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DELIVERABLE 7.8

Report on training requirements to support
Toolkit PIM Toolkit 4 implementation





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1 Introduction

Part of the CCI-project aims to help police forces across Europe find innovative ways to improve how they fight high-impact crime. Law Enforcement Agencies (LEAs) are doing this through the development of toolkits and the identification of training requirements necessary to support implementation of these tools. The toolkits have been designed and developed after thorough requirements capture research by six LEAs from across Europe.

In this report, we present the training requirements that are necessary to support further development and implementation of **Toolkit 4: Measuring and Mitigating citizens' feelings of insecurity**.

Deliverable	Focus area / Tool	LEA end user
Toolkit 1	Predictive Policing	
D4.8	Predictive Crime Prevention (PCP)	The National Police of the Netherlands (NPN)
D4.8	BriefingMax	Landeskriminalamt Niedersachsen (LKA)
Toolkit 2	Community Policing	
D5.8	Community Connect	Greater Manchester Police (GMP)
D5.8	Comunidades mais seguras	Camara Municipal de Lisboa (CML)
Toolkit 3	Crime Prevention through Urban Design and Planning (CP-UCP)	
D6.8	Building Safer Cities	Politsei-Ja Piirivalveamet (PJP)
D6.8	ProMIS	Greater Manchester Police (GMP)
Toolkit 4	Measuring and mitigating feelings of insecurity	
D7.8	La Percepció Importa	Departament d'Interior – Generalitat de Catalunya (INT)
D7.8	SicherCity	Landeskriminalamt Niedersachsen (LKA)

Table 1. CCI Focus areas and constituent Tools developed by LEA end users

The training requirements for Toolkit 4 (D7.8) are presented in this report. This report focuses on the training requirements necessary to support further development and implementation of two tools — 'La Percepció importa' (INT) and 'SicherCity' (LKA). More information about the tools is available in the separate 'Toolkit Specifications'.

2 INT Tool – Training requirements

The tool that will be discussed here is INT's, 'La Percepció importa.' This will form part of Toolkit 4: Measuring and Mitigating citizens' feelings of insecurity.

2.1 Toolkit name



La Percepció importa

La seguretat de les
persones

English translation:

Perception matters – The safety of the people

2.2 Toolkit description

A methodology for diagnosing specific feelings of unsafety, which takes account of citizens' subjective responses. This will identify the basis of the problems and propose effective interventions (taking into account the results of previous action).

The aim is to enable public managers to better identify the underlying causes of situations of insecurity and to develop and articulate an integrated response. It is also important to know the mechanisms by which general changes in feelings of insecurity emerge in local contexts.

The toolkit includes a **process** that will detail:

- A. **Problem area identification** — Identification of the different sources available in order to define subjective security outbreaks (both quantitative and qualitative). This might include a checklist to guide public managers, as well as a description of the general causes of subjective insecurity (e.g. the age of the built structures in a neighbourhood, how well equipped they are, social deprivation, crime levels, etc.)
- B. **Contextual review:**
 - *Analysis of previous interventions* – Evaluation of previous interventions and their results (e.g. Did they focus on feelings of insecurity? What methods did they use? Was the local community involved?)

- *Site Walkabout / Observation* — Identification of social, spatial, economic factors and local crime trends that influence citizens' perceptions of security
- *Other relevant data (non-security related)* — This may include employment levels, type of buildings, income levels, relevant public service data, etc.
- C. **Feelings of unsafety assessment** — Method(s) for the systematic assessment of subjective feelings of unsafety / insecurity in target residents and stakeholders — and how these may be driving relevant behaviours (e.g. avoidance of legitimate activities, exclusion from locations, routes taken through areas – during the day and after dark etc.)
- D. **Analysis of results & generation of solutions** — Criteria that link different causes of insecurity with interventions that might be implemented in the short-, mid- and long-term. They should include community strategies addressed to improve feelings of insecurity.
- E. **Recommendations and priorities** — Including communication of diagnosis to decision-makers and operational actors (e.g. district counsellors, senior civil servants, senior police officers, etc.).

2.3 Toolkit users

- The Prevention Services Team within the Municipality of Barcelona
- Local relevant local agencies and stakeholders (e.g. police, municipal planners, urban designers, municipal/urban managers, etc.)

2.4 Components/ elements of the toolkit

The Tool consists of three main elements:

1. **Process protocol** – This will detail the steps that should be followed, from the detection of citizens' feelings of unsafety through to the provision of recommendations / priorities for action by relevant partners / stakeholders
2. **Guidance materials** – This will include:
 - **Research methodologies for assessing citizens' feelings of unsafety** — such as short targeted survey; focus groups; observation; etc. (similar to the CCI method cards, but in Catalan)
 - **Explanatory information, including:**
 - Information on the impact of particular issues on feelings of unsafety, such as 'signal crimes' and low-level disorder (e.g. litter, vandalism etc.)
 - Information on the impact of socio-economic, cultural and demographic issues on feelings of unsafety
 - Information on the impact of communication media (social / familial / community / city-wade/national/ international) on feelings of unsafety.

- Collection of exemplar responses to situations where citizen's feelings of unsafety have been addressed (i.e. 'what works'). This may include:
 - Advice on communication measures used by the exemplar responses
 - Advice on timeframe of exemplar responses (i.e. short-, mid- or long-term)
 - This collection will build on existing best practice, for example the Canadian “*Guide for Selecting an Effective Crime Prevention Program*”
- Collection of communication techniques and strategies
 - Internally, within the municipality agencies, services and authorities
 - Externally, with citizens, communities, the general public and external stakeholders
- 3. **Communication templates** – including guidance on the transfer of recommendations and supporting information to the decision-maker
- 4. **Training** for members of the Prevention Services Team in using the Toolkit.

2.5 What additional knowledge or practice skills will need to be provided before using the toolkit?

- The process of using the toolkit:
 - What are the steps / stages in the process
 - The methods to use at different stages
 - How to formulate recommendations and priorities (using the communication template)
- To be able to prioritise:
 - Problems – according to their seriousness (determined by their adverse impact on citizen's behaviour); and
 - Responses – taking into consideration what can/should be done now, what in mid-term and what in long term.
- To understand citizens' feeling of insecurity
 - Ascertain the factors that influence people's statements, actions and behaviours (be they fact-based or rumours).
 - Ascertain the impact of subjective security on people's behaviour and quality of life.
- Knowledge and some practice of methodologies to be used to ascertain the grounds of insecurity, including:
 - How to conduct interviews
 - How to run focus group sessions
 - How to conduct an environmental audit (security walkabout)
 - Basic knowledge of environmental criminology (as it relates to feelings of insecurity)

- Knowledge about the influence of communication in feelings of unsafety and abilities to communicate in environments of insecurity.

2.6 Is there training already available to provide the above knowledge/skills? Or will bespoke training need to be developed?

Bespoke training will be developed and provided, as follows:

1. Formulating credible political proposals
 - Delivered by a former Director of Security of the municipality, this will teach participants how, using the Toolkit, they can best formulate proposals to the political level that will be considered credible
2. Communication responses to citizen feelings of unsafety
 - Delivered by a communication expert, this will provide training on interpreting messages of unsafety from citizens, and selecting the optimum communication tool(s) to use in response to incidents of feelings of insecurity
3. Methodologies for measuring and mitigating citizen's feelings of insecurity
 - A third "speaker" will train participants in the use of the methodological tools contained in the toolkit.

The following reading list will be provided to training participants:

- EFUS. (2007) *Guía sobre las Auditorías locales de seguridad*. Síntesis de práctica internacional
- EFUS (2015). *Métodos y herramientas para un enfoque estratégico de la seguridad urbana*
- MARGIN project (2017) *Agenda of Best practices*
- Articles, such as Guillén, F. (2020) *"La falacia de la seguridad subjetiva y sus consecuencias"*.

2.7 Any other training issues that need to be resolved

- Examples of practical use of the toolkit should be included in the Tool Training to aid end user understanding of the process and their roles. This material can only be added after Tool implementation.

3 LKA Tool – Training requirements

The Tool that will be discussed in this section is 'SicherCity' developed by the LKA. This Tool forms part of Toolkit 4: Measuring and mitigating citizens' feelings of insecurity.

3.1 Toolkit name

SicherCity

Ein holistisches Prozess zum Verständnis und Umgang mit Unsicherheitsgefühlen der Bürger

English translation:

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

3.2 Toolkit description

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

The Toolkit outlines a process for:

1. Identifying an area of focus
2. Planning and conducting research into feelings of unsafety within a citizen community
 - Research planning and selection of appropriate research methods / tools, such as:

Desk-based research

- *Analysis of information about current crime issues*
- *Analysis of places where feelings of unsafety occurs*
- *Evaluation of plans with crime mapping data*

Field research

- *Surveys / questionnaires (telephone / online / face-to-face)*
- *Walk about (site assessment / analysis of places)*
- *Focus groups*
- *User observation*

3. Affecting positive change to mitigate citizens' feelings of unsafety:

- Analyse / interpret the research findings
- Develop recommendations (with stakeholder participation):
 - For the LKA
 - For external stakeholders
- Communicate findings, recommendations and solutions, and a methodology for their evaluation
- Supporting implementation (where appropriate).

3.3 Toolkit users

- LKA researchers (e.g. Kompetenzzentrum Urbane Sicherheit (KURBAS) in the department of criminological research and statistics of LKA Lower Saxony)
- Police officers in Lower Saxony working in the field of crime prevention
- External stakeholders who are responsible for public security (private security, mayor, public order service etc.) and who are producing safety on site, such as municipal representatives, social work, urban planning, housing association, neighbourhood management, crime prevention councils, representatives of the residents' interests, and other interest groups.

3.4 Components/elements of the toolkit?

The toolkit will consist of the following components:

1. Promotional material for the Tool
 - To make internal and external stakeholders aware of the tool and its purpose (i.e. why considering citizens' feelings of unsafety is important)
2. A method for the LKA and / or external stakeholders to identify an area of focus for the tool
3. A (planning) Process Protocol — defining the key stages and activities involved in using the Tool
4. A collection of research method descriptions (e.g. cards)
 - Descriptions of different possible research methods for generating **insight** into citizens' feelings of unsafety for prevention of crime and incivility in new building areas and reduction of crime and incivility in existing neighbourhoods. These may include:
 - Survey / questionnaire
 - Walk around (site assessment)
 - Focus groups
 - User observation

- Advice on the effective use and implementation of the different research methods (i.e. research planning and process practicalities — including ethical issues)
- 5. A collection of analysis method descriptions (e.g. cards)
 - Descriptions of different possible analysis methods. This may include group / collective (creative) analysis methods (cf. DesignLab)
- 6. Report template for communicating findings, recommendations and priorities
 - Standardised format for providing recommendations and reasoning (i.e. referenced research findings; 'vignettes'; real-world examples of citizen experience / assumptions; etc.)
 - Applications of individual instruments for the appropriate planning phases
 - Standardised format for solution description (to maximise implementation)
- 7. Presentation template for communicating recommendations
 - Standardised PowerPoint template for presenting recommendations to stakeholders
 - Other results / recommendations communication tools, as necessary.
- 8. Training in use of the aspects of the holistic Toolkit depending on current needs.

3.5 What knowledge or skills need to be provided before using the toolkit?

- An introduction to the concept of feelings of insecurity, the multiple factors involved in causation, and why considering citizens' feelings of unsafety is important
- An explanation of the key stages and activities in the process of using the Tool, including:
 - The different elements of the Toolkit for generating insight into citizens' feelings of unsafety
 - The selection of appropriate research methods for generating insight into citizens' feelings of unsafe for the area of focus
 - The effective use and implementation of the different research methods (i.e. research planning, process practicalities, ethical issues)
 - Use of the standardised report templates for communicating findings and providing recommendations.

3.6 Is there training already available to provide the above knowledge/ skills? Or will bespoke training need to be developed?

Primary users are members of the criminological research and statistics, e.g. Kompetenzzentrum Urbane Sicherheit (KURBAS) as well as members of the central department of prevention of LKA Lower Saxony) and police officers in Lower Saxony working in the field of crime prevention. Consequently,

bespoke training will not need to be developed before implementation of the tool in the LKA Niedersachsen.

As other stakeholders become involved in using the Tool (i.e. during delivery of a specific methodology), then training to support their involvement will form part of that stage of the Tool process. For example, training would have to be provided to police officers and local planners involved in the Tool process.

There already exist within KURBAS training for some elements of the Toolkit (e.g. walk around your hood).

3.7 Any other training issues that need to be resolved

It may be beneficial for users to already have previous knowledge/skills in the use of quantitative/qualitative social research methods, in order to avoid mistakes in conducting the different research methods in the Tool and in analysis of findings.

3.8 Future development

If discussions in Germany on the standardisation of security aspects are maintained and continue in the future, an interdisciplinary training programme for police and other actors responsible for security will be developed. This Toolkit is a first step in raising the awareness of stakeholders and professionalising security managers in planning processes.



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