA clients gave a short presentation summarising a specific demographic group and positive activity deterred by feelings of insecurity. Each LEA client (INT and LKA) described: Scenario A; and Scenario B. The scenarios identified by LKA and INT are summarised in the box below:

### **Example:** LEA use scenarios – citizens’ feelings of insecurity

The two LEA ‘clients’ were asked to focus on specific scenarios within the city as follows:

- LKA – Hanover, Lower Saxony, Germany
- INT – Barcelona, Catalonia, Spain (INT)

#### **LKA use scenarios**

- Scenario A: Older people (over 65 years) are being deterred from using public transport at certain times – for example, the final subway stop “Alte Heide” in a suburban area of Hannover
- Scenario B: Young women (16–25 years) are deterred from using the bars / restaurants / cinema in “Raschplatz”, Hannover city centre — and from walking to and from the area during the evening

#### **INT use scenarios**

- Scenario A: Local residents with children deterred from using public spaces in Ravel, Ciutat Vella district of Barcelona – for example, the play areas and public spaces
- Scenario B: Women (16 – 30 years of age) are deterred from walking home through the Olympic Harbour areas of Barcelona after a night out

*Source: D7.3 Potential Use Scenarios for PIM Toolkit 4*

## 6 The Conceptual Model

### 6.1 Presenting the Model

To help participants understand feelings of insecurity in a holistic way, the USAL design team presented the CCI Feelings of Unsafety Model developed specifically for the project. The Feeling of Unsafety Model aims to better operationalise the different aspects of worry, anxiety, fear, and feelings of insecurity that relate to crime. The Model reserves the term ‘fear of crime’ for the situation immediately before victimisation, when the person is aware of an immediate threat and feels afraid. The Model seeks to position feelings of insecurity in relation to actual victimisation. It is not assumed that all individuals will experience crime—or even immediate threat. Indeed, feelings of unsafety often arise without any actual victimisation or threat. The CCI Feelings of Unsafety Model conceptualises the experience of insecurity from the perspective of the person’s experience: thoughts about a situation in anticipation; experience in a particular situation; experience during and after a threat or victimisation; and longer-term impact. The Model identifies (a) factors that foster and/or mitigate feelings of insecurity; and (b) factors affecting the perceptions of different groups, including young people / older people, women, men and ethnic minorities—see D7.2.

### 6.2 Using the Model

To help participants frame the issues / problems presented by the client LEAs in a holistic way, participants were facilitated by USAL in exploring and discussing the use scenarios presented by the client LEAs with regard to potential impact on citizens’ feelings of insecurity. Using the CCI Feelings of Unsafety Model, participants were tasked with identifying:

- (i) Factors that might promote / increase citizens' feelings of unsafety and;
- (ii) Factors that might mitigate / decrease citizens' feelings of unsafety

Participants were also asked to group ideas based on stakeholder types (e.g. area of responsibility, citizen responses and overarching themes). Participants went on to develop distinct concepts, with two selected by team members for further design development into Toolkit concepts for presentation to the CCI consortium. These concepts were captured on A2 Design Concept Sheets.

## 7 Developing Design Concepts

To support development of a holistic intervention that addresses the various causes of feelings of insecurity. The teams identified groups of (favourite) mitigation factors that might be collated / integrated to form a holistic intervention (i.e. something that addresses multiple parts of the model). DesignLab 4 applied the conceptual model developed to address the LKA scenarios (A & B), producing four concept solutions pitched to the CCI consortium. These were written up on A2 size sheets and are the results summarised below:

### 7.1 Design Pitches for LKA scenario

Design pitch 1	
Team name	Papa
Scenario	LKA – Scenario A: Older people (over 65 years) are being deterred from using public transport at certain times – for example, the final subway stop “Alte Heide” in a suburban area of Hannover
Concept name	<b>Security Network for Senior Citizens Feelings of Security</b>
Concept overview	The “Security Network for Senior Citizens Feelings of Security” (SNCF) is a process and network to address the problems identified by the LKA regarding older people being deterred from using the final subway stop “Alte Heide”. It works on the principle that in order to develop bespoke solutions for the recipients, specific factors affecting feelings of security of older people need to be analysed. By identifying the factors of insecurity and the specific needs of the target group, a network between relevant stakeholders (police, municipality, housing companies, social services, city planners, citizens) can be established. The solution supports establishment of a short and fluid communication network to every relevant stakeholder for the identified problems and needs of older people. In a collaborative learning circle, measures implemented (e.g. CCTV, Street lights, social engagement activities etc.) can be constantly evaluated within the network, reviewed and adjusted.

Design pitch 2	
Team name	Quebec
Problem statement	LKA – Scenario A: Older people (over 65 years) are being deterred from using public transport at certain times – for example, the final subway stop “Alte Heide” in a suburban area of Hannover
Concept name	<b>Garden Station</b>
Concept overview	The “Garden Station” aims at re-designing the train station “Alte Heide” for all citizens (commuters, old, young etc.) by creating a safe and attractive environment. The station will be elevated from a simple train station to a place where people can meet and use the public space regardless of their age or social background. The new station is characterised by an open park atmosphere, in which opportunities to relax and interact are created (chess tables, park benches, ice-cream or coffee shop), but also considers security and mobility aspects (lighting, CCTV, access for disabled) in order to get local citizens, especially older people, to use the public transport. This will be achieved by bringing key stakeholders (experts in CP-UPD, construction companies, security advisors, municipalities and citizens) together to work in collaboration, and addressing citizens’ needs in the designing process.

Design pitch 3	
Team name	Papa
Scenario	LKA – Scenario B: Young women (16–25 years) are deterred from using the bars / restaurants / cinema in “Raschplatz”, Hannover city centre — and from walking to and from the area during the evening.
Concept name	<b>E.P.I.C. (Enforcement, Prevention, Intelligence, Communication)</b>
Concept overview	Young women are deterred from using facilities at Raschplatz. E.P.I.C. (Enforcement, Prevention, Intelligence, Communication) is a process that addresses the different problems and needs at Raschplatz through a holistic multi-agency partnership. The process supports close collaboration between different public and private stakeholders (police, local council, bar owners,

	<p>citizens, victims etc.) in order to bring different solution strategies and perspectives to the table. The identified problems at the Raschplatz are analysed within the partnership and measures taken and evaluated. The role of the police is: enforcement of the law; preventing through visibility, education, design and target hardening; collection of intelligence about offenders, victims and the location; and open communication with citizens and stakeholders.</p>
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Design pitch 4	
Team name	Quebec
Scenario	LKA – Scenario B: Young women (16–25 years) are deterred from using the bars / restaurants / cinema in “Raschplatz”, Hannover city centre — and from walking to and from the area during the evening.
Concept name	“Raschplatz Watch”
Concept overview	“Raschplatz Watch” is an initiative that brings social and environmental programs together in order to address problematic public spaces. The initiative comprises an agreement with local authorities and shop owners to take more responsibility for people’s behaviour resulting from using their businesses (alcohol abuse, violence, etc.). Such an agreement has the additional benefit of improving the balance between the day- and night- time economy by giving shop owners further business options and making them feel responsible for the public space. The initiative will improve social cohesion between shop owners , citizens and local authorities, who will work together in order to design the space for a diverse and safer community.

## 7.2 Design Pitches for INT scenarios

Design pitch 5	
Team name	November

Scenario	INT – Scenario A: Local residents with children deterred from using public spaces in Ravel, Ciutat Vella district of Barcelona – for example, the play areas and public spaces.
Concept name	“Community Hub”
Concept overview	There have been protests by local residents concerned about the existence of empty apartments owned by banks that are being occupied by narcotic dealers that sell drugs in the neighborhood. According to local residents, this causes incivilities and a certain degree of violence in the neighbourhood (although there is no police evidence of violent crime). The presence of drug consumers on the street results in local residents not feeling comfortable there and children being prevented from using public spaces by their parents. The design concept is a “Community Hub” with a wide public intervention remit. The principle is that the municipality should buy the empty buildings from the banks and transform them into Community Hubs offering different public services (educational, cultural, health) and social housing. The main idea is to transform empty buildings into public facilities— rather than them being a source of problems.

Design pitch 6	
Team name	Oskar
Scenario	INT – Scenario A: Local residents with children deterred from using public spaces in Ravel, Ciutat Vella district of Barcelona – for example, the play areas and public spaces.
Concept name	Revolution
Concept overview	“Revolution” advocates the total transformation of the public space. The transformation of an urban area also requires the improvement of its prestige. Good news from that renewed location should be generated to regain its good reputation—a good reputation is vital to citizens’ feelings of security.



Design pitch 7	
Team name	November
Scenario	INT – Scenario B: Women (16 – 30 years of age) are deterred from walking home through the Olympic Harbour areas of Barcelona after a night out.
Concept name	<b>Green Path</b>
Concept overview	Green path involves transforming the olympic harbour in Barcelona. The area has become a large entertainment area that is especially visited in late evenings from Thursday to Saturdays. Women between 18-30 years old are deterred from using it due (it is thought) to fears of becoming a victim of sexual assault (although crime figures don't evidence that assaults occur). The neighbourhood some distance from the city centre, surrounded by a large motorway and spaces that are empty of people in the early hours of the morning when bars and discos close. Team November introduced different responses (short, medium and long-term responses) to make the way back home easier and nicer for women—and, consequently, feel safer from a subjective point of view. The immediate response included ad hoc buses or police patrols. The longer-term response, more structural measures such as more activities in the area, a better transport network, space transformation (e.g. less hidden corners, green spaces, etc.).

Design pitch 8	
Team name	Oskar
Scenario	INT – Scenario B: Women (16 – 30 years of age) are deterred from walking home through the Olympic Harbour areas of Barcelona after a night out.
Concept name	<b>Connect</b>
Concept overview	“Connect” is based on a win-win philosophy that involves bar and disco owners in the transformation of the area with the idea that a nicer and easier access and exit to/from Olympic harbour fosters more safety feelings, but also more business for the premises within the area. For this reason, entertainment firms operating in the Olympic Harbour area should cooperate.

## 8 Developing Concept Directions

After the DesignLab, the results were critically reviewed by USAL. The solutions ranged from: regeneration; through the design of better services and rethinking public spaces affected by the high levels of insecurity; to organising a bus service for those returning from a night out. USAL noted that many interventions involved wholesale regeneration of the area using CP-UDP—rather than offering a more targeted approach.

USAL suggested that the client LEAs might: a) develop a toolkit to help them better target interventions; b) adopt a human-centred approach that aims to better understand particular demographic groups and supports them in using public space, transport, etc. and (iii) draws on literature from business / marketing (e.g. Segmentation, Marketing and Positioning) to understand and improve use of facilities by specific groups.

In discussion with the LKA, the decision was taken to focus on older people using the railway station and to use focus groups as a methodology to better understand the perceptions, feelings and needs of older people.

INT decided to focus on measuring feelings of insecurity in small areas in the city with drug problems. INT identified the need for a toolkit to understand and address specific outbreaks of feelings of insecurity, rather than a toolkit for the design of general security policies—which had been the thinking initially.

### 8.1 Next steps

LKA and INT are currently developing the LEA Toolkit Specification—to be completed July to August 2020. Iterative design and prototyping of the LKA Tool will follow a structured development process, as in PIM Tool development for the three focus areas.

## 9 Appendices

- A. DesignLab Agenda
- B. Design Concept sheets

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A

Feeling of Unsafety factors

-D Dependent  
-D Placement  
-D Priority  
-D

neighbours (with kids) moving away

(Happy) \*  
kids playing outside in the neighbour hood

support for victims

Housing Policies  
changing policies:  
-no empty apartments  
-the municipality purchase the apartments in municipal housing

Owners of apartments without responsibility on problems

renovating buildings

Special door -  
Confidence in Police  
-like reputation  
-Equipment  
-pleasant party

programme to stimulate the area

Drug Penitentiary Rooms  
SAFE SPACES FOR DRUG USERS  
SUPPORT FOR DRUG USERS  
-COUNSELLING  
-MEDICAL AID

INCREASE POSITIVE SOCIAL-MEDIA OF THE AREA

BACKGROUND CONTEXT

Family / Friends / Neighbours  
Shared experience & worldview

Societal Concerns / Anxieties / Political Priorities  
Broader societal context

Modified Perspective  
Rationalised context of vulnerability

Assumed Situational Vulnerability  
Contextualised anxiety

Handling / Coping with  
-long-term impact  
-socialization

Situational Anxiety  
Present context / environment

Shock, Anger or Distress  
-support on the spot  
-Police assistance  
-neighbours help

Fear  
Immediate threat

Victimisation Experience  
ON STREET GROUPS

ON STREET GROUPS  
-presence of drug addicts  
(leave conditions in the street)

drug addicts  
-at the last

kids 'playing' with drugs/syringes

Sidewalks improvement to facilitate walking

INCREASE POLICE PATROLS

-2 LACK OF POLICE IN THE AREA

police presence  
police roads

BETTER STREET LIGHT

SECURE THE BUILDING PROPERTY

about to increase in burglaries

OPPORTUNITY FOR THE COMMUNITY TO USE EMPTY SPACES/AREAS

STREET LIGHTING  
STREET CLEANING

MAINTAIN GROUP  
-of users that  
-drug dealing  
-of an area

+3

Focus on community organization  
-to call attention to the problem  
-conference on drug streets  
-shelter, library, support  
Isolation

Avoiding the neighbourhood

+2  
deterrence to use the streets/public spaces

perpetrator gets caught and prosecuted

kid getting sick from infected needle/syringe

fear of getting out

(politeness) attitude of perpetrator

+1

-1



B

Feeling of Unsafety factors

friends don't go anymore  
not going out anymore

Both world of...  
KNOWLEDGE OF CRIME  
SOCIAL MEDIA  
INCREASE POSITIVE SOCIAL-MEDIA \*

Urban design  
INCREASE PATHWAYS ACROSS GREEN SPACE \*  
More Urban planning  
More shops, restaurants, ... in the area  
where you could get help

Transport  
INCREASE TAXI RANK  
PUBLIC TRANSPORT  
no/not as many taxi's nearby  
more travel methods  
FREE PUBLIC TRANSPORT PR EVENTS + WEEKENDS. \*

BACKGROUND

Family / Friends / Neighbours  
Shared experience & worldview

Societal Concerns / Anxieties / Political Priorities  
Broader societal context

Modified Perspective

Rationalised context of vulnerability

Assumed Situational Vulnerability  
Contextualised anxiety

Handling / Dealing with Victimization

Longer-term impact

Shock, Anger or Disress  
Police support

Fear

Immediate threat

Victimisation Experience

Incident

\* SELF DEFENCE TRAINING  
\* TRAINING FOR DOOR BAR STAFF

Women walking groups by night for feeling secure  
being in a (mixed) group

Building better urban civinity (i-pm)

INCREASE EMERGENCY TELEPHONES

STREET ANGLES

social victimisation

Emergency Call Button

Outreach team on dividing obstructive

POOR STREET LIGHTING

LACK OF COMMUNITY

more police presence

GROUPS OF Males hang out

social activity in the area

ISOLATED AREA

STREET LIGHTING \*  
NATURAL SURVEILLANCE

not seeing other women

being drunk

being drunk

Police patrols in the public transport / cars  
→ leave bus stops → Video surveillance → lighting

dark areas

DEAD AREA by night between leisure facilities and residential area

Police presence  
EMERGENCY CALL PINS

Free bus / cheap taxi transport  
"enhance security + bus ticket"

being alone

+3

+2

+1

-1



MEDICAL ADVICE

COURAGE  
COMMUNITY  
GROUPS TO  
SPACES/  
STREETS

STREET LIGHTING  
STREET LIGHTING  
CLEANLINESS

dealer  
user  
sping  
someone

INCREASE  
POLICE  
PATROLS  
police ✓

-2  
LACK OF  
POLICE  
IN THE  
AREA

-2  
ASSUMED  
GROUP OF  
DRUG DEALERS  
lighting people on  
street.

-2  
Extensive  
visits, incidents  
seeing  
drugs  
being  
consumed

-3  
POOR  
STREET  
LIGHTING  
NARROW  
STREETS

-3  
seeing a  
syringe  
(on the  
street)

-2  
dealing in the  
street

knowing  
people that  
live close

✓  
woman  
walking by  
group of  
night for  
feeling secure  
being  
in a (mixed)  
group

→ within  
+2

+3





URBAN

REQUALIFICATION

changing Policies: (3)  
- No empty  
apartments

Owners of  
apartments  
without  
responsibility  
on problems (3)

The municipality  
purchase the  
apartments to  
municipal housing (3)

DUPLICATE  
Housing  
- Poverty

MUNICIPAL HOUSING  
FOR YOUNG FAMILIES  
KAVAI  
SAFEER  
MAYYAKA



MUNICIPALITY COULD DO A BIG INTERVENTION BY  
MAKING WIDER SIGNATURES, BY ATtractING PUBLIC SERVICES, BY  
... empty houses, by

THE OWNERSHIP OF THE BUILDINGS WILL ALLOW ATTRACT YOUNG FAMILIES AND THE  
MUNICIPAL POLICE CAN HAVE AUTHORITY THERE.





Team: **November**

**A**

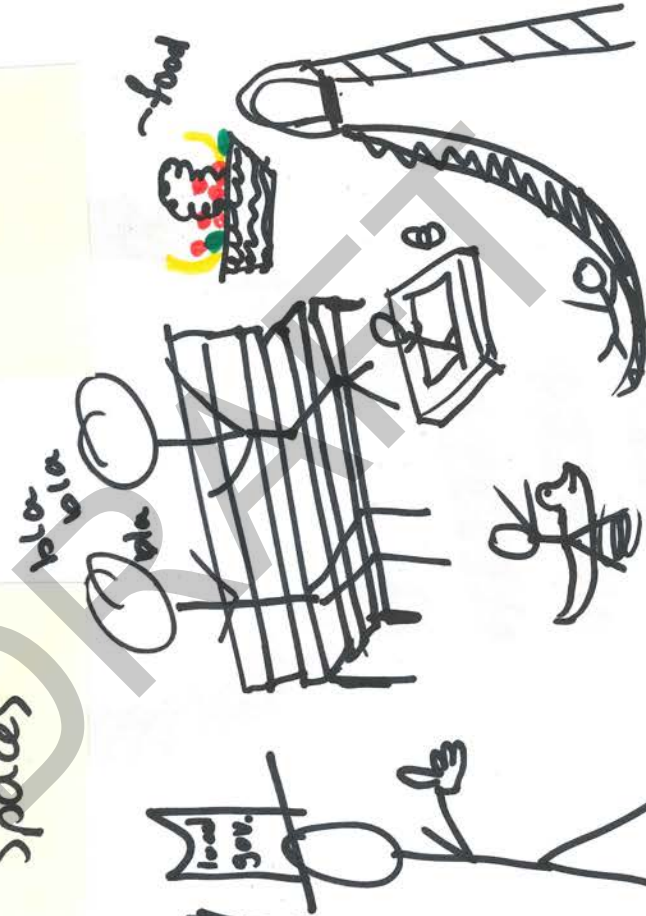
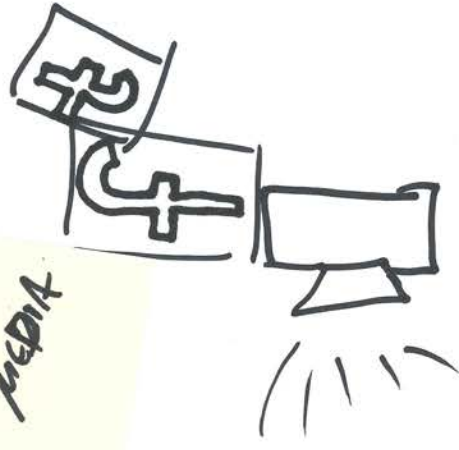
**Intervention**

INCREASE  
-3  
POSITIVE  
SOCIAL  
MEDIA

(Happy)  
+3  
kids playing

opportunity  
for the  
community  
to use  
spaces

B2  
PROGRAMME  
TO STIMULATE  
THE  
AREA



use old & create new

-2  
NO COMMUNITY  
USES



The project has received funding from the European Union Horizon 2020 research and innovation programme under grant agreement no. 787100







SCENARIO A

OPPORTUNITY  
FOR THE  
COMMUNITY  
TO USE EMPTY  
SPACES/APARTMENTS

ENCOURAGE  
COMMUNITY  
GROUPS TO  
USE SPACES/  
STREETS

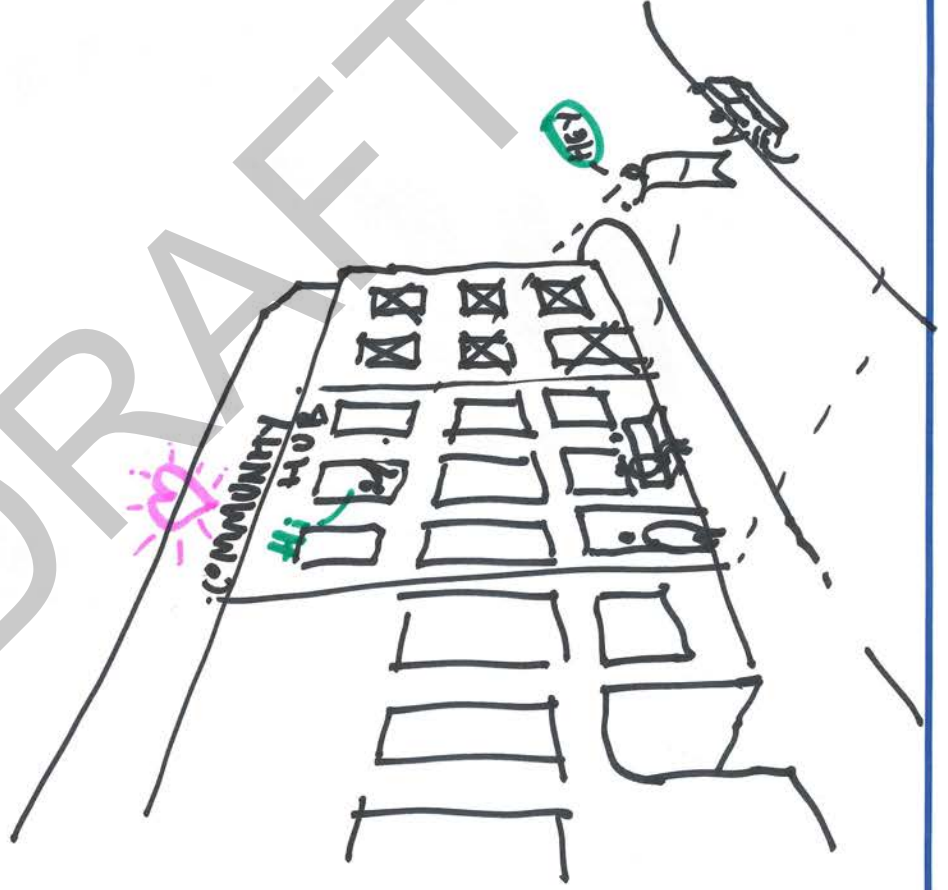
COMMUNITY

TAKE OVER

EMPTY BUILDINGS

TO USE AS TEMPORARY

HUB.

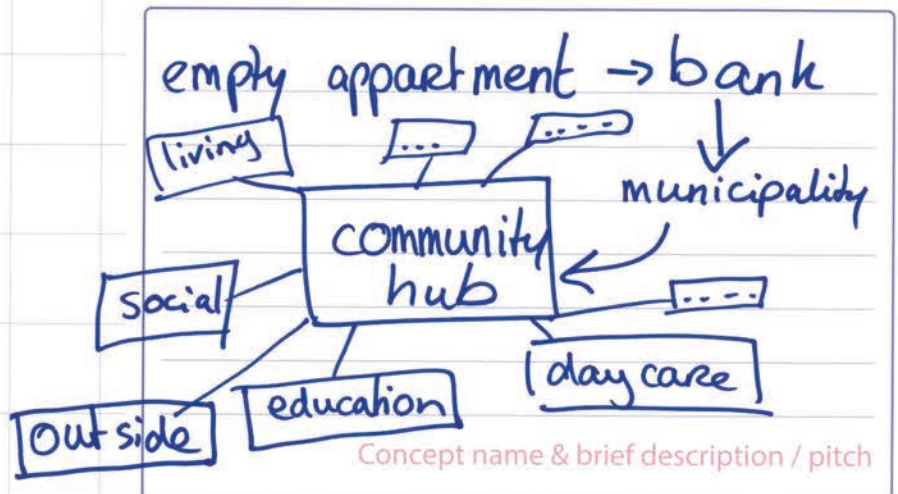
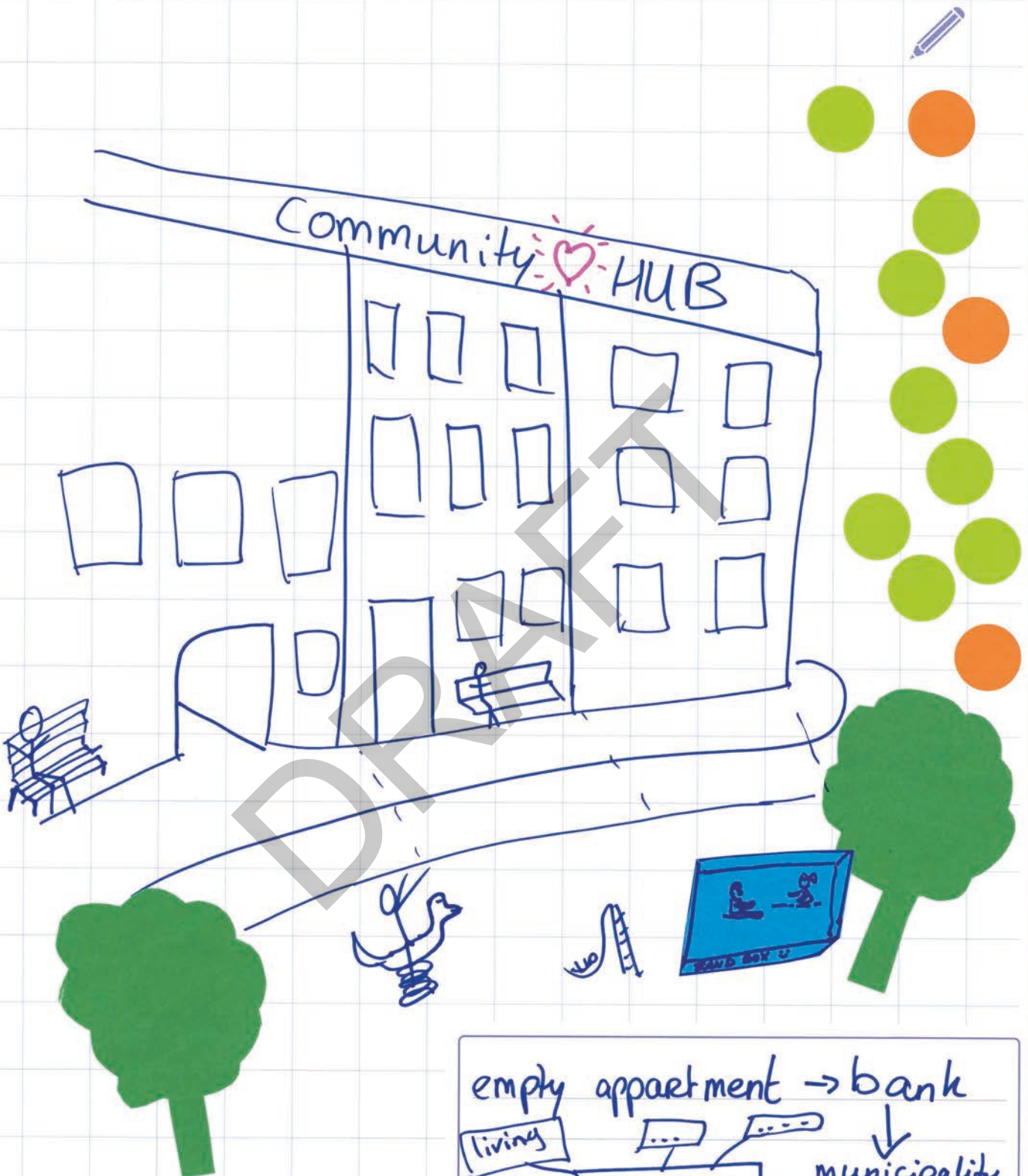




**CCI**  
CUTTING CRIME  
IMPACT

Team: November A

Concept overview



This project has received funding from the European Union Horizon 2020 research and innovation programme under grant agreement no. 787100

Concept name & brief description / pitch

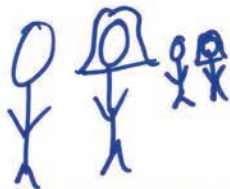


Design concept name?

Community hub

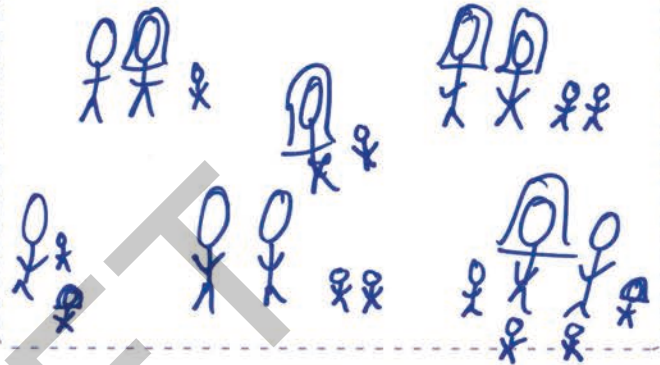
What is it?

municipal  
social housing  
project  
supporting families



Who is it for / who uses it?

Families

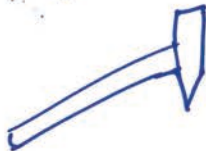


What does it do?

transform spaces



build community



How is it used / how does it work?



What change will it create?



better space



safer neighbour hoods

What is needed to enable the concept?

Municipal money



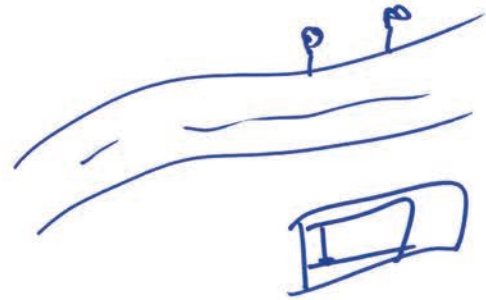
community engagement



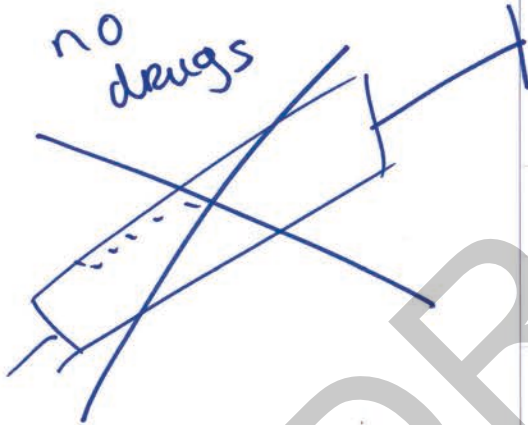


Families

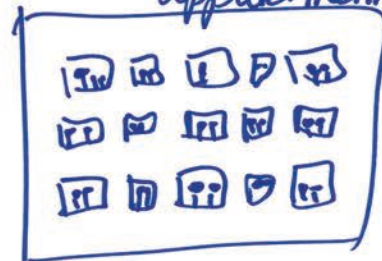
pleasant streets



no drugs



No empty appartments



round

happiness

safety

community

Municipality

\$ \$

\$ \$

\$

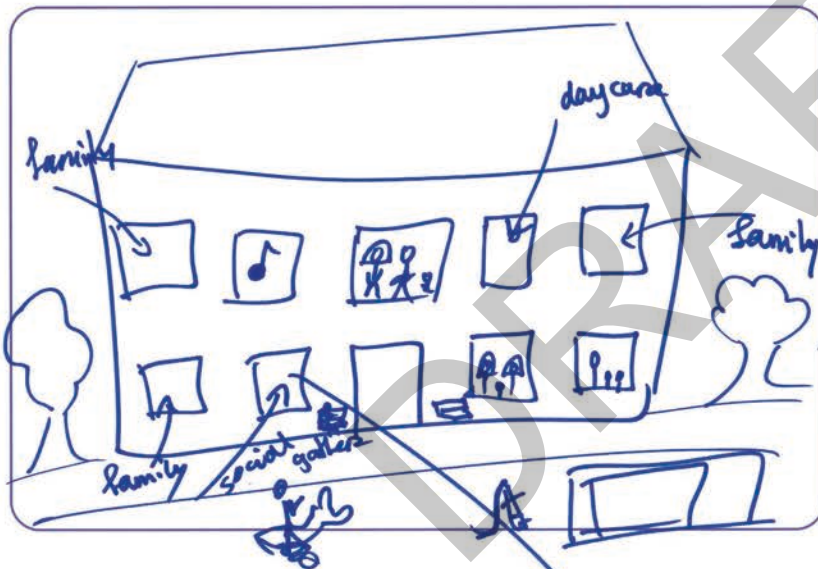
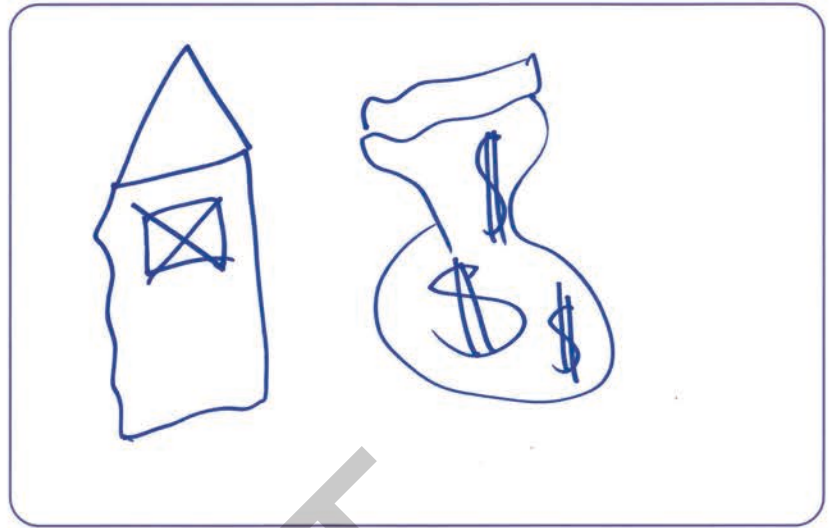




Municipality

buys

apartments



municipality

requalifies

buildings and

public space

people

create / give to

community



B

Feeling of Unsafety factors

friends don't go anymore  
not going out anymore

Both world of...  
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SOCIAL MEDIA  
INCREASE POSITIVE SOCIAL-MEDIA \*

Urban design  
INCREASE PATHWAYS ACROSS GREEN SPACE \*  
New Urban planning  
More shops, restaurants, ... in the area  
where you could get help

Transport  
INCREASE TAXI RANK  
PUBLIC TRANSPORT  
no/not taxi's nearby  
Alternative uses for area  
CINEMA  
ART USES  
SCHOOL GROUPS...  
FREE PUBLIC TRANSPORT PR EVENTS IN WEEKENDS. \*

BACKGROUND

Family / Friends / Neighbours  
Shared experience & worldview

Societal Concerns / Anxieties / Political Priorities  
Broader societal context

Modified Perspective  
Rationalised context of vulnerability

Assumed Situational Vulnerability  
Contextualised anxiety

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Police support

Fear  
Immediate threat

Victimisation Experience  
Incident

knowing people that live closely

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being in a (mixed) group

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\* TRAINING FOR DOOR BAR STAFF

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EMERGENCY CALL POINTS

Free bus / cheap taxi transport  
"enhance feeling + bus ticket"

being alone

+3

+2

+1

-1



ISOLATED  
AREA

FOR DOORS  
BAR STAFF

dark  
areas

being  
drunk  
:-)

WORK EVENTS OR  
WEEKENDS.

By night  
between dense  
facilities and  
residential  
area

with  
sleep

Unlicensed Transports - SAFE PATH BETWEEN LEISURE AND CITY...

POOR STREET  
LIGHTING

INCR TAXI  
'PUBLIC  
TRANSPORT  
METHODS

no/not enough  
taxi's  
nearby

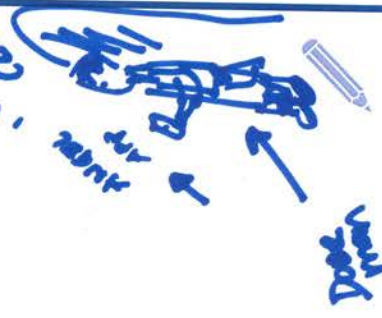
not  
seeing  
other  
women

being  
alone

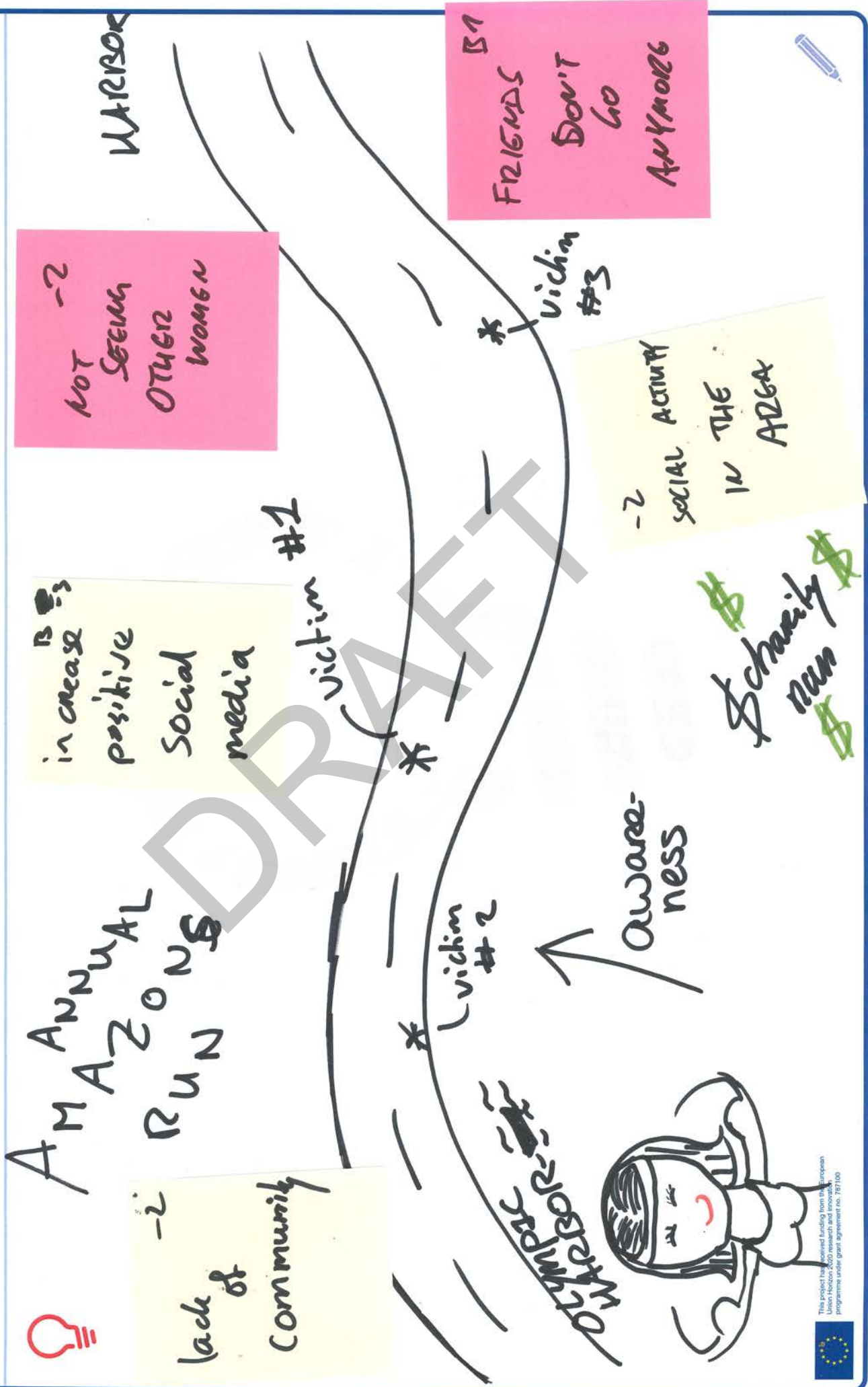


OF TRANSPORT

INCREASE THE PRICE AT THE ENTRANCE OF  
ANGEL BUS



# Intervention Concept Generation







CCI

CUTTING CRIME  
IMPACT

Team: NOVEMBER

Intervention Concept Generation

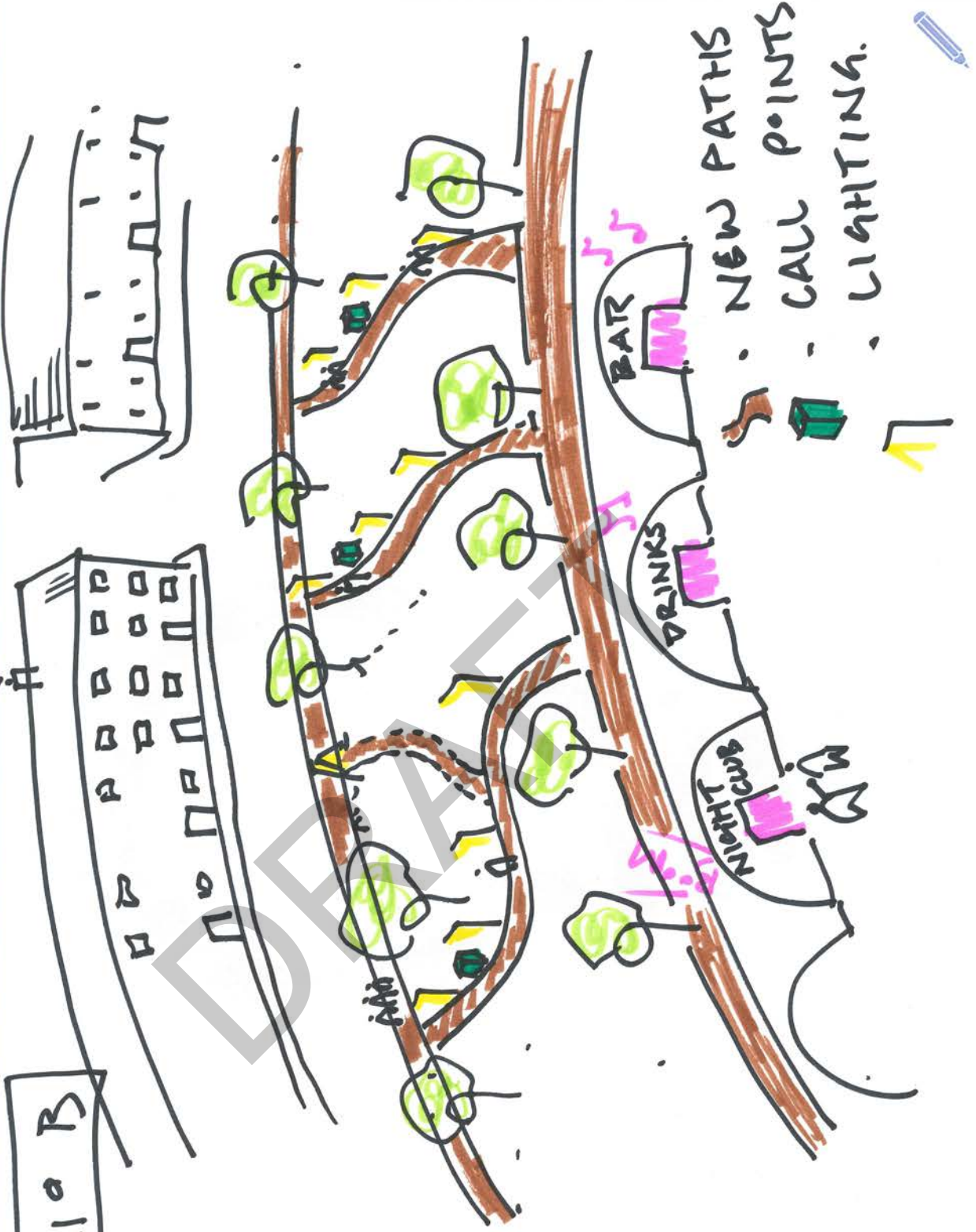


SCENARIO B

BETTER ✓  
STREET ✓  
LIGHT

INCREASE  
PATHWAYS ✓  
ACROSS  
GREEN SPACE ✓  
\*

INCREASE  
EMERGENCY ✓  
TELEPHONES









Design concept name?

**GREEN PATH**



What is it?

SCENARIO'S  
ANGEL BUS  
ANNUAL AMAZON RUN

H  
O  
L  
I  
S  
T  
I  
C  
  
A  
P  
P  
R  
O  
A  
C  
H

Who is it for / who uses it?

YOUNG WOMEN WALKING  
HOME THROUGH THE  
OLYMPIC HARBOUR

What does it do?

RAISE AWARENESS / MONEY  
IMPROVES PUBLIC TRANSPORT  
CP-UDP (DESIGN CRIME AWAY)  
CREATES COMMUNITY SENSE  
MAKES AREA MORE ATTRACTIVE

How is it used / how does it work?

SHORT-TERM; AWARENESS | R  
KNOWLEDGE | U  
MONEY | N

MID-TERM; BETTER PUBLIC  
TRANSPORT

LONG-TERM; CRIME LESS  
LIKELY; BETTER  
FACILITIES, MORE  
PEOPLE

What change will it create?

- AWARENESS
- RECLAIM AREA
- IMPROVE TRANSPORT
- REDUCE OPPORTUNITY FOR  
CRIME THROUGH TRANSPORT  
+ CP-UDP
- AREA BECOMES MORE ATTRACTIVE

What is needed to enable the concept?

- CIVIL SOCIETY, COMMUNITY
- POLITICAL SUPPORT TO  
INVEST IN TRANSPORT
- FINANCING TO RE-DESIGN  
THE AREA



**CCI**  
CUTTING CRIME  
IMPACT

Team: NOVEMBER (B) **Key features / aspects**

SAFER  
WALKS

BETTER  
DESIGN  
PUBLIC SPACE

MORE DIVERSE  
USE

COMMUNITY  
BUILDING

BETTER  
PUBLIC  
TRANSPORT

MODERN  
INFRASTRUCTURE

DRAFT



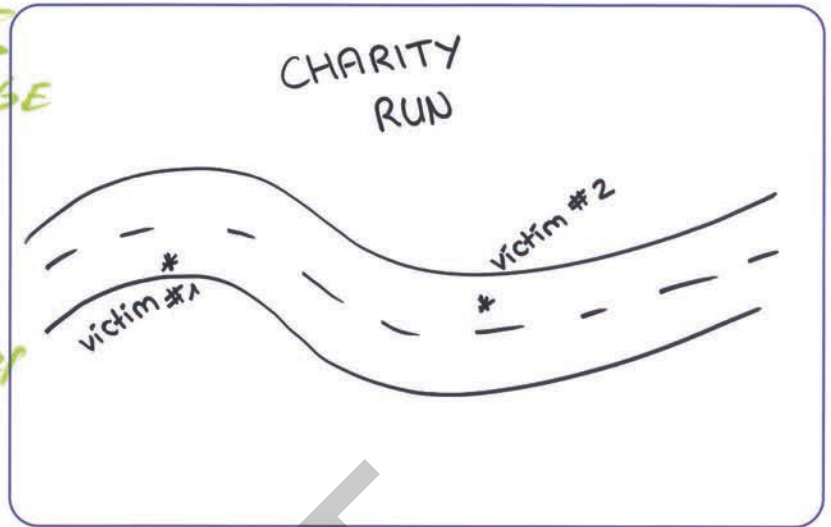


### RAISING AWARENESS

- SPREADING KNOWLEDGE ABOUT SITUATION
- IDENTIFYING HOT SPOTS

### RAISING MONEY

- FROM PUBLIC
- FROM FACILITY USERS

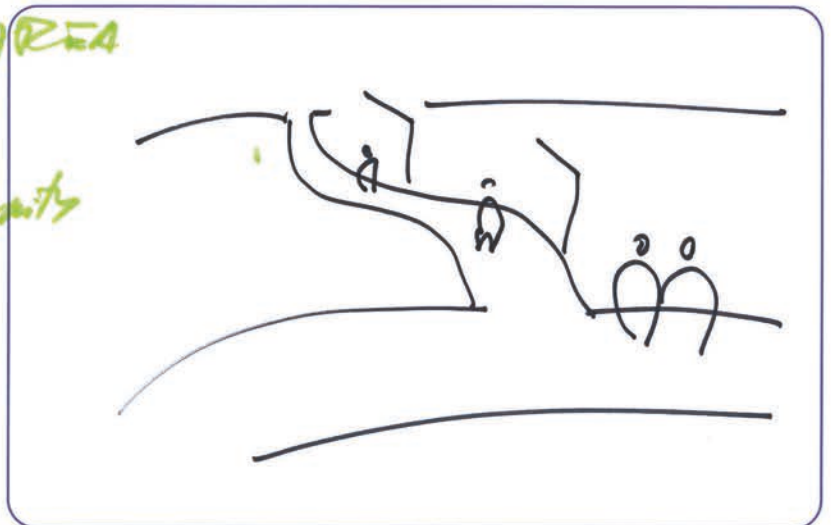


### TEMPORARY SOLUTION

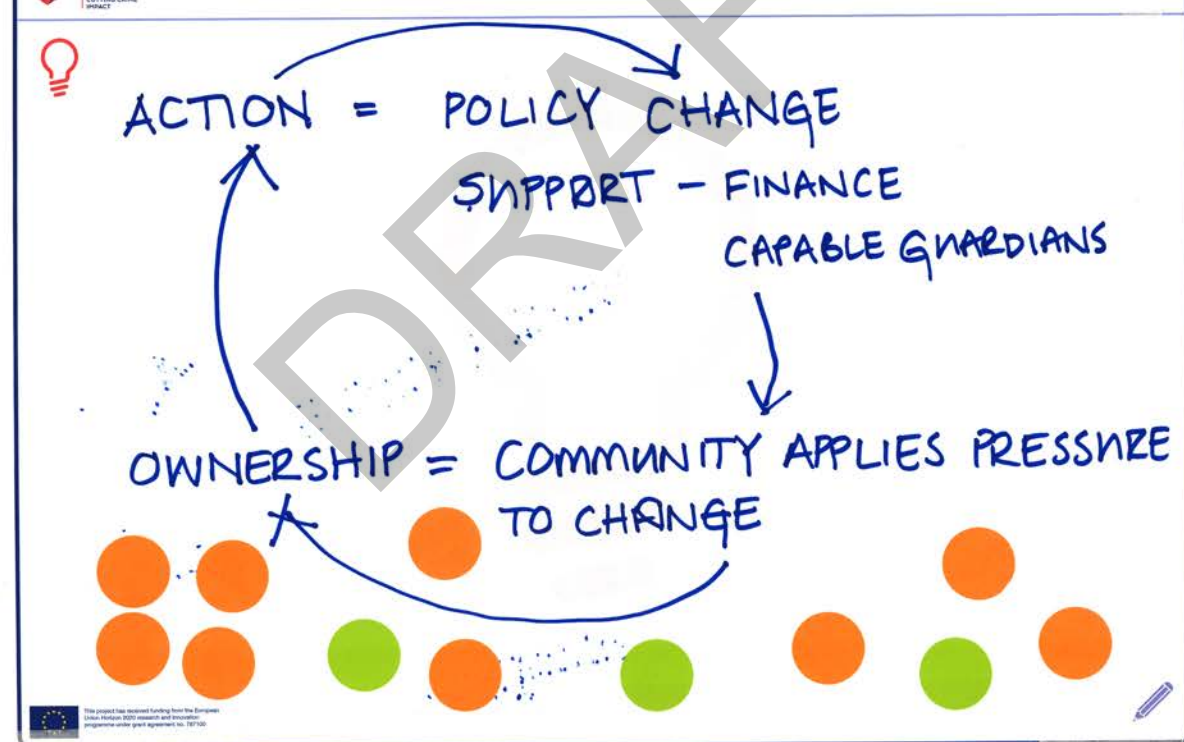
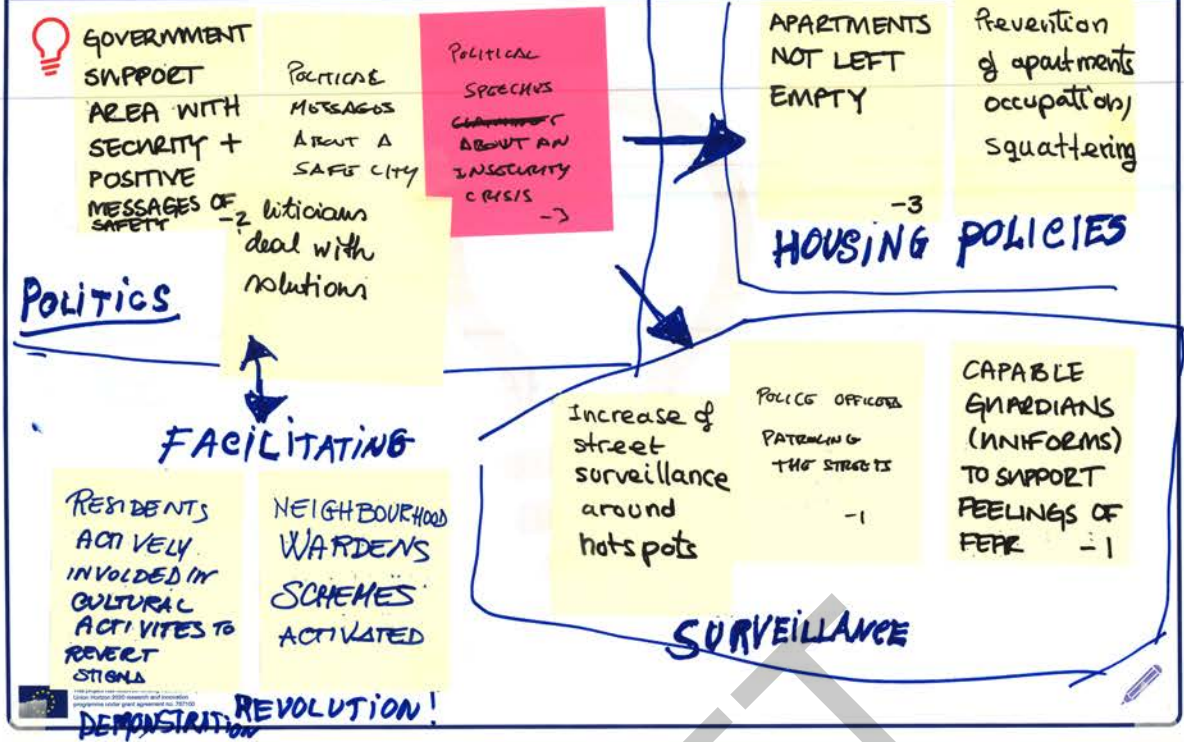
- ~~BUS~~ ANGEL'S BUS
- ORGANISED BY OWNERS
- COFINANCED BY USERS
- PROVIDED WITH SURVEILLANCE

### RE-THINKING OF THE AREA

- NEW URBAN DESIGN
- MORE DIVERSE USE
- MORE COHESIONED COMMUNITY







REVOLUTION.

- DRIVE CHANGE THROUGH POLITICAL PRESSURE. → COMMUNITY.
- COMMUNITY OWNERSHIP.





Design concept name?

REVOLUTION.

What is it?

- COLLECTIVE NEIGHBOURHOOD ACTION.
- GOVERNMENT SUPPORT -
  - FINANCE
  - HOUSING POLICY
  - MESSAGES
  - CAPABLE GUARDIANS.
  - GOOD NEWS
- COMMUNITY OWNERSHIP

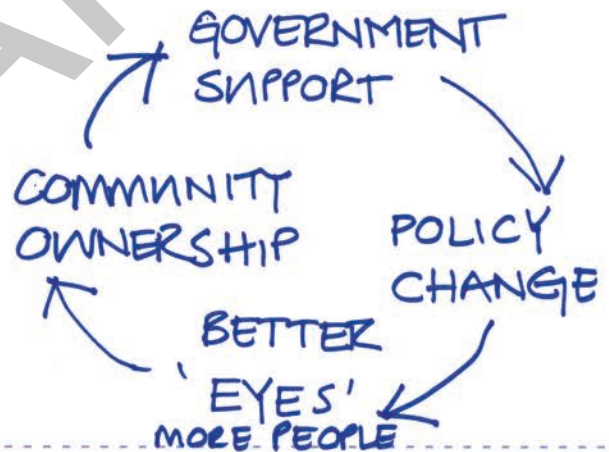
Who is it for / who uses it?

- COMMUNITY. - RESIDENTS
- BUSINESSES
- GOVERNMENT
- POLICE / SECURITY.

What does it do?

- SUPPORT RESIDENTS TO INVENT CHANGE.
- INCREASES COMMUNITY OWNERSHIP
- DEVELOPS POLITICAL CHANGE.

How is it used / how does it work?



What change will it create?

- STRONGER NEIGHBOURHOODS.
- ENPOWERED RESIDENTS.
- REPAIR THE BROKEN WINDOWS....

What is needed to enable the concept?

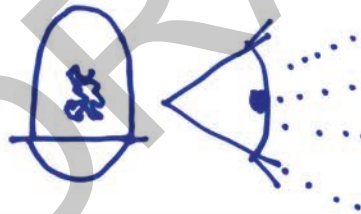
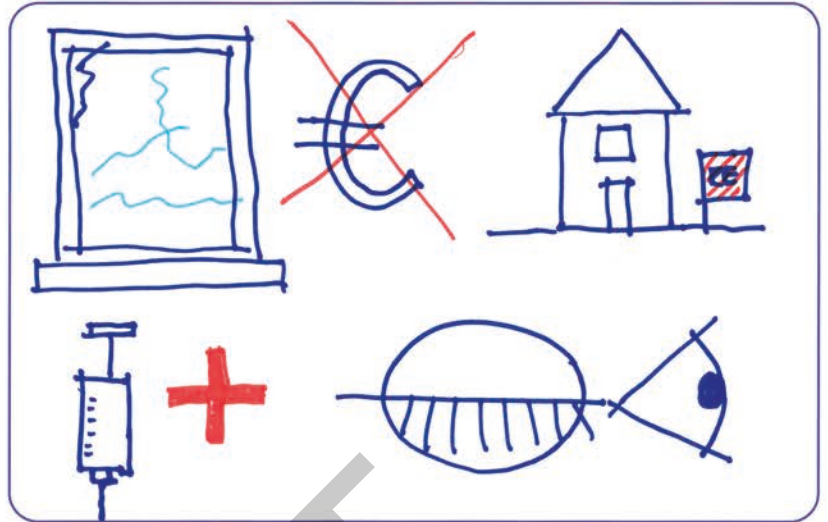
- POLITICAL PRESSURE.
- STRONG + VOCAL RESIDENTS.
- ~~THE~~ COMMUNITY COHESION.





NOW

NO SUPPORT  
BROKEN WINDOWS  
NO RESIDENTS  
DRUG USE + DEALERS  
NO SURVEILLANCE  
NO COMMUNITY.

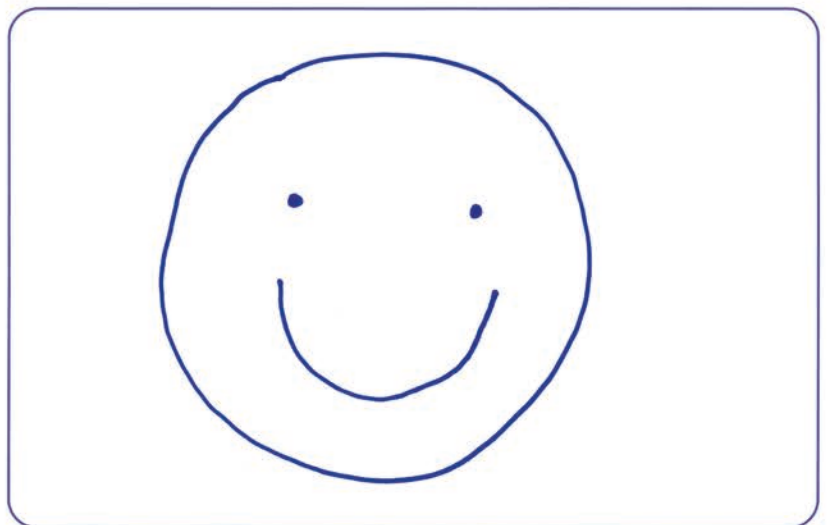


GOVERNMENT  
SUPPORT.

FINANCE  
GOOD MESSAGES  
SUPPORT  
POLICY CHANGE  
GOOD HOUSING  
CAPABLE GUARDIANS

COMMUNITY  
OWNERSHIP.

EXHERTS POLICAL  
PRESSURE  
SUPPORTS CHANGE  
IMPROVES HOUSING.  
SELF POLICING.







UNDERSTANDING THE PROBLEM

PREVENTION MESSAGES  
WHAT ARE THE REAL EXPERIENCES?

BE OPEN TRANSPARENT ABOUT CRIME

FACTS AND FIGURES DATA  
↓  
INTELL.

CP-NDP

NO EYES ON STREET

CREATING SOCIAL CONTROL

ABSENCE OF INFORMAL CONTROL

NO SOCIAL CONTROL AREA

LESS NOISE EMPTY PLACE

EMPTY STREETS

LONG WAY TO THE PUBLIC TRANSPORT STATIONS

LOTS OF CAPABLE GUARDIAN

STREET ANGELS.

-24/7 CULTURE

NO LIGHT

BETTER LIGHT

CONNECTIVITY ACROSS THE CITY



= THE [REAL] PROBLEM.

CP-NDP (PTED).

CONNECTIVITY TO THE CITY IS ESSENTIAL.

CONNECT

CONNECT HARBOUR NIGHTTIME WITH RESIDENTIAL HOME  
SAFE FROM 'FUN' TO 'HOME'



Design concept name?

CONNECT

What is it?

SAFE TRANSPORT /  
CONNECTION FROM  
HARBOUR BARS/CLUBS  
TO HOME

Who is it for / who uses it?

WOMAN AGE 16-30

What does it do?

SAFE CONNECT  
MIGHT BE PUBLIC TRANSPORT  
(METRO - TRAM)  
BRINGS WOMEN (16-30)  
FROM A → B  
REDUCES FEAR AND VICTIMIZATION

How is it used / how does it work?

1 DESIGN FINANCE PUBLIC TRANSP.  
2 IN THE <sup>MAIN</sup> ~~TIME~~ BUSSES  
(STOPS + FREQUENCY +  
CONTROL + INDICATION)

What change will it create?

BETTER PUBLIC TRANSPORT =  
BETTER CONNECTIVITY  
WOMAN (16-30) FEEL  
MORE SECURE

What is needed to enable the concept?

- LOADS OF MONEY  
- DESIGN (URBAN)  
- SHORTTIME SOLUTION =  
BUSSES







Now

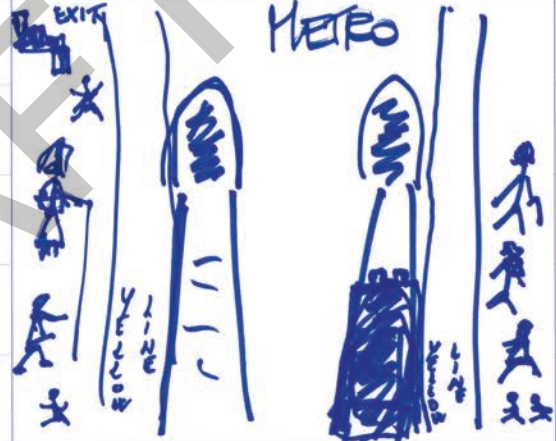


Now - 10 YEARS



Bus

2030



NOW

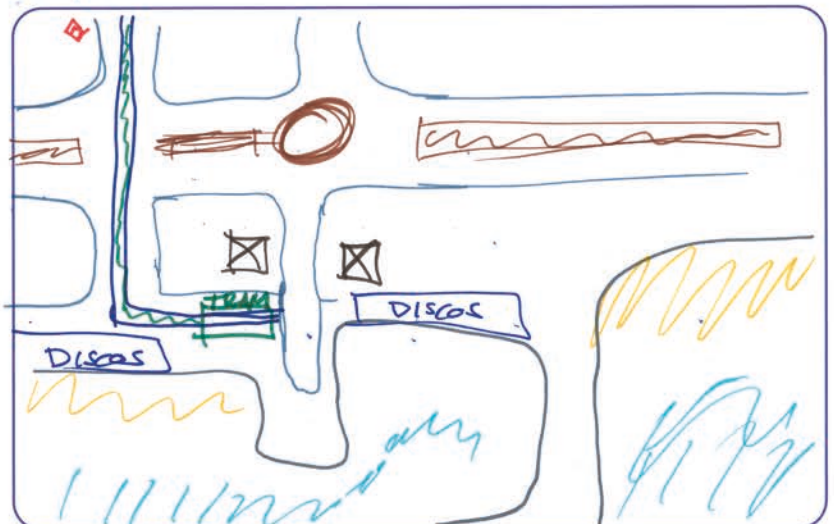


NOW → 10 YEARS



IDEAL 2030

TRAM + METRO





# Scenario A

## Positive Communication

Safety in numbers

MANAGEMENT OF PUBLIC SPACE  
DESIGN OF PUBLIC SPACE  
SEPARATION BETWEEN DIFFERENT ACTORS  
MAINTAINING  
Can be really good in principle  
Prevention must be by the other side

As communication about improvement

Positive Media

Trust (lack of)

might have a radical view (Polarization)

RESPONSIBLE / LIBERAL Leadership

BETTER space design

will not have an active participation

BETTER COMMUNICATION

Reputation

Confidence

Lack of concern

Dist. - Darker - Poor lighting - negative press / social media

SOCIAL AWARENESS ABOUT THREATS

BETTER ENGAGEMENT

- positive information in press / social media

+3

Fair fight internet

BACKGROUND

Family / Friends / Neighbours  
Shared experience & worldview

Societal Concerns / Anxieties / Political Priorities  
Broader societal context

- Resilient -3

capacity to react reduced -3

More interested to be informed -3

More isolated -3

TAKE SERIOUSLY

Modified Perspective  
Rationalised context of vulnerability

Assumed Situational Vulnerability  
Contextualised anxiety

more +2 surveillance by transport off cam

STRONGS INFORMATION

Empowerment of the people + resources

Time to benefit from at Public SP

SOCIAL SUPPORT

Association to help the victim

more engaged to change the situation +2

Handling / Dealing with Victimization  
Longer-term impact

Situational Anxiety  
Present context / environment

NO SOCIAL CONTROL

LOT OF PEOPLE HANDLING AROUND

NO INFORMATION -2

+2

Media Negativity

Shock, Anger or Distress  
Immediate impact

Fear  
Immediate threat

Groups of gang people

Any obstacle in the street can be seen as a barrier -2

lost of self confidence +2

INFORMATION CONCEPTS

Injury

Loss

Victimisation Experience Incident

- to be victim of theft -1

AFFRAID OF ROBBERY CAN'T RUN

Police

FAST CONCEPTION response  
More Police

Fear

Victim +1 support

Youth Activities

+1

-1



# SCENARIO - A - Socium Conar D.

CCI Team: PAPA  
CUTTING CRIME  
IMPACT

## Intervention Concept Generation

SCENARIO A  
Improved Lighting + CCTV  
COOPERATION BETWEEN DIFFERENT ACTEURS

Migh have a radical view (Polarization)

BUILDINGS HIDINGS ARE NOT WELL MAINTAINING

MANAGEMENT DESIGN OF PUBLIC PLACE OF PLACE PUBLIC SPACE

STANDARDS  
FEELING THAT OTHER PEOPLE GET IN OTHERS WAY

Physical Social

Environment

Pop | Community | Partner  
Cooperation

PARTICIPATION  
TAKE CARE

tool kit

CPD: crime Prevention

EMPATHY

Scam AE Postinc

Team: ~~FAPA~~

Intervention Concept Generation



COMMUNICATION!

BETTER COMMUNICATION

Positive Media

+3 Communication about improve-ments

Media / Social Media

Media Strategy & Communication Plan

(Communication Toolkit)





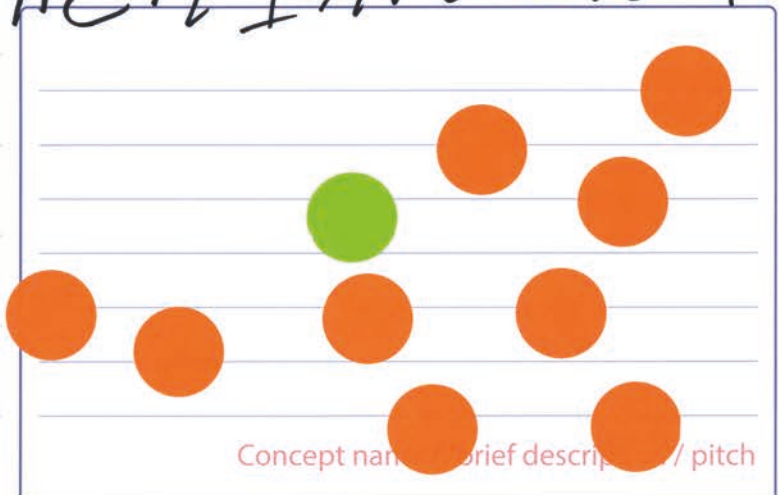
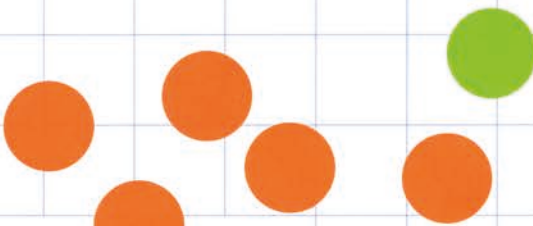
# - SNCF

~~ENVIRONMENTAL~~ SECURITY

NETWORK FOR SENIOR CITIZENS FEELINGS OF INSECURITY

~~NETWORK~~ SNCF

- 1) WHAT ARE THEIR NEEDS
- 2) WHAT CAN STAKEHOLDERS do to fulfill their needs => take action
- 3) SUPPORT SENIOR citizens to use the public transport
- 4) ~~EVA~~ REFLECTION!
- 5) ~~IT~~ FURTHER IMPROVEMENT





Design concept name?

# SENCE

~~ENVIRONMENTAL NETWORK FOR SENIOR~~  
~~SECURITY NETWORK FOR SENIOR~~ ~~CITIZENS~~ ~~CITIZENS~~  
~~FEELINGS OF INSECURITY~~

What is it?

SUSTAINABLE TOOLKIT

TO OBJECT+SUBJECT

- REDUCE CRIME | FEAR OF CRIME
- BUILD A PARTICIPATION CONCEPT
- GET INFORMATION ABOUT THE SPECIFIC NEEDS

Who is it for / who uses it?

SECURITY

- POLICE
  - MUNICIPALITY
  - HOUSING COMPANIES
  - PUBLIC TRANSPORT
  - URBAN PLANNING + DESIGN
  - CLEANING CITY SERVICE
  - SOCIAL SERVICES
- CITIZENS!

What does it do?

CREATE SOLUTION FOR MAKING BETTER / SAFER ENVIRONMENT

TO MAKE PEOPLE FEEL SAFE

- ELDERLY PEOPLE TO USE THE PUBLIC TRANSPORT
- BRING BETTER INFORMATION

How is it used / how does it work?

## LEARNING CYCLE



What change will it create?

- BETTER FEELINGS + USING
- INFORMATION SYSTEM
- MORE INCOME FINANCIAL BENEFIT FOR PT

What is needed to enable the concept?

- FLUID COMMUNICATION PROCESS BETWEEN STAKEHOLDER + ELDERLY PEOPLE



# SNCF

Security Network for senior Citizens Feeling of Security

Understanding  
Elderly citizens  
Safety needs



Multi-Sector  
implication. to  
find solutions



Improving station/adapted  
to seniors citizens

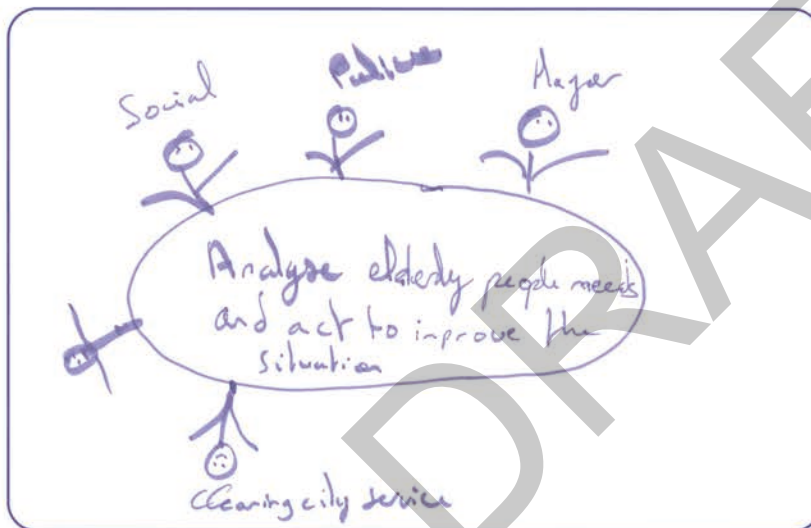
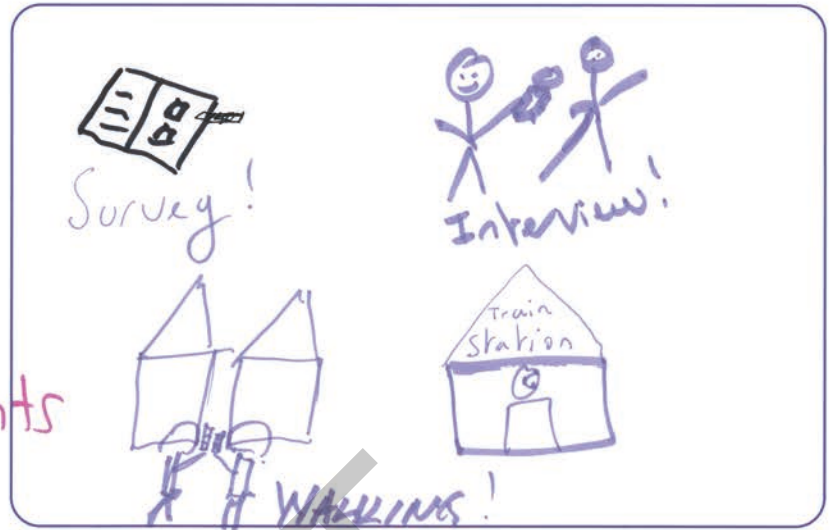


DRAFT





Participation  
Diagnosis:  
Elderly involve  
in environmental  
design.  
To know ~~what~~  
elderly needs and  
environmental constraints  
of ~~the~~ public  
transportation



Mobilize stakeholders  
in order to reduce the causes  
of the fear / feeling of  
insecurity felt by elderly  
people.

E.g. CCTV / Light /  
Urban design / etc.

## INTERVENTION

→ TAKING THE  
PUBLIC TRANSPORT

ONCE A WEEK BRINGING  
TOGETHER  
REBUILD OF THE STATION



# Scenario B





REBUILD CP-U: → ENVIRONMENTAL FACTORS

REBUILD CP-U:

homeless re-housing

SLEEPING PLACE FOR HOMELESS PEOPLE

E: U. / Stud. →

follow up Action Pla





B- 77

# Intervention Concept Generation

Papa

I HAVE HEARD ABOUT ...

PROFESSIONAL VICTIM PROTECTION

Victim

NO SPECIFIC + 2 PROTECT stay at home at night

(i) more info  
more aware  
...

Support - / Confid

Lack of social media support

Comprehensive Response

Victims | incidents





Team B - Pre-Victim



LOT OF PEOPLE THINKING AROUND

Social Activators for groups!

SOCIAL AWARENESS ABOUT THREATS

Social Awareness

not +2 surveillance by transport off:com

Co-opark

STRONG NEIGHBOURHOOD

Strong Neighbourhood

Social toolkit = Look

Concept: = Awareness = EPIC

Enforcement, Prevention, Intelligence, Communication

EMPOWERMENT



Scen B Part 1 - 5.

Team: PAPA



Intervention Concept Generation



Prevention themes

Toolkits for Prevention  
Means.



# SCENARIO B

**E.P.I.C**

IS THIS  
A PRIVATE  
SECURITY  
FORCE?

TEMPLATE

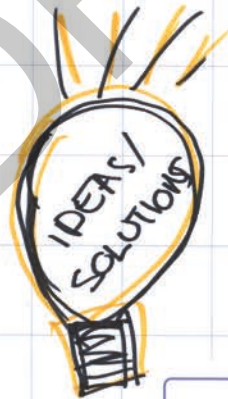
\_\_\_\_\_

E. \_\_\_\_\_

P. \_\_\_\_\_

I. \_\_\_\_\_

C. \_\_\_\_\_



WORKING  
ON THE  
FIELD →  
BRINGING  
SOLUTIONS

**E.P.I.C** - SOLUTION  
TO  
YOUR  
PROBLEM!

Concept name & brief description / pitch



Design concept name?

## EPIC

(ENFORCEMENT, PREVENTION, INTELLIGENCE, COMMUNICATION)

What is it?

- WHOLISTIC MULTI AGENCY PARTNERSHIP APPROACH TO PROBLEM SOLVING
- TEMPLATE

Who is it for / who uses it?

- MULTIPLE STAKEHOLDERS
  - ↳ POLICE
  - ↳ LOCAL COUNCIL
  - ↳ LOCAL BUSINESSES
  - ↳ CITIZENS
  - ↳ VICTIMS
  - ↳ MEDIA
  - ETC...

What does it do?

- IT BRINGS TOGETHER IMPORTANT STAKEHOLDERS TO SOLVE PROBLEMS IN MULTI-DIRECTION
- HELPS TO SOLVE PROBLEMS IN DIFFERENT LEVEL

How is it used / how does it work?

- BY FILLING IN THE TEMPLATE,  
↓  
TO SOLVE COMPLEX PROBLEMS

What change will it create?

- BRINGS TOGETHER AGENCIES THAT NORMALLY WOULDN'T WORK TOGETHER
- IT HELPS TO TEST DIFFERENT/MULTIPLE SOLUTIONS

What is needed to enable the concept?

- MAP OUT PARTNERS TO COOPERATE WITH
- ESTABLISH A LEADERSHIP STRUCTURE
- COMMITMENT FROM STAKEHOLDERS



E

- Informant
- Targeted Behav
- Offenders
- High Volume
- Areas
- Data

P

- Prevention
- CCTV -- design
- Victim Awareness
- Education
- Target hardening

I

- Intelligent
- Informative
- Victim
- Locations
- Offenders
- Time
- Results

C

- Communication
- Pre-operation
- Improvement + Eval
- Communication plan
- Post Eval



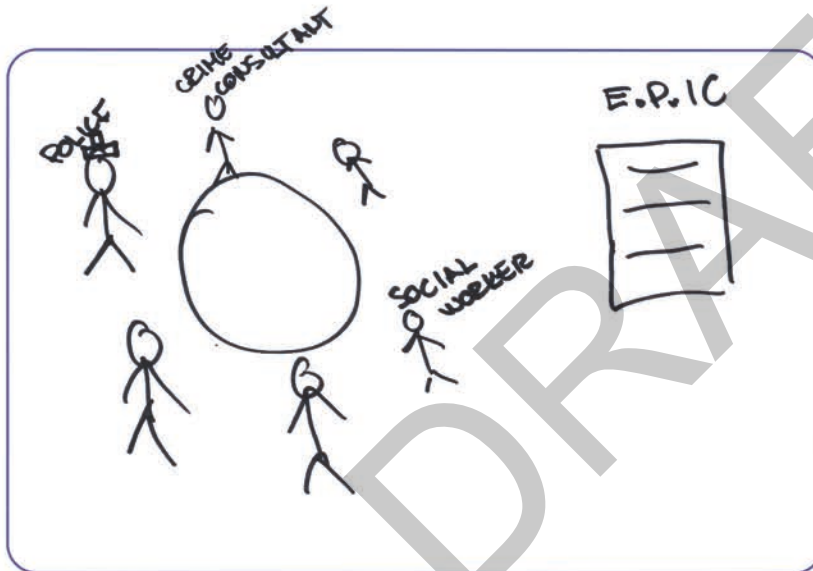
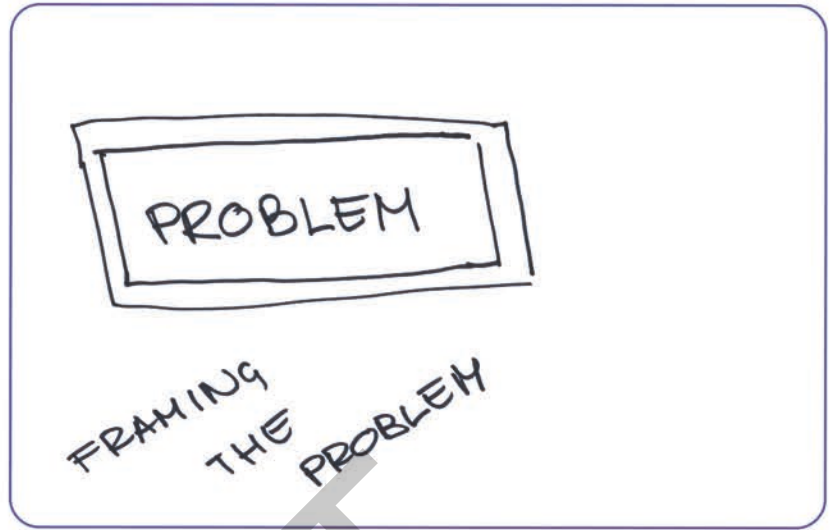
EVALUATION







1. SCANNING AND FRAMING THE PROBLEM



2. BRINGING PEOPLE TOGETHER

3. ACTION AND ANALYSIS





A



BETTER EDUCATION

Media campaign about det of crim MEDIA

Media

Social factors

improving the socio-economic situation of the neighbourhood

violence and social politics

SHARE POSITIVE NEWS

Media panel POSITIVE NEWS COVERAGE

Personal skills

Train them in Martial Arts

physical environment

NEW MODERN CONSTRUCTION MOVEMENT / STORES

+3

COMMUNICATION

Police not doing their job in serious

Forced to go to court

NO FAMILY OR FRIENDS

Psychological Support (Police, Social Serv) psyc help

HAVING PSYCHOLOGICAL SUPPORT REASSURANCE VISITS FIELD POLICE (AFTER 3000 - HOW CAN I HELP)

Psychological Support

Belie

LACK OF POLICE PRESENCE

LACK OF SUPPORT

SUPPORT

absence of police or bystanders

Victim Support

Enhance first responder measures

IMMEDIATE RESPONSE PEOPLE SURVIVE BE TOPT AND GIVE YOU HELP

IMMEDIATE RESPONSE PEOPLE SURVIVE BE TOPT AND GIVE YOU HELP

Drugs

Drugs

POLICE PRESENCE

POLICE WITH NO GUNS

CCTV

CURFEW FOR young MEN AT NIGHT

Feeling that you can be a possible victim

POLICE WITH GUN

SOS button in prominent places

imm. death prevention (police, bystanders)

SURVEILLANCE CCTV + PRESENCE OF OTHER PEOPLE + TRUST

People approaching

ACCESS TO SUPPORT

TYPES OF LOSERS TOO much tall STREETLY

DIFFERENT (e.g. NO TRAINERS, etc) OR NARROW ROADS

More Functions MIXITE

Install lights

ENVIRONMENT

Bad lighting

Lots of men in broad

Young people hanging around

Bring young and old people together

Install lights

Bad lighting

Install lights

Bad lighting

Install lights

Bad lighting

Environment



IDEAS

NO LIGHT

DARK -  
POORLY LIT  
SPACE

- UNSEEN, NO  
"SOCIAL EYES"

Bad

Lighting

NO TUNNELS  
OR NARROW

ROADS

URVEILLANCE  
CCTV

+

PRESENCE  
OF OTHER  
PEOPLE  
+  
MARKET SQUARE  
LIGHTING

G

DIFFERENT  
USERS  
(PARTIERS, ETC)

+

DIFFERENT  
USES OF  
THE AREA  
(SHOPS...)

public +  
LIGHTING

- CREATE CONDITIONS FOR BETTER SPONTANEOUS SURVEILLANCE
- . ADD EXTRA FUNCTIONS - INCREASE SOCIAL MIX
- . CREATE A MORE ATTRACTIVE ENVIRONMENT (STATION AND SURROUNDING HOUSES)

APPEALING/  
BEAUTIFUL  
LANDSCAPE





More FUNCTIONS  
MIXITÉ

improving  
the socio-econo-  
mic situation  
of the  
neighbourhood

# PROJECT BETTER COMMUNITY



Activity  
bringing old  
and young  
people together

Bring young  
and old  
people together

Police  
Officers speak  
at schools

Young people  
hanging around





CCI

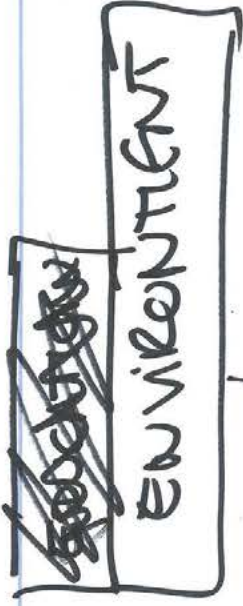
Team: Quebec

CUTTING CRIME  
IMPACT

# Intervention Concept Generation



## Scenario A



NEW  
MODERN  
CONSTRUCTION

MOVEMENT /  
OPEN SPACES

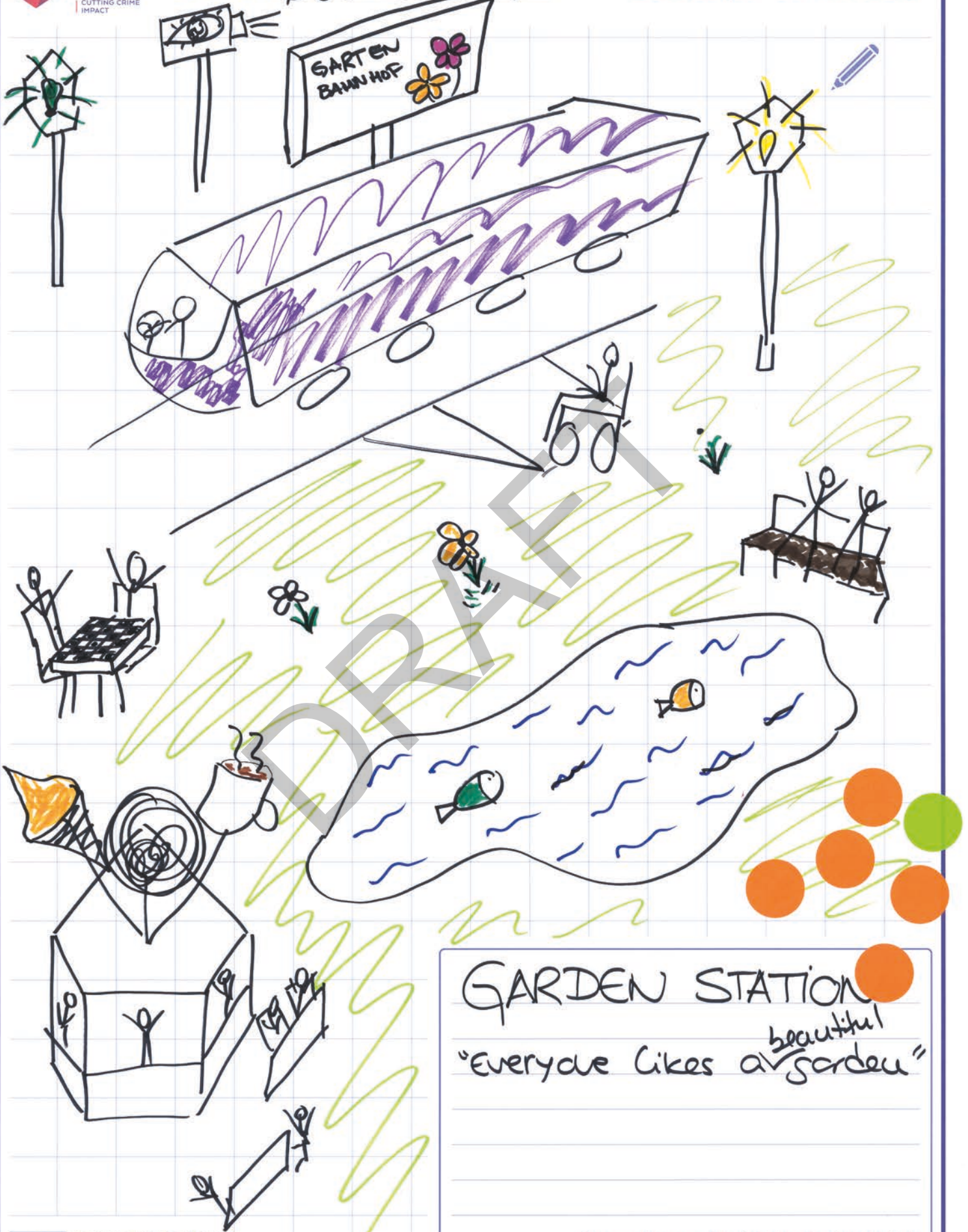
IMPROVE  
ENVIRONMENTAL  
CONDITIONS

NEW  
ADEQUATE  
CONSTRUCTION

### CP-UDP

- Hire GTIP's DFS
- Implement different users experiences in the design





GARDEN STATION  
"Everyone likes a <sup>beautiful</sup> garden"

Concept name & brief description / pitch



Design concept name?

GARDEN STATION 

What is it?

RE-DESIGNING APPROACH  
OF THE STATION

Who is it for / who uses it?

FOR COMMUTERS AND  
LOCALS (YOUNG &  
OLDS)

- ALL AGES
- ALL BACKGROUNDS
- EVERYONE

What does it do?

- CREATES THE FEELING  
OF A SAFER ENVIRONMENT

How is it used / how does it work?

- PEOPLE CAN GO  
THERE FREELY,  
NOT ONLY COMMUTERS  
BUT ALSO LOCALS

- CHESS TABLES
- BOUND & STOOLS
- SHOP (ICE-CREAMS, COFFEE)
- LIGHT + CCTV
- RATIP FOR wheelchair

What change will it create?

- MAKE PEOPLE MORE  
MOBILE
- MAKE TRAVELLING MORE  
PLEASANT & SAFE
- MIXES PEOPLE THAT USE  
PUBLIC TRANSPORTATION &  
THE ONES THAT DON'T

What is needed to enable the concept?

- CP- UDP approach  
& experts
- construction company
- CLOSE COLLABORATION  
BETWEEN SECURITY  
ADVISERS & CITY PLANNERS  
& INVOLVEMENT & ENGA-  
GEMENT OF USERS





LIGHT

CCTV

ACTIVITIES  
FOR  
ALL

ACCESS  
TO PEOPLE  
WITH REDUCED  
MOBILITY

SHOPS

BEAUTIFUL  
& OPEN DESIGN

DRAFT





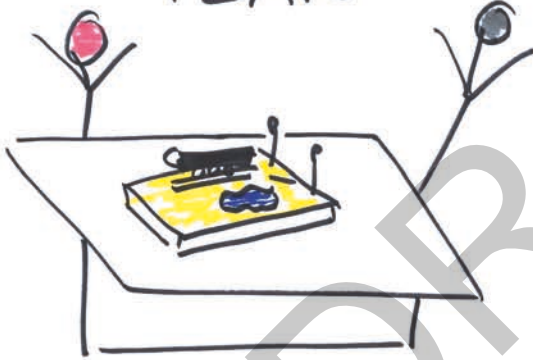
• CLOSE COLLABORATION  
BETWEEN :

- SECURITY ADVISERS
- CITY PLANNERS
- CITIZEN ASSOCIATIONS
- CONSTRUCTION COMPANY
- LOCAL AUTHORITY

LISTEN



PLAN



• DOING AND  
APPROVING THE  
FINAL MAQUETTE

• BUILDING THE  
SPACE & ENVIRON-  
MENT IN THE  
TIME

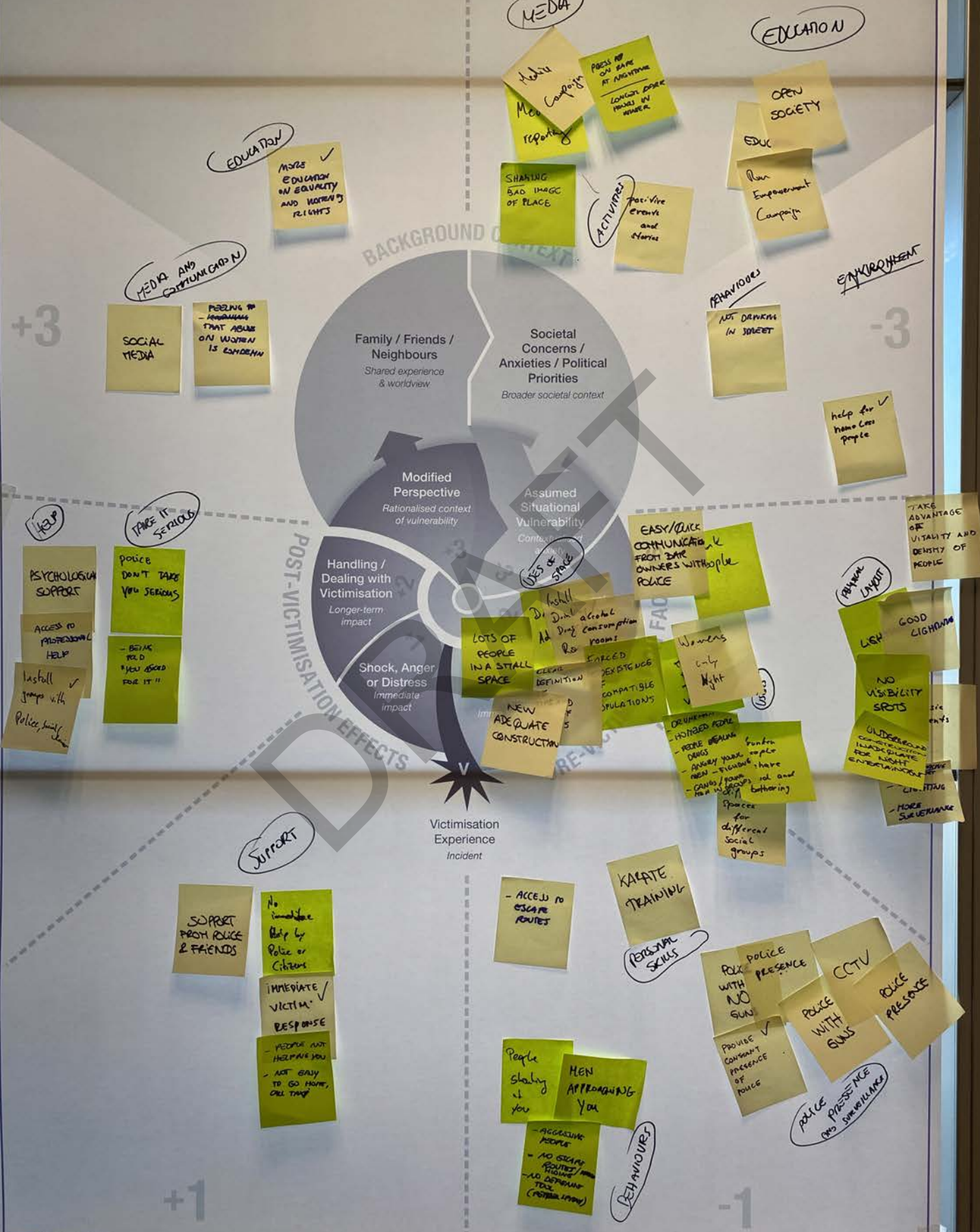
CONSTRUCT





B

Feeling of Unsafety factors



+3

-3

+1

-1





CCI

CUTTING CRIME  
IMPACT

Team: QUEBEC

Intervention Concept Generation



SCENARIO 3

WOMEN'S ONLY  
KARATE CLASS  
WITH THE POLICE  
BEFORE NIGHT CURF



DRAFT

KARATE

TRAINING



This project has received funding from the European Union Horizon 2020 research and innovation programme under grant agreement no. 767100



# SCENARIO B

✓  
PROVIDE  
CONSTANT  
PRESENCE  
OF  
POLICE

POLICE  
WITH  
NO  
GUNS!

POLICE  
WITH  
GUNS

SUPPORT  
FROM POLICE  
& FRIENDS

PATROL PERSON

AT BARS



Quick & easy to  
communicate  
to  
customers  
& police

DRAFT





CCI

Team: QUÉBEC

CUTTING CRIME  
IMPACT

Intervention Concept Generation



# SCENARIO B

Install

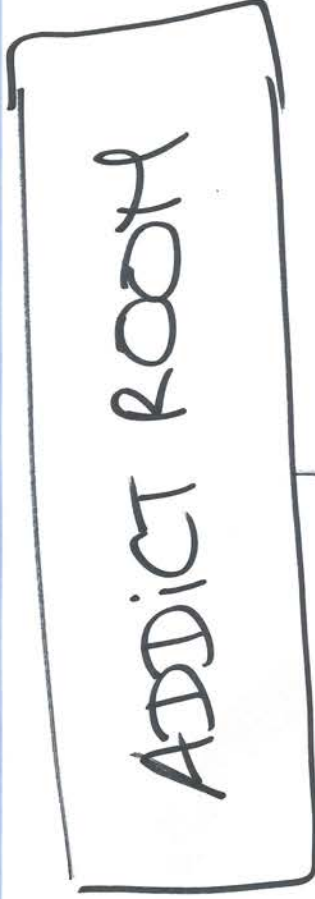
Drinking /  
Drug Use  
Rooms

Rooms

alcohol  
consumption  
rooms

CLEAR  
DEFINITION  
OF  
TIME AND  
USE OF  
SPACES

help for  
home less  
people ✓



CREATING ADDICTING ROOTS  
IN SEVERAL PLACES OF  
THE CITY

↳ SUPERVISION OF

- social services
- NURSE



This project has received funding from the European Union under grant agreement no. 757100





CCI

CUTTING CRIME  
IMPACT

Team: QUEBEC



SCENARIO B

Womens  
only  
Night

FORCED  
COEXISTENCE  
OF  
INCOMPATIBLE  
POPULATIONS

# Intervention Concept Generation

EMPOWERMENT &  
TOGETHERNESS CAMPAIGN



- INVOLVE OWNERS OF COMMERCIAL PREMISES IN MANAGEMENT OF PUBLIC SPACES (PARTICIPATE AND RESPONSIBLE)



Actions

- PPD

NOT DRINKING IN STREET

OUTREACH OFFICERS/ FUNCTIONS (Ex. social workers)

Run Empowerment Campaign

Media

Campaign

Media reporting

Drunk People

Unwanted social be

- AGGRESSIVE PEOPLE
- NO SURE ROUTES/HIGHWAYS
- NO DEFENSIVE TOOLS (PEPPER SPRAY)

- DRUNKMAN
- HOMELESS PEOPLE
- PEOPLE DEALING DRUGS
- ANGRY YOUNG MEN - FIGHTING
- GANGS / YOUNG MEN IN GROUPS

TAKE ADVANTAGE OF VITALITY AND DENSITY OF PEOPLE

UNDERGROUND CONSTRUCTION INADEQUATE FOR NIGHT ENTERTAINMENT

different spaces for different social

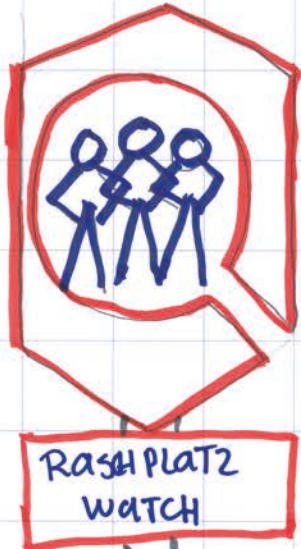
LOTS OF PEOPLE IN A SMALL SPACE

ERSON QUICK COMMUNICATION FROM BAR OWNERS WITH POLICE

IMMEDIATE CTIM. RESPONSE







real  
Challenge  
to get  
Business to  
do more

RASCHPLATZ WATCH

Concept name & brief description / pitch



Design concept name?

RASCHPLATZ WAPCH

What is it?

SOCIAL AND ENVIRONMENTAL PROGRAMS TO REQUALIFY A PROBLEMATIC PUBLIC SPACE.

Who is it for / who uses it?

USERS OF RASCHPLATZ  
(SHOP OWNERS, PARTY PEOPLE, POLICE  
DUNKERS)

What does it do?

- INCREASE DIVERSITY OF COMMERCIAL PREMISES
- ~~USE~~ OPEN SPACES/SHOPS WHERE PEOPLE WANT TO STOP AND SPEND TIME
- MAKE AN AGREEMENT WITH LOCAL AUTHORITY (MAKE SHOP OWNERS RESPONSIBLE FOR BEHAVIOUR IN (AROUND) THEIR SHOPS)

How is it used / how does it work?

WE TAKE ADVANTAGE OF THE DENSITY OF PEOPLE AND GET THEM INVOLVED AND RESPONSIBLE

What change will it create?

- IMPROVE BALANCE BETWEEN NIGHT AND DAY ECONOMY

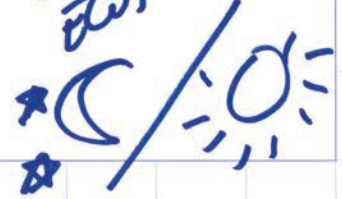
What is needed to enable the concept?

- LOCAL AUTHORITY INVOLVEMENT
- COMMITMENT
- A FORMAL AGREEMENT
- EMPLOYMENT OF SHOP OWNERS
- NEW BUSINESS ACTIVITIES



BETTER BALANCE  
BETWEEN  
NIGHT AND  
DAY  
ECONOMY

NEW  
BUSINESS ACTIVITIES  
FOR  
DAY  
ECONOMY



FORMAL  
AGREEMENT

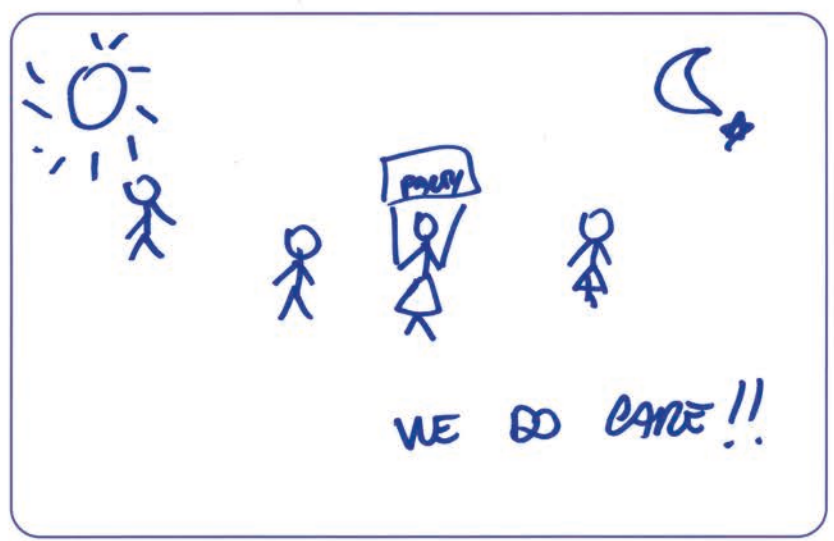
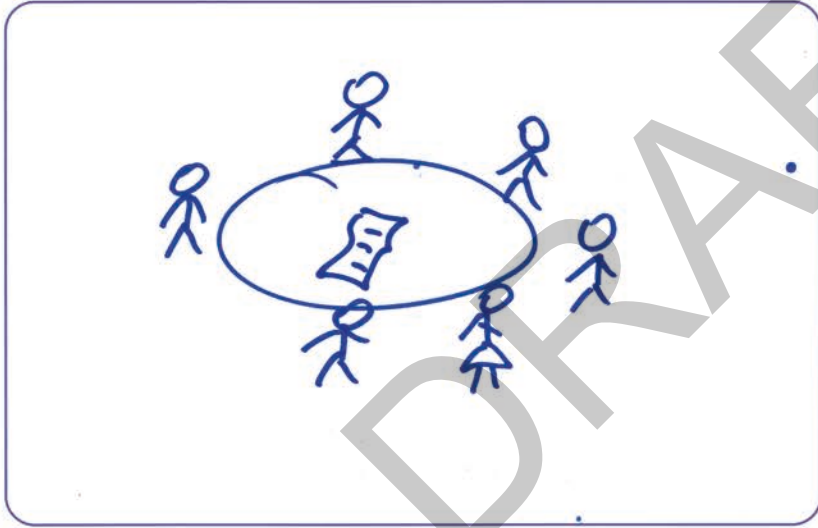
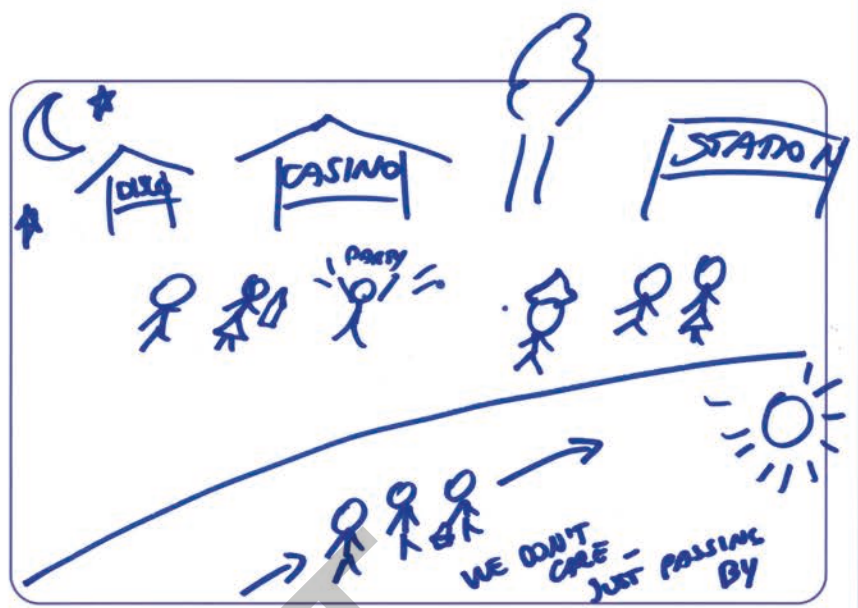


PARTICIPATION  
OF  
MULTIPLE  
STAKEHOLDERS  
(LOCAL AUTHORITY  
INCLUDED)

AWARENESS  
RAISING

IMPROVE  
SENSE OF  
OWNERSHIP AND  
RESPONSIBILITY









## Consortium meeting, DesignLab & Advisory Board

Wednesday 29 – Friday 31 January 2020

Departament d'Interior, Carrer de la Diputació 355, 08009 Barcelona, Spain

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### Programme

#### Day 1: Wednesday 29 January 2020

- 09.30 *Registration*
- 10.00 Meeting introduction  
*Professor Caroline L. Davey, USA*
- 10.05 Welcome address  
*Angels Vila*  
*Head of the Cabinet of Security – Direction General of Security Administration, INT*
- 10.15 **1.0** Welcome & apologies
- 2.0** Review of minutes from previous meeting and matters arising
- 3.0** Project management
- 3.1 *Trello*
- 3.2 *Advisory Board*
- 3.3 *Ethics Review*
- 3.4 *Mid-term Project Review – 14 May 2020 (tbc)*
- 3.5 *Next Consortium Meeting*
- 11.00 *Refreshment break*
- 11.15 **4.0** Financial administration
- 5.0** Current deliverables & deadlines
- 5.1 *Design & prototyping plans for LEAs*
- 5.2 *Current deliverables & deadlines*
- 6.0** Communication & dissemination
- 6.1 *Activities undertaken to date – LOBA*
- 6.2 *Upcoming communication and dissemination opportunities*

**7.0** Innovation management

**8.0** Any other business (AOB)

12.00 *Lunch*

13.00 DesignLab 4 – Measuring & mitigating citizen's feelings of insecurity

15.15 *Refreshment break*

15.30 DesignLab 4 (*continued*) – Design concept development

16.50 Design team presentations

17.50 Consortium voting

18.00 *DesignLab 4 close*

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20.00 Consortium dinner (*restaurant to be confirmed*)

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DRAFT

## Day 2: Thursday 30 January 2020

9.00 *Registration*

9.30 **Welcome address**

*Eduard Sallent,*

*Chief Commissioner of the Police of Catalonia – Mossos d'Esquadra, INT*

9.40 **Advisory Board Meeting — Welcome & overview**

### **Predictive Policing – LEA toolkit concept review**

10.10 **LKA toolkit concept presentation**

*Maximilian Querbach, LKA*

10.30 *Discussion & feedback on LKA toolkit concept*

11.00 *Refreshment break*

11.20 **NPN toolkit concept presentation**

*Marian Krom, NPN*

11.40 *Discussion & feedback on NPN toolkit concept*

### **Community Policing – LEA toolkit concept review**

12.10 **GMP toolkit concept presentation**

*Roberta Signori, GMP*

12.30 *Discussion & feedback on GMP toolkit concept*

13.00 *Lunch*

14.00 **CML toolkit concept presentation**

*Mónica Diniz & Elsa Calado, CML*

14.20 *Discussion & feedback on CML toolkit concept*

### **CP-UDP Policing – LEA toolkit concept review**

14.50 **GMP toolkit concept presentation**

*Julia Hall & David Maher, Design for Security, GMP*

15.10 *Discussion & feedback on GMP toolkit concept*

15.40 *Comfort break*

15.55 **PJP toolkit concept presentation**

*Dorel Hiir, PJP*

16.15 *Discussion & feedback on PJP toolkit concept*

16.45 **Closing remarks**

17.00 *Advisory Board close*



## Day 3: Friday 31 January 2020

9.00 *Registration & refreshments*

9.15 **Welcome & introduction**

*Francesc Guillén, INT*

9.20 **Guest presentation & discussion**

*"Multilevel indicators and perception of security in neighbourhood's level"*

*Marta Murrià Sangenís*

*Institut d'Estudis Regionals i Metropolitans de Barcelona*

10.00 **CCI Meeting introduction**

10.10 **Research plan**

- *Research focus / scope*
- *Relation to CCI Focus Areas*
- *Time & resourcing*
- *Next steps*

12.30 *Meeting close*

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## Contact numbers

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# CCI

CUTTING CRIME  
IMPACT

DRRAAF

