



# EUROPEAN CRIME PREVENTION NETWORK

## **EUCPN Toolbox Series**

No. 2

### ***Community (oriented) policing in Europe: Concepts, theory and practice***



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European Commission – Directorate-General Home Affairs

# Community (oriented) policing in Europe: Concepts, theory and practice

## Preface

This second toolbox in the series published by the EUCPN Secretariat focuses on the main theme of the Cyprus Presidency, which is community policing. The theme is explored and elaborated in four different ways, through: a theoretical paper; a survey among the European Member States on the organisation of community policing in their country, followed by an in-depth discussion during two round table sessions; a workshop/seminar with various experts and a particular focus on radicalisation, or which role community policing can play in the prevention of radicalisation, which is an important European issue and priority; and finally, a bundling of this year's European Crime Prevention Award's (ECPA) entries as a list of examples of good practices across Europe.

## Legal notice

The contents of this publication do not necessarily reflect the official opinions of any EU Member State or any agency or institution of the European Union or European Communities.

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Finally, we would like to thank all the participants of the European Crime Prevention Award 2012 for their incredible commitment and enthusiasm, for doing the work in the field day by day and sharing their experiences, for being a source of inspiration and the reason we are doing this.

The EUCPN Secretariat

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## Introduction

Despite the difficulty to find a clear definition – one with a more general consensus perhaps – the notion of community policing is undoubtedly at the basis of one of the most important (theoretical) police reforms of the past few decades. Fed by public campaigns and the media, the (idyllic) image of the friendly local police officer on the beat, talking to citizens and solving (minor) problems, disputes or conflicts, spontaneously comes to mind... ‘the police as your friend, for the people and *with* the people’.

However, take any book or article on the topic and you will soon realise that there is a big gap between theory and practice. Not that this friendly police officer does not exist, on the contrary, but his or her exact role, title, tasks, methods and/or relationship with the local community varies considerably within and between countries. Moreover, the discussion has become even more complex because more recently the term community policing is often used interchangeably with ‘new strategies’, like *intelligence-led policing (ILP)*, *problem-oriented or –solving policing (POP)*, *reassurance policing (RP)*, *neighbourhood watch*, *beat assignment*, etc. (see e.g., Brogden & Nijhar, 2005; Fielding, 2005; Fielding & Innes, 2006; Sommerville, 2009).

Despite its lack in clarity, the fact that the debate is forever ongoing shows that it is still a very relevant issue, on the local level, but even on the European level. As can be read on the website of the European Commission <sup>6</sup>: “*Crime prevention by nature requires a multi-disciplinary approach. [...] With regard to general crime, most effective action should take place as close as possible to the grassroots level. This is reflected by the emergence of multiple local initiatives, “community policing” practices, which involve the police forces, businesses, associations and citizens.*” Therefore, given its importance, it seems almost imperative to dedicate one of our toolboxes in the series to the theme of community policing.

## Toolbox elements

Like the first EUCPN toolbox on ‘Local cooperation in youth crime prevention’ <sup>7</sup>, the theme is approached from different perspectives and through various methods, bundling as much information and knowledge as possible in an easy-to-read document for local policy makers and practitioners. This toolbox on community (oriented) policing consists of four parts: a thematic paper, the results of a data collection and two round table sessions, the results of an expert workshop on community policing and radicalisation, and a list of examples of good practices.

**Thematic paper** – an academic literature review on community policing and its impacts on crime and the fear of crime, on the public opinion, etc. This paper provides the necessary theoretical background information to introduce the reader to the topic, but also to give an overview of the impact of community policing initiatives. The article is written by two guest authors, academic researchers of Ghent University in Belgium with research experience within the field of community policing.

<sup>6</sup> See [http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/organized-crime-and-human-trafficking/crime-prevention/index\\_en.htm](http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/organized-crime-and-human-trafficking/crime-prevention/index_en.htm)

<sup>7</sup> See <http://www.eucpn.org/library/results.asp?category=32&pubdate>

One of the aims of the EUCPN is to collect and promote research-based findings, to build a bridge between academia and policy-making. By inviting academics with research experience within a certain field, to actively contribute to the instruments the EUCPN Secretariat is generating, a step is taken in this direction.

**EUCPN data collection and round table sessions** – the Cyprus Presidency conducted a short survey among the European Member States concerning the organisation of community policing in their country. The results were then more thoroughly discussed during two round table sessions which were organised in Cyprus in September and December 2012, and which were attended by the National Representatives of the EUCPN. The results offer a good and comparable overview of the situation in Europe. They confirm what we already know from the literature: there is a wide variety in the definition, the organisation and implementation of community policing across European Member States.

**Expert workshop results on community policing and radicalisation** – a workshop with various experts was organised with a particular focus on radicalisation, or what role community policing can play in the prevention of radicalisation. This part of the toolbox clearly makes the link between the local practices and the European priorities. It is linking a community-based approach of community policing, to one of Europe's priorities, that is radicalisation, and bringing together different (expert) opinions and experiences, creating a unique platform for discussion.

**Examples of good practices** – one of the aims of the EUCPN is to stimulate the exchange of good practices between Member States. The highlight of the 'EUCPN-year' is the Best Practice Conference (BPC) during which the European Crime Prevention Award (ECPA) is presented to the best crime prevention project in Europe. This year's European Crime Prevention Award's (ECPA) entries are bundled in a list of examples of good practices across Europe.

Although the four parts of this toolbox complement each other, each of the toolbox elements can also be read as a stand-alone section.

# Part 1

Thematic paper

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## Community policing as a police strategy: effects and future outlook

### *Citation*

Verhage & Ponsaers (2012). Community policing as a police strategy: effects and future outlook. In: EUCPN Secretariat (eds.), *EUCPN Toolbox Series*, no. 2, European Crime Prevention Network: Brussels.

## Community policing as a police strategy: effects and future outlook<sup>8</sup>

### Introduction – the deficit of traditional policing

The academic evaluative literature on police during the 70s and 80s concluded in an impressive consensus concerning the deficit of traditional police models (Bailey, 1994; Bailey, 1998). Summarized, following critiques can be considered as the most important: (1) The mere increase of the number of police officers is not an effective strategy to tackle crime or disorderly behaviour. The quantitative assumption cannot resolve the necessary qualitative change of 'how to do good policing' (Greene, 1998); (2) The police cannot prevent crime, and more generally, cannot function without the help of the population, which means that the population is much more than 'the eyes and ears' of the police (Rosenbaum, 1998); (3) The classic tactics of traditional police models are too reactive, while they do not affect the circumstances that cause crime and disorder; (4) Police policy is frequently too broad and is applied to different problems in one and the same way ('one size fits all' – Skogan, 1998). Observers advocated the need of 'tailor-made responses'. The need for linking different forms of policing to specific risks is probably the most energetic conclusion of police research during these decades.

### COP as a police strategy

The most important attempt to the transformation and reform of policing during last decades was without any doubt the introduction of "Community (Oriented) Policing" (COP). The combination of focus on COP studies and the absence of ethnographers during the 90-ies had as a consequence that the most influential books were studies on COP (Skogan & Harnett, 1996), while this focus continued in the early years of this century (Skogan, 2006). Without any doubt, this had a powerful and lasting effect on the image and the rhetorical capacity of the police (Manning & Yursza Warfield, 2009).

Despite this evolution, Eck and Rosenbaum observe: *'There is no simple or commonly shared definition of community policing, either in theory or in practice'* (Eck & Rosenbaum, 1994). Writing this, both authors suggest that COP over time became a container-notion. Bayley, who did a lot of research in different countries where COP was implemented, confirms this: *"Despite the benefits claimed for community policing, programmatic implementation of it has been very uneven. Although widely, almost universally, said to be important, it means different things to different people (...) Community policing on the ground often seems less a program than a set of aspirations wrapped in a slogan"* (Bayley, 1988).

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M. Moore states in this context (Moore, 1994): *“Community policing is not a clear-cut concept, for it involves reforming decision-making processes and creating new cultures within police departments rather than being a specific tactical plan (...). He further states: “Under the rubric of COP, American departments are opening small neighborhood substations, conducting surveys to identify local problems, organizing meetings and crime prevention seminars, publishing newsletters, helping form neighborhood watch groups, establishing advisory panels to inform police commanders, organizing youth activities, conducting drug education projects and media campaigns, patrolling on horses and bicycles, and working with municipal agencies to enforce health and safety regulations”.*

Bennett argues nevertheless that there appears to be some convergence of opinion in the recent literature that community policing is fundamentally a philosophy of policing or a policing paradigm, stating that *“It is generally agreed that these organizational structures and operational strategies do not in themselves represent community policing as they could exist equally well within the context of a different policing philosophy or policing paradigm. However, when they are implemented within a community policing paradigm they become community policing structures and strategies”* (Bennett, 1994, see also Bennett, 1990 & Bennett, 1998). Probably this conceptual blurring is to a large extent the consequence of the fact that COP is more a prescriptive model (on how police ‘ought to be’) than an theory-based empirical statement (on how police ‘is’).

## Effects of community oriented policing

After more than twenty years now of promotion of this so-called police model (Ponsaers, 2001) by governments, foundations and leading universities, it is still not clear what effect this has had on police practice (Brodeur, 1998). The results of evaluative research seem to be unimpressive and in some cases non-existent or immeasurable (Greene, 2000; Fielding, 1995). COP is stated to have little or no effect on police practice (Mastrofski & Greene, 1998; Weisburd & Braga, 2006); while for example ageing and years of service do (Mastrofski & Snipes, 1995).

### *Impact on public opinion*

Because COP tends to increase the contact between the police and the population, with a minimal use of compulsory measures, it is possible to improve the public satisfaction. But this coping strategy has only limited value, because those who are forced to stay in contact with the police (especially victims and offenders) seem to be precisely those who are mostly dissatisfied about the functioning of the police. This means that COP programmes have a stronger impact on the improvement of the image than on the effectiveness of the police. This was also demonstrated in research; the most important effect of the implementation of COP was to be found in the improvement of the attitude of the population towards the quality of the service rendered by the police to the public (Brodeur, 1998). Moreover, it became clear that the improvement of the image of the police resulted in an intrinsic goal and was often misused to gain more (financial and personnel) facilities (Sacco, 1998).

## *Impact on crime*

The most striking results were achieved in programmes directed to intensive problem solving strategies, focussed on so-called “hot spots” (Bailey, 1994; Braga et al., 1999; Leigh, Read & Tilley, 1996). The realization of results nevertheless seemed almost impossible, while the police is confronted with problems they never can resolve (Brodeur, 1998).

The frequently used programmes of “neighbourhood watch” resulted in limited effects on crime. In the best case the feelings of security and the communication between the public and the police are improving. As a result of that, the image of the police is reinforced and the job satisfaction of police officers is raised. But evaluative research demonstrated also that the majority of these initiatives were implemented in a defective way. It also became clear that the involvement of citizens in these initiatives, also in England, was weak (Bennett, 1998).

The difficulties to realize a more intensive collaboration seem to be more serious than most advocates expected. The empowerment of the public by means of a professional marketing strategy is certainly an interesting tool for the improvement of a more functional partnership between the police and the population. But the problems in mobilizing local inhabitants are often more structural of nature. In more deprived neighbourhoods, the lack of collaboration by the public is often a result of feelings of despair and powerlessness, the fear for street gangs, and a deep embedded mistrust and conflict with the police (Rosenbaum, 1998).

On the long run, COP would lead to a more or less important decrease of the number of emergency calls by the public (Brodeur, 1998). COP programmes can have a regressive (instead of progressive) effect, while they are often directed towards the wrong target groups. Those groups within the population that are already organized succeed in using the police to their advantage, while the police feels themselves comfortable in this part of society. In spite of that, research evoked that COP, by means of locally initiated consultations, structures the active participation of the population in problem identification and prioritizing. It gives a channel for external accountability on police performance. Often it became clear that the initiatives were directed towards the wrong territories and the target groups with the smallest needs (Skogan, 1998).

## *Impact on incivilities and fear of crime*

Some authors come to the conclusion that COP can have some effect on the perception of crime by the population and on the appreciation of the quality of police care. Moreover, the feelings of insecurity seem to decrease, because of the increased visibility of the police in public space and the intensification of the interaction between the population and the police lead frequently to a better appreciation of the police service. COP seems to have an impact, when neighbourhood problems are tackled and on the fear of crime. In any case, the results of COP are not worse than traditional policing in the control of crime, but the results in tackling incivilities and feelings of insecurity in the communities are better (Greene, 1998).

Bailey, who did a lot of international comparative research on policing, concludes: *“We don’t know if community policing works. Most of the time, a small effect can be detected, but sometimes also contradictory results. The best results can be observed in focused activities of problem oriented policing. It is not proven that citizens can act against insecurity in an effective way. Initiatives as “neighbourhood watch” don’t have an effect on crime. Most of the time these initiatives work the best there were they are least needed and least where they are necessary. Nevertheless, most authors conclude that it is not the model that is failing, but in first instance the deficient implementation of it’* (Bailey, 1994).

### *A number of positive results*

Pessimism should be avoided in this respect. Wycoff en Skogan (1994) state in this context that it is possible to bend granite. They report on the results of an evaluation of a successful internal reorganization of a police force, which has had a positive impact on the service of the police within a COP approach. One of the critical factors for successful intensive reform, they warn, is the creation of an instance outside and above the police, holding the police chief and his organization accountable for the realization of the new goals to achieve (Moore, 1992).

Also Aronowitz (1997) points at positive consequences. He argues that the approach has effects for the community: citizens are more involved in the identification of problems in the neighbourhood and the relation with the police improves. Moreover, he stresses that the approach also increases the level of self-help of the citizens. They take a more active role in the maintenance of security and the quality of life in their own neighbourhood. Another effect has a relation with the maintenance of legal order: not only are citizens more inclined to report to the police, but also the feelings of security improve.

One of the most prominent evaluative sources is the study *Preventing crime: What works, What doesn’t, What’s promising*. Sherman and colleagues conducted a systematic review, amongst others on COP (Sherman, Gottfredson, MacKenzie, Eck, Reuter & Bushway, 1997). The group of scholars introduce hypotheses on four levels concerning COP: (1) Neighbourhood Watch programmes are considered to be effective, while they encourage the level of surveillance by inhabitants of neighbourhoods, which leads to the consequence that they have a deterrence effect on criminals; (2) The stream of information stemming from the communities is stimulated towards the police concerning suspects, offenders and suspect circumstances, which leads to an increased probability to arrest offenders. This information exchange improves the problem solving ability of the police; (3) The improvement of information from the police to the public empowers the population to protect oneself, certainly when it concerns recent trends in crime patterns and risks; (4) The credibility and legitimacy of the police is sustained and the population has more confidence in the police, which leads to more compliance to the law by the population.

Sherman and colleagues conclude that the results of tests concerning these hypotheses are ambiguous. Proof for the assumption that crime prevention is sustained by the increase of information from the population towards the police is not available. For the second and third hypotheses is no evidence available neither. The most important conclusion is nevertheless that there seems to be enough evidence for the fourth hypothesis concerning the legitimacy. There seems to be enough research and evaluation that sustains the presence of a strong correlation between COP on the one hand and the legitimacy of the police and law abiding behaviour by the population on the other hand (Sherman, 1997).

More recently, Sunshine & Tyler have concluded from their research on policing that the evaluation of police *legitimacy* is based on the perception of the way in which people are treated (Sunshine & Tyler, 2003). Personal contacts between police and community are crucial – not the perception of the public with regard to how well the police handles crime.

In a study in Latin-American countries, Dammert & Malone (2006) indicate that the inclusion of the public in policing reduces public fear of crime. Although the authors are very careful in drawing this conclusion, they claim that this conclusion is very important in these ‘tough-on-crime-countries’.

In this respect, procedural justice also influences the extent to which the public is *willing* to engage in crime prevention. The results of a study by Reisig (2007) show that citizens who judge police practices as fair and respectful are more open for participation in (property) crime prevention. This implies that it is not simply the assessment of effectiveness that influences willingness of the public to participate, but merely the way in which police practices are perceived. This conclusion could be made regardless the level of property crime in the community. In this respect, the use of community policing as a police model can be seen as a crucial element in tackling crime. This finding was supported by empirical research in Australia, in which was found that - when the police apply procedural justice - they are more likely to be judged as legitimate (Murphy, Hinds & Fleming, 2008). At the same time, social survey data showed that foot patrols - a typical practical element in community policing - meets the public demand and supports “*the symbolic function of policing as a sign of social order*” (Wakefield, 2007). Earlier studies had already showed that foot patrols lead to higher levels of citizen’s satisfaction with police services and lower crime rates (except for robbery and burglary) (Trojanowicz, 1982). A few years later, however, Pate showed that foot patrols did influence people’s perceptions of safety and disorder problems, but did not influence the levels of reported crime (Reisig, 2011).

Reisig (2010) concludes in his study on the effects of community- and problem oriented policing, that in general, the results are encouraging. There is (though modest) evidence for the effects of these types of policing on levels of crime and disorder, and also for the perception of citizens with regard to their neighbourhood (Reisig, 2011). He also concludes that one of the important merits of the introduction of both community policing and problem oriented policing, is that it has instigated empirical research into police strategies and police practices, although of course a number of questions still remain.

A final and very recent (2012) impressive systematic review by Gill and colleagues (Gill, Weisburd, Bennett, Vitter & Telep, *in progress*), gathered both published and unpublished studies that focused on the effectiveness of community oriented policing. This review based their final conclusions on 45 trials, published in 25 reports. Their findings show that community-oriented policing was associated with a statistically significant, but very small reduction in officially recorded crime. But, although the effect on crime figures seems to remain limited, findings for other intended effects, such as legitimacy, citizen satisfaction, fear of crime and citizens' perceptions of local disorder, were very promising. The results showed a large increase in legitimacy and satisfaction with police, and a (more moderate) increase of odds of perceived social disorder and a decline in the fear of crime. The researchers hypothesized that short term improvements in legitimacy may lead to longer term effects on crime control, but emphasized the need for long-term research.

### *New types of policing take over*

Some scholars, as for example Manning, argue that the current attempt to consolidate and integrate research progress in community policing, problem solving policing, hot spots policing and crime analysis and crime mapping has collapsed into efforts of apparently preventive but actually active, aggressive- and arrest-oriented policing (Manning & Yursza Warfield, 2009). This reading is supported tacitly by research (Weisburd & Braga, 2006) containing little or no comment on the negative, unanticipated, or destructive impacts such types of policing has on order, sense of justice and "community."

In addition to this, academic literature has also changed its focus and is increasingly moving away from the topic; in their review of police literature in 2007, Mazeika and colleagues conclude that although police strategies have remained the largest category in police literature, 'community policing is no longer the most prevalent literature within this category' - for the first time in six years (Mazeika et al., 2010). Outcome-based research declined with over 32%. The primary focus of research within the category of police strategies (which is, by the way, declining since 2005) is now research on target groups (Mazeika et al., 2010). A positive conclusion of their review was however, that publications on policing have increased substantially, although it was not clear what the effect of this increase was on the distribution of research.

These developments have unfolded in the last twenty years. While many claims have been made, the cumulative progress in research based on deep and critical understanding of policing is modest in part because the research focus is far too narrow. It should therefore be emphasized that more research is needed for a good understanding of effects of police strategies and tactics, taking into account social processes that might influence the effects (Reisig, 2011). It does, after all, affect our society in a fundamental way.

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## Part 2 Results data collection and round table sessions

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### **Data Collection and round table sessions on Community Policing: main results**



## Data Collection and round table sessions on Community Policing: main results

During the Board Meeting of the Cyprus' Presidency, 19 September 2012 which was organised in Larnaca (Cyprus), and the Board Meeting of 7 December 2012 in Nicosia (Cyprus), two round table sessions were organised on the theme of community policing. Prior to these Board Meetings, the Member States were requested to complete a questionnaire on the organisation of Community Policing in their countries. Their answers formed the basis for a debate during the meetings, which were both moderated by Ms. Maria Xenophonos Christodoulou of the Cyprus Police.

### Overview of main results

Altogether, 18 of the 27 Member States responded to the request to complete the questionnaire. This questionnaire consisted of three main parts:

1. Questions on the existence, organisation and implementation of a Community Policing 'programme' in the country.
2. Questions on the work of the Community Policing Officers, including questions on the (authoritative) power, the uniforms, training and skills, and the content of their work.
3. Questions on the evaluation of Community Policing, among which questions on the goal(s) in each country, and on the evaluation and effectiveness of Community Policing.

The responses to the questions are summarized in the following tables 1, 2 and 3. The more detailed responses of each individual Member State are added in Annex (p.22 – 27).

**Table 1: The organisation of Community Policing – summary of the responses to the questionnaire**

The organisation of Community Policing	
<b>Do you have CoP* in your country?</b>	All 18 responding countries have some form of community policing. In Luxemburg and Romania for example they have 'proximity police', which is based on almost the same principles. In Austria it is mainly under the form of neighbourhood watch in the private and partly in the public sector.
<b>Who runs the programme?</b>	In most countries it is run by the police, often in collaboration with (national and/or local) government, local (private) organisations, NGO's, etc.
<b>Is it part of the police?</b>	In (almost) all countries community policing is part of the police - for some countries, like for example Denmark, Estonia, the Netherlands or Poland, it is part of the everyday police work. In Slovakia citizens from non-governmental organizations participate in the implementation of crime prevention measures.

<p><b>Do you have civilians working as CoP-officers?</b></p>	<p>9 countries responded in a negative way.                  In the Czech Republic, Lithuania and Spain citizens contribute as police-assistants or through special programmes.                  In Slovakia citizens from non-governmental organizations participate in implementing crime prevention measures but they do not participate in the implementation of the activities, projects and crime prevention measures in the framework of the Police Corps.                  In Germany they use civilians in some federal states.                  In Estonia, Ireland, the Netherlands and the UK citizens are employed as CoP-officers.</p>
<p><b>Are there any volunteers in the programme?</b></p>	<p>7 countries responded in a negative way. In 9 countries volunteers are used as CoP-officers, or assisting regular/normal CoP Police officers.                  In Austria the private initiatives are voluntary based.                  In Germany they use volunteers in some federal states.</p>
<p><b>What is the administrative structure?</b></p>	<p>In most countries CoP is embedded within the existing police organisation structure. In some countries - like for example Ireland, Estonia or the UK - there are special CoP-departments or teams, whereas in countries like Luxemburg or the Netherlands CoP forms part of the normal, daily police work.                  In Austria, CoP exists mainly in the form of neighbourhood watch organised by the private sector.</p>
<p><b>What kind of cooperation does the CoP-Programme have with other groups/authorities?</b></p>	<p>The cooperation with local partners is one of the cornerstones of CoP. Cooperation can be found with local and state authorities, businesses, NGO's, schools and youth groups, community members, media, etc.</p>

\*CoP = Community Policing

**Table 2: The organisation of Community Policing – summary of the responses to the questionnaire**

<p><b>Community Policing Officers</b></p>	
<p><b>What powers do CoP-officers have?</b></p>	<p>In most countries the CoP-officers have more or less the same powers as any other regular police officers. However, often they are more and explicitly encouraged to develop a close relationship and collaboration with the communities (like for example in the Czech Republic and Italy). This needs to be their main focus.                  Citizens who perform duties in CoP are often more restricted in their powers, for example in the Netherlands, volunteers are not allowed to do any high risk work. In Germany voluntary police members have no police powers, but they do have some extra powers compared to other citizens, for example identity verification.                  In Estonia, the law enforcement units or officials of a rural municipality or city participate in ensuring the public order. However, they cannot fulfil functions and activities which strictly belong to the police.</p>

<p><b>Do they wear uniforms? Different from other police officers' uniform? Are there any distinctive markings on the uniform that indicate the CoP-Officer status?</b></p>	<p>In 8 countries the CoP-officers wear the same uniform as any other regular police officer. In Cyprus, Italy, Slovakia and the UK they wear uniforms which have some distinctive markings (like for example different coloured hat or tie, different belts, caps, or badges), distinguishing them clearly from other police officers.</p>
<p><b>What kind of training do they receive?</b></p>	<p>In most countries police officers who will be involved in CoP-work receive some extra training (besides the normal basic police training). Courses often included in the CoP-training are the following: mediation, communication, human rights, problem-solving techniques, etc.</p>
<p><b>What qualities, traits or skills are required in order for a police officer to work as a CoP-Officer?</b></p>	<p>Making a summary of all the responses received, a CoP-officer should have the following qualities or skills:</p> <ol style="list-style-type: none"> <li>1. Communicative and negotiating skills, being inquisitive and being a good listener</li> <li>2. Having a community focus: to understand the needs of the community and being able to gain trust from partners and citizens and form good interpersonal relationships</li> <li>3. Perform good teamwork with internal and external partners as well as being able to work alone</li> <li>4. Strong leadership skills, able to make decisions</li> <li>5. The ability to stay calm under high pressure or in sensitive situations</li> <li>6. High moral standards and strong self-motivation</li> <li>7. Problem-solving skills, searching for solutions</li> <li>8. Having respect for Human Rights and diversity</li> <li>9. Planning and organising skills</li> <li>10. Taking personal responsibility</li> <li>11. Good observation skills of the surrounding environment</li> <li>12. Disciplined and of good character</li> <li>13. Experienced in regular police work, knowledge of foreign languages and of information technology systems</li> </ol>
<p><b>What is the job description of CoP-Officer? What are their duties?</b></p>	<p>There is a wide range of duties assigned to them, among others:</p> <ol style="list-style-type: none"> <li>1. Working with citizens to enhance the security of the area</li> <li>2. Supporting victims</li> <li>3. Preventing accidents</li> <li>4. Preventing crime through patrols and advising citizens on security measures</li> <li>5. Reducing youth delinquency</li> <li>6. Lowering the fear of crime</li> <li>7. Solving local problems</li> <li>8. Enforcing the law</li> <li>9. Organising social events in the community</li> <li>10. Gathering intelligence</li> <li>11. Working with socially vulnerable groups</li> </ol> <p>...</p>

**Table3: The evaluation of Community Policing – summary of the responses to the questionnaire**

Evaluation	
<b>What is the goal of the CoP-Programme in your country?</b>	<ol style="list-style-type: none"> <li>1. To improve the quality of life for the citizens</li> <li>2. To improve the quality of service offered by the police to the people</li> <li>3. To prevent crime and reduce the fear of crime</li> <li>4. To build a relationship of trust with people in the community</li> <li>5. To encourage citizens' involvement in local issues</li> <li>6. To help solve local problems</li> <li>7. To increase police visibility</li> <li>8. To enhance communication strategies</li> <li>9. To raise awareness on crime issues</li> </ol>
<b>Has the programme been evaluated yet? If yes, by whom?</b>	In most countries (parts of) the working of CoP has been evaluated in some way and/or on different levels. The evaluations are done (internally) by the police, sometimes by academics, general surveys or by different government departments.
<b>Is CoP effective? Why/why not?</b>	Positive response from the public, drop in crime rates, faster reaction to neighbourhood needs, police dealing with local problems, more trust in the police.
<b>Any other issue?</b>	The current economic climate and financial crisis could pose a challenge to the work and implementation of CoP, for example the number of police officers is decreasing in some countries and/or police officers have to get more involved in reactive duties, reducing the time they can allocate to CoP-work.

## Round table discussion

One notable result when you ever read anything about community policing – and which has also been mentioned in this toolbox on several occasions - is that the concept is defined and delineated in various of ways. This becomes even more apparent when you compare different European Member States. Each World Café was attended by a number of National Representatives and/or their Substitutes of the EUCPN. The World Café in September was attended by representatives of Cyprus, Czech Republic, Denmark, Finland, Ireland, Italy, Lithuania, Romania and Spain. The one in December was attended by representatives of Austria, Bulgaria, Cyprus, Denmark, Germany, Hungary, Ireland, Italy, the Netherlands, Romania and the United Kingdom. The discussions were conducted based on the answers provided in the questionnaires.

The question was posed to the group to discuss on the definition of community policing. Despite some differences on how this is organized in the different countries across Europe (cfr. supra), there were some points which clearly everybody agreed on and which seemed to form the very basis of community policing.

- ▶ Policing & Community: Obviously, community policing is based on the whole idea of the police being linked to the community, forming part of that community and working with that community every day: “It is **for** the community and **with** the community.” But – and this is important – what community are we talking about? The spatial community? The community of ‘workers’, housewives, business people, youth,...? And what is policing? Is it just a matter of the police, or also of the wider public? From a practical point of view, these are interesting and important questions. They are often answered differently as can be seen in the approach of community policing within the Member States. Nevertheless, the participants of the round table discussion concluded that it is more an ethical aspect: it is about our thinking and about the way we deal with people. The bottom line is that we want to provide a service and get support from the public.
- ▶ Flexibility: There should be room for the police to respond to local needs and demands. The priorities need to be set by the citizens. Hence, there needs to be the scope and the resources to deal with minor problems people are concerned with. For example organizing meetings with local citizens, the mayor, the police, etc. and work out together what the priorities are = ‘shared responsibility’.
- ▶ Visibility: Visibility of the police in the streets can be an important aspect of community policing, but it is impossible to be everywhere at all times. It is important that communities understand that it is not up to the police to solve all the problems.
- ▶ Communication: In the media there is often a lot of focus on crime, which raises the fear of crime in the community. It is the task of the community policing officer to inform the citizens, to give them correct information.
- ▶ Focus on police **service**, instead of police **force**.
- ▶ Integrated approach: Community policing should not be separated from the police force as a different department, it should be integrated throughout the whole police force, for example even the response team should think with the community in the back of their mind.

# Annexe - The Programme

Country	The programme	Who runs the programme?	Part of the police?	Citizens as CoP-officers?	Volunteers in the programme?	Administrative structure?	CoP and other groups/authorities?
AT	Do you have CoP in your country? In form of neighbourhood watch mainly in private and partly in public sector.	Private organisations in collaboration with law enforcement agencies, community members and groups. The police in public sector	Yes	No - no special CoP-officers	Private initiatives are voluntary based	Private associations. Updates on safety information through police - ministry of interior	CoP and other groups/authorities? Insurance associations, Chamber of Economics, Austrian Safety Council
BE	Yes	The federal police	Yes	No	Not directly	The policy of community policing is elaborated and supported by the federal police but structural embedded in the police plans and the daily working of every local police organization	Partnerships between social and judicial partners - and most importantly with the population - as one of the pillars.
BG	Yes	Police	Yes	No	No	A permanent working group at the Ministry of Interior.	Cooperation with municipalities, schools, NGO's and other institutions.
CY	Yes	Police	Yes	No	No	Part of the District Administration with operational supervision from Police Headquarters. The Assistant Chief of Police has the ultimate responsibility for the operational aspects, although the CoP-officers are supervised by the Crime Prevention Office.	Partnerships with the local authorities, as well as with NGOs, other Governmental Organisations, local groups, etc.
CZ	Yes	(Municipal) Police	Yes	Not in terms of police officers but citizens are employed by and/or do assist the CoP Officers	CoP-assistants are either employed by the police or work as volunteers, depending on the type of programme, activity and/or model.	Administrative decentralization, i.e. shift of responsibility, decision-making and accountability towards the patrol officer. He/she is granted broad discretionary and decision-making power in order to be close to the input from the community. It should be done in a given community and how it should be implemented.	Active cooperation with other government agencies, NGOs, private businesses, media and community members.
DE	Yes, but not as a central national programme. There are different concepts in the federal states (Bundesländer) and in the local communities according to the local structure and needs.	Local police	Yes In some states there is voluntary police	Yes in some federal states	Yes, in some federal states	In some states there is a voluntary police or security states there are regular police officers, integrated into the police organizations and involved in various CoP-projects	Cooperation and round tables with different partners form various local authorities, like e.g. the schools, youth authorities, judiciary.
DK	Community policing is not a well defined method, but more a philosophy or approach to police work.	Police	Yes	No	No	12 police districts with an investigating department, a readiness department and the community or local police	The head of the community/local police in each police station is also the contact person in the everyday work with the local authorities, including the crime prevention cooperation. The legislation requires close cooperation between the police, the municipalities and other local players in crime prevention. The cooperation is formalised in the 'local councils'.
EE	The Community Policing has been the basic principle of Estonian police work for several years.	Ministry of Interior in cooperation with Police and Border Guard Board	Yes	Yes	Yes	CoP in Estonia is organised in the following way: - Police officers - officials of the Police and Border Guard Act - Assistant police officers - Assistant Police Officers Act - Other interested cooperation partners - Law enforcement units (state, municipal or city - Local Government Organisation Act) In every regional structural unit of the Police and Border Guard Board (in total 4 prefectures), there is a coordinator.	Oral or written agreements with cooperation partners, i.e. state authorities, local governments, social and health authorities, private sector, NGOs, volunteers, etc. The aim is to develop understanding among community opinion leaders and local politicians that the participation as a volunteer in maintaining public order is a self-evident action. Their positive example should help to find and encourage other active community members to join with the voluntary work and help to develop a secure neighbourhood.
EL	-	-	-	-	-	Central Service in the General Commissariat of Public Order at the National Headquarters, and a Regional Squad in the Regional Headquarters, and also the Police Department Public Security in the police stations all around Spain. The administrative structure is a triple structure: 1. Internal structure (= formal complaints and Citizen Attention Office) 2. External structure (= Operational Units for Crime Prevention) 3. Citizen Participation and Programmes	-
ES	Yes	National Police Corps Municipal Police	Yes	No, but citizens take part through the Citizen Participation Programme.	Yes	Close and constant cooperation with the Delegate of Citizen Participation and the representatives of the citizens groups. The Citizen Participation Delegates have permanent channels to cooperate with other existing authorities and institutions.	-
FI	-	-	-	-	-	-	-
FR	-	-	-	-	-	-	-
HU	-	-	-	-	-	-	-
IE	Yes	Police	Yes	Yes	Yes	1. The Regional Assistant Commissioners are responsible for the operational introduction of the Garda Síochána National Model of CoP 2. Divisional Officers drive and embed the CoP-model within their respective areas of responsibility. The Chief Superintendants together with the District Officers is to ensure the proper resourcing of the CoP-function within the area under their command. 3. District Officers take ownership of CoP within his/her area of responsibility. They ensure that a CoP-Team is established in their district. 4. CoP-Team: in addition to core policing, their role is defined within the Garda Síochána National Model of CoP, and a Role Profile has been developed. The Programme is implemented through the provincial offices (Central Police and Carabinieri Stations in every Province) subject to the Public Security Provincial Authority, and carried out by officers serving at borough police and Carabinieri stations.	Joint Policing Committees and Local Policing Fora provide a fora at which the local authority and senior Garda officers responsible for policing that area, with the participation of Government members and representatives from the community and voluntary sector, can consult, discuss and make recommendations on matters affecting the policing of the area.
IT	Yes	Police - Public Security Department of the Interior Ministry	Yes	No	No	The community policing programme translates the idea of partnership in security. This aspect represents a constant cooperation ground with governmental and non-governmental organizations operating at the local level.	The community policing programme translates the idea of partnership in security. This aspect represents a constant cooperation ground with governmental and non-governmental organizations operating at the local level.

LT	Yes	(Local) Police	Yes	Yes, some communities are organizing and implementing self-preservation groups, some of them are working as police supporters.	Yes	Police - community - municipality	Local business men, trade, politicians, shops, NGO's, etc.
LU	Police de proximité	Police	Police is only actor	No	No	CoP is part of the daily police work. There is no leading s	Local authorities and external partners (e.g. responsible of youth programmes) to analyze public order problems and criminality on a local or regional level, in order to develop a preventive action plan.
NL	Yes	Police	Yes	Yes	Yes	CoP is part of the National Police.	Police teams have extended relationships with local authorities (e.g. community council, schools, etc.)
PL	Not a special programme, rather some elements of CoP ideology implemented on the local level of Police entities	Police	Yes	No	No	District police officers' are a part of the staff of each respective Municipal Police Station or Regional Police Station.	'District police officers' are supposed to cooperate closely with all sorts of organizations (public and private) that operate on their designated territory (district) which are dealing with ensuring public security and safety.
PT	-	-	-	-	-	-	-
RO	Yes, in terms of proximity police, No neighbourhood watch programme has been implemented.	Police	Yes	No	Yes	Part of the Public Order Directorate	In crime prevention and public safety programmes and projects to ensure citizen safety and reduce the fear of criminality.
SK	Crime prevention measures at municipal level	Police State and government Liaisons Non-governmental organisations	Yes & No	The citizens from the non-governmental organizations participate in implementation of crime prevention measures, but they are not participating in the implementation of the activities, projects and crime prevention measures in the framework of Police Corps.	Yes	1. At the municipal level are 8 crime prevention coordinators, who are responsible for implementation of activities arising out of the approved strategy, and also the Commission of crime prevention and other associated activities. They work representatives of the State and State institutions, non-profit associations, Commissions for crime prevention are working also at the individual levels of self-government. 2. At the regional level preventive activities and projects are carried out by policemen from Communications and Prevention Services of Regional Directorates of Police Corps in which competence is also creation of their own projects and activities on the basis of the evolution of the security situation in the region. They provide preventive activities and projects, as appropriate in connection with the competent services of the Police Corps. 3. At the level of 38 District Directorates there is the permanent post of officer specialist of Prevention Group of Internal Department, who is responsible for the implementation of crime prevention at district level.	Employees of municipal police, of education, culture, local organizations of the Slovak Red Cross, fire-fighters and Rescue Corps, military, municipalities, as well as the third sector organisations.
SI	-	-	-	-	-	-	-
SE	-	-	-	-	-	-	-
UK	Yes	Police Home Office	Yes but in partnership with communities, other public and private agencies	Yes, PCSOs and Accredited persons (e.g. neighbourhood wardens, shopping mall security guards, hospital security)	Yes special constables	Varies in local areas, depending on local needs	Most community policing teams have strong links with local partners, often through local authority community safety partnerships, who work together with the police to solve local problems.

# Annexe - CoP-officers

Country	CoP-officers What powers do CoP-officers have?	Uniforms?	Training?	Qualities/trait/skills?	Job description? Duties?
AT	-	-	-	-	-
BE	Same powers as regular police officer	Same uniforms as regular police officer.	There is a specific training, with courses such as mediation, communication, etc.	1. Communicative skills 2. Being able to gain trust from partners and citizens 3. Searching for solutions 4. Perform good teamwork with internal and external partners	Besides some basic police tasks, the CoP-officer is responsible for a specific territorial part of the police zone or of a specific target group. He/she has to try to have a positive influence in his/her neighbourhood, e.g. based on observations, he/she has to mobilize colleagues to tackle the signalized problems. No specific job description other than for other police officers. It is just a part of the police force which is supposed to work as CoP-officers.
BG	They are normal police officers who perform their daily duties and work with citizens to solve problems at the local level	Same uniforms as regular police officer.	They receive regular police training, with additional specialised training, including e-training. They receive a basic 3 weeks CoP-training, covering topics such as: Communication skills, human rights, computer and presentation skills, intelligence, victim support, recognition of drug abuse, bullying, planning and execution of events, social groups, issues related to racism, mediation, youth board project. They are also trained at regular intervals on specific topics, such as Trafficking of Human Beings, Radicalisation and Time Management. CoP-officers receive training at the academy and during their service, with focus on support CoP-Principles and tactics. Encouraging of creative thinking, a proactive orientation, communication and analytical skills, techniques for dealing with concerns regarding the quality-of-life and maintaining order. CoP-assistants receive training which teaches them how to be a good mediator, how to raise public awareness, how to engage the community in finding solutions to their problems, etc.	-	1. To have continuous personal contact with the local communities 2. To be informed on criminality in the area 3. To be able to provide crime prevention activities (with or without the cooperation of other people/services)
CY	Same powers as regular police officer	Same uniforms as regular police officer. The CoP-officers on bicycles wear a special uniform, which is different from the usual one.	-	1. Min. 3 years of police service 2. Wide ranging education in police issues 3. Never committed any Disciplinary Offence 4. Disciplined and of good character 5. Ability to form good interpersonal relationships	Working with citizens to enhance safety of the community they are living in. This includes resolving conflicts, helping victims, preventing accidents, solving problems, fighting fear, reducing crime through apprehension and enforcement. BUT almost impossible to give one job description because there are differences in the perception of CoP-strategies. Also, different locations may require different strategies and/or solutions.
CZ	Apart from regular police duties - i.e. law enforcement - the CoP-officer is encouraged to develop a cooperative relationships in the community, guided by values and purposes, rather than constrained by rules and excessive supervision.	CoP-officers wear the same uniforms as regular police officers. The civilian assistants wear their own distinctive clothing, indicating they are 'crime prevention assistants'	The regular police officers receive regular police training. The voluntary police officers receive a special training, depending on the state.	1. The ability to work alone and in a team 2. Strong leadership skills 3. The ability to stay calm under high pressure or in sensitive situations 4. Good communication and negotiating skills 5. High moral standards and strong self-motivation	No nationwide job description, depends on the local programme.
DE	Regular police officers have the regular police powers. Voluntary police members have some extra powers compared to normal citizens, e.g. 'identity verification' in his state (Baden-Württemberg) they have same status as regular police officers.	In some states the voluntary police wear a police or special uniform	-	-	-
DK	Same powers as regular police officer	Same uniforms as regular police officer.	-	-	-
EE	Same powers as regular police officer	The law enforcement officials wear uniforms with local government insignia or other distinguishing badges, which clearly distinguish them from the police.	DK	DK	1. Police: the Police and Border Guard Act describes the main tasks, basic responsibilities and rights of the police, but also enacting service in police - recruiting, career, pensions, etc. 2. Assistant Police Officers can act with a police officer of independently. 3. The law enforcement units or officials of a rural municipality or city are not part of the Police and Border Guard, and cannot fulfil functions and activity of the police. They participate in ensuring the public order and to exercise supervision over compliance with the rules adopted by the rural municipality or city council in the jurisdiction determined by the local government.
EL	-	-	-	-	-
ES	Same powers as regular police officer	Same uniform as any other regular police officer	According to the triple structure, every CoP-police officer is trained to achieve the objectives.	Same qualities, traits and skills as any other regular police officer, and a good ability to communicate with the citizens and skills in interpersonal relationships.	Dependant on triple structure, but basic duties are: 1. Attending urgent incidents to the citizens 2. Solving the citizens' problems 3. Receiving the citizens' requests and gathering their proposals 4. Transmitting and reporting about the activities to the National Headquarters
FI	-	-	-	-	-
FR	-	-	-	-	-
HU	-	-	-	-	-
IE	1. Enforcing the law by adopting appropriate measures of sanction 2. Establishing and supporting community crime-prevention programmes 3. Patrolling effectively to reassure the community, reduce the fear of crime, and address quality of life issues 4. Working proactively in partnership with the community 5. Identifying and tackling the root causes of community issues by adopting problem-solving techniques 6. Improving interaction and communication between all sections of the community and An Garda Síochána.	Same uniforms as regular police officer.	A one day CoP Awareness Seminar which includes an introduction and the review of: 1. The Ethos of Community Policing 2. The National Model of Community Policing 3. Community Policing Skill sets & Responsibilities 4. Customer Relationship Management 5. Problem Solving (An Introduction to the 'SARA' model of community policing) 6. Crime Prevention Techniques 7. Crime Prevention through Environmental Design	1. Community focus 2. Problem-solving 3. Effective communication 4. Respect for Human Rights and diversity 5. Planning and organising 6. Personal responsibility The purpose of the Community Garda is to police the community using a process of engagement, consultation and integrated problem-solving that is inclusive of all ethnic and culturally diverse groups.	Key responsibilities, duties and tasks connected to the skills and qualities of the CoP-officer.



IT	<p>In their capacity as State Police and Carabinieri personnel, community officers perform institutional criminal and prevention police tasks. Their job is predominantly based on a dialogue with citizens aimed at obtaining any information that may be relevant to policing.</p>	<p>Community police officers wear the same uniforms as all other police/capabinieri officers, though with some distinctive features such as different sweaters, cold-weather jackets, caps or belts, for better visibility. They are not a special unit but at the same time a few simple details make a community patrol immediately recognizable for citizens.</p>	<p>Community officers start working after a training period in special schools. Training covers communication skills and public relations' management by using problem solving techniques.</p>	<p>The practitioner should have a remarkable ability to establish and maintain social relations as well as to observe the surrounding environment as a key element to increase their knowledge and foster more effective prevention and investigation.</p>	<p>1. Community police officers feature all those professional qualities required by law with respect to their training in specialist subject matters. 2. Community police uses routine policing programmes aimed at deep and constant investigative monitoring of the environment, adding to physical surveillance carried out by all other operating modules (patrol cars and motorbikes, horse-mounted patrols, motorhomes and others). 3. Community police officers keep steady contact with citizens; provide information and guidance on security, monitor their territory, timely inform their office of any accident and in case of emergency directly intervene as required. Contact with citizens brings forth important information for both policing and developing special training programmes</p>
LT	<p>Same powers as regular police officer</p>	<p>Same uniform as any other regular police officer</p>	<p>In the beginning of the programme all the public police officers gained specific training from the police headquarters, also they were introduced to the experience of the neighborhood countries, other international experience through the theoretical material. All the time they have periodic training on proper items.</p>	<p>To be communicative, inquisitive, benevolent, pushing, to understand the needs of the community.</p>	<p>They are initiating the CoP groups in the locality, all the time communicating in the neighborhood with the citizens, also - investigating their claims, administrative offences, give fines and other penalties, implementing preventive programmes.</p>
LU	<p>NA</p> <p>Same powers as regular police officer, but some restrictions in the kind of work they do, i.e. no high risk level.</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>	<p>NA</p>
NL	<p>1. Uninformed volunteers who fulfill regular police duties in a certain tested level. 2. National services by assisting regular police with specific knowledge and skills acquired through their civilian experience or assisting the organization by receiving requests or providing administrative assistance.</p>	<p>Same uniform as any other regular police officer, with the distinctive marking of the (normal) lower ranks.</p>	<p>1 year training</p>	<p>DK</p>	<p>DK</p>
PL	<p>Same powers as regular police officer</p>	<p>Same uniform as any other regular police officer</p>	<p>During the basic training (one that every policeman receives before she/he is admitted to the service) there are classes dedicated to the specific duties of the 'district police officer'. Then each 'district police officer' participates in the specialized course dedicated for them (in Police schools) which prepares her/him to the work in this field.</p>	<p>This matter is not regulated in the procedures, but each commander of the police station is aware that she/he should choose a right person for this position as it is important that this police officer has good interpersonal skills so that she/he would be accepted, respected and liked in the environment where she/he operates.</p>	<p>The duties of 'district police officer' are several, among them: 1. Collecting the information about the danger, negative social phenomena and potential threats existing on her/his territory; 2. Doing the intelligence work about dangerous persons that are in the circle of interest of the Police; 3. Cooperating closely with the local inhabitants in order to specify the level of safety, the feeling of security and draft the problems priorities; 4. Protecting and assisting victims of crimes; 5. Initiating and organizing crime prevention activities; 6. Monitoring the situation in the families where domestic violence occurs; 7. Cooperating with local institutions such as local authorities, schools, NGO's.</p>
PT	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>
RO	<p>As part of Police, the powers of Proximity Police are those stipulated by the law, meaning to safeguard Human Rights, prevent and counter crime, ensure public safety.</p>	<p>Yes/no, some are uniformed and some are plain clothes police officers.</p>	<p>1. Communication training courses; 2. Security marketing, project elaboration training and the S.A.R.A method; 3. Criminal investigation courses.</p>	<p>Communication skills, being a good listener and professional skills</p>	<p>1. To observe the interests and expectations of the local communities and citizens at large; 2. To observe the communities they serve in order to build partnerships between Police and the civil society (schools, church, businesses, local authorities, etc) to ensure public safety and improve quality of life; 3. To prevent and counter crime; 4. To inform and counsel citizens regarding legal provisions and procedures in order to prevent the commission of crime as well as victimization, thus contributing to the consolidation of safety and the reduction of criminal activities; 5. To investigate recorded offences, according to the provisions in the Penal Code, at the complaint of the injured party. Coordinating preventive activities at the municipal level, working with children and young people, seniors and socially vulnerable groups, endangered groups, working in projects that are declared/modified by the ministries of Social Republic regarding the preventive activities (for example, alarm units for local camera systems, traffic signs as "Beware of school" and others).</p>
SK	<p>National municipal police may perform the tasks of the police only if the complete secondary education or secondary vocational education, and received a full professional training of the municipal police.</p>	<p>The uniform of the municipal police is uniform throughout the territory of the Slovak Republic. The distinctive markings are not the same in each of the municipal police. It depends on the individual decision of the City Council.</p>	<p>Same training as regular police officers. The member of the Police Corps (state police) can become a police officer by completing of the specialized police education: after two years of State service and performance during the last year of performance he/she can participate in the basic police education organized in one Central training school of the Police Corps.</p>	<p>Interpersonal skills, the ability to the decision-making, responsibility, adequate moral qualities, knowledge of foreign language and of information technology systems, etc.</p>	<p>-</p>
SI	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>
SE	<p>PCSOs currently have 20 standard powers, plus a range of additional discretionary powers which are granted by a local chief officers should he or she believe they are required to respond effectively to local priorities. The government believes that these limited powers are a key strength; providing PCSOs with the time and space necessary to really get to know their local area and actively engage and build relationships with their communities.</p>	<p>PCSOs do wear uniforms, and the badges make it clear that they are community support officers rather than warranted police officers. (See page 42 - 43 of the PCSO ACPO guidance)</p>	<p>See pages 18 to 21 of the ACPO guidance</p>	<p>See Appendix G of the ACPO guidance</p>	<p>See pages 6 and 7, and Appendix G of the ACPO guidance</p>
UK	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>

Annexe - Evaluation

Country	Evaluation	Goal of CoP Programme?	Programme evaluated? By whom?	CoP effective? Why/why not?	Other issue?
AT	Sensibilisation Prevention activities regarding burglaries, robberies, pickpocketing/ theft by tricycle	Yes, by Criminal Intelligence Service Austria, sub department for crime prevention and victim support	Effective in respective area	/	/
BE	Together strive to a higher quality of living and to a higher quality of life for the citizens through the cooperation and collaboration with citizens, NGO's and other stakeholders in order to increase security and protection of public order, and ensuring the rights and freedom of citizens.	Yes, by academics.	The results of the evaluation were positive.	/	/
BG	Crime prevention and reduce the fear of crime. Build a relationship of trust between the police and the public. Encourage citizens' involvement in common issues. Support in solving local problems.	Yes, initially after the 12 months pilot (2004) by a special police committee. Then again in one area 3 years later (2007) by the Crime Prevention Office. It formed part of a survey on the Police amongst the population in 2011. Currently, another questionnaire is distributed by the Special Police Committee, amongst all CoP-officers and all those who have served as CoP-officers at some point.	Feedback from citizens is positive: CoP-officers deal with local problems, people feel safer and they feel they have someone to call in case of need.	/	/
CY	Promotion of organisational strategies, which support the systematic use of partnerships and problem-solving techniques, to proactively address the immediate conditions that give rise to public safety issues. The goal is to identify community problems and provide community solutions and police strategies to encourage the community to become partners in controlling and preventing crime	All ongoing CoP-projects are being regularly monitored and evaluated. The evaluation process vary according to the type of project but emphasis on quality above quantity-oriented evaluation (e.g. more concern for how well problems are handled, instead of merely registering how quickly they were handled).	Need for more long-time evaluations to claim CoP is a definite success. All available data, based on short-time evaluations or various CoP-programmes have shown that it is certainly the right way to go. The evaluations have shown that the CoP-programmes are very useful and positively perceived by all involved parties.	/	/
CZ	To bring police and the population closer together. To understand each other's needs and to react individually to the specific local needs in preventing and fighting crime, by integrating all protagonists.	Different programmes, but the voluntary police services e.g. have been tested and evaluated as pilots, and then extended to other communities in the state.	Depends on the programme.	/	/
DE	1. Decentralizes police work 2. Work in conjunction with local community 3. Increased focus on preventive work 4. Increased focus on citizens' (subjective) feeling of safety	Yes, original 6 experimental projects were evaluated by two academics.	Achieved goals: Crime rates dropped. Schools, municipalities & others reported that it became much easier to get into contact with the police. Unachieved goals: Subjective feeling of safety was lower than the nation's average during period of the project. Police did not succeed in increasing its visibility.	/	/
DK	The principles of CoP are the following: 1. Prioritizing the needs of the community 2. Police units located in the 'right' places (optimal network & accessibility) 3. Patrol work based on time-place analyses 4. Focus on local conditions 5. Decentralization 6. Problem-oriented work 7. Provision of high quality service 8. Maximum cooperation 9. Use of volunteers	Yes	CoP has a good reputation among the population, politicians and the police. Community members support the actions as volunteers (e.g. police assistants, Neighbourhood Watch) Crime Prevention Networks established on local and state level. The level of trust in the police = 85%. The police officers have various supporting IT systems, good equipment, vehicles, etc.	/	Due to financial cuts the number of (CoP) police officers is decreasing and they have to get more involved in reactive police tasks. Hence, there is less time for CoP-tasks.
EE	Main objective = preventing by integrating 1. Suitable environment of citizenship 2. A direct and continuous relationship with the citizen groups 3. Co-operation and collaboration with the police activities 4. Objectives and strategies focused on solving problems 5. Greater flexibility in work plans 6. Decentralised decision-making process to the most appropriate level 7. Performance assessed by quality parameters	Once a month and on 3 levels: 1. Regional Headquarters (Public Order Squad) 2. Central Commissioner for Public Order (Citizen Participation and programmes central unit evaluate the operational activities) 3. General Directorate of the Police (Deputy General Operational Director by means of the Monitoring and Operational Control Central Unit)	1. Crime rate is reduced and still declining more and more 2. National statistics show the inhabitants in Spain under the National Police Corporation of the best public institution in Spain 3. CoP-Plan feeds back information between the police and the citizens through Twitter and confirms that the police strategy has a strong social approval.	/	/
EL	1. To provide a dedicated, accessible and visible Garda service to communities and provide feedback 2. To establish effective engagement processes to meet the needs of local communities and 3. To use problem-solving initiatives, devised in partnership with local agencies, to tackle crime and anti-social behaviour, through targeted enforcement and crime prevention and reduction initiatives 4. To engage in a community-focused approach to provide solutions that reduce the fear of crime 5. To engage meaningfully with young people to develop and foster positive relationships with the goal of promoting personal and community safety 6. To develop a participative management style and an organisational structure that rewards excellence in service, management and problem-solving objectives 7. To enhance communication strategies that support community policing objectives 8. To be accountable to the community we serve.	No	Garda Public Attitudes Survey (2008) reported a satisfaction rate of 81% - www.garda.ie	/	A potential challenge is the changed economic climate and its impact on public services. Under the National Recovery Plan, the total number of Garda (Irish police force) is set to reduce from 14,500 in 2009 to 13,000 in 2014. An immediate priority is to focus on how this reduced level of resources can best be deployed to ensure minimum impact on communities.
FR	The goal is to feed and strengthen mutual trust and collaboration between the police and the community that can reduce existing crime levels, while at the same time breaking down the widespread sense of insecurity.	Like all other police activity, this programme also undergoes evaluation by the competent authorities. A common system of result indicators between the two law enforcement agencies involved in community policing exists to allow evaluation of effectiveness.	Since its introduction, community policing has significantly spread throughout the country with positive results in terms of increased safety perception. It has become an integral and necessary part of the general security system.	/	/
HU	More specifically, the ultimate goal is to gain a more penetrating knowledge of the environment and better interaction with the community in order to develop collaboration between citizens and the institutions and, through the collection of news and information, to align the two major action strategies: prevention and repression.				
IE					
IT					



LT	Focus on the needs and fears of the community and find a way and the means to eliminate these fears. Also, to create a safe and well-balanced environment in the neighbourhood.	Internal evaluations	It creates strong and not official but private bonds between the community members and the authorities, which leads to more ways to keep the neighborhood and the environment safe. Also it favours steady police presence in the community, secures faster reaction to the neighbourhood's needs.	/
LU	NA	NA	NA	NA
NL	To create a safe and secure society	Various reports on CoP	In terms of legitimacy and enthusiasm from citizens and (local) authorities it is a yes. Also regarding a secure neighbourhood we think it is a yes, especially because CoP alerts local citizens en authorities to do their (preventive) part of the job. But there is no solid proof for this assumption because there is no other system to compare within the Netherlands.	/
PL	By the means of ensuring good cooperation between the Police and citizens – safeguarding public security, fighting with crime and negative social phenomena.	No – this is not a programme, but a part of Polish law enforcement system.	DK	/
PT	-	-	-	-
RO	To improve the current situation in terms of criminality (conflict resolution; cooperation with the community, reduction of fear of crime).	Yes, by the Romanian National Police Inspectorate's management	Yes, as its main role is to ensure public order and safety by informing and training citizens such as not to become victims of crime. Projects of the placing of the camera systems in the cities and villages are evaluated positively and contribute to increasing safety of their inhabitants and the overall lead to the reduction of crime. National projects carried out in the scope of the Police Corps were already in the process of their preparation created with respect to meet the criteria of effectiveness. These are projects that are focused well, systematically implemented in the long term by policemen, who are professionally trained in the field, with regard to the target group sufficiently saturated by information, within which their effectiveness is verified by the method of questionnaire.	/
SK	The objective task is to eliminate the causes and conditions which enable to commit crime and other antisocial activity. Reducing delinquency of teens and minors, the traffic discipline, the raising of awareness of the legal consciousness of inhabitants.	Yes, annually evaluated and submitted to the Government of the Slovak Republic.	Municipal police is working on a number of topics and areas of cooperation: traffic prevention, prevention for seniors; prevention in schools as a criminal liability alcohol and smoking, etc.	-
SI	-	-	-	-
SE	-	-	-	-
UK	As well as providing a visible policing presence in neighbourhoods, the neighbourhood policing approach aims to provide people who live or work in a neighbourhood with: 1. Access - to local policing services through a named point of contact 2. Influence - over policing priorities in their neighbourhood 3. Interventions - joint action with partners & the public 4. Answers - sustainable solutions & feedback on what is being done	The pilot programme was evaluated by the Home Office before it was rolled out across the country.  Relevant literature: 1. Tuffin, R., Morris, J. and Poole, A. (2006) An Evaluation of the Impact of the National Reassurance Policing Programme. London: Home Office. 2. Quinon, P. and Morris, J. (2008) Neighbourhood Policing: The Impact of Policing and Early National Implementation. London: Home Office. 3. Dalgleish, D. and Myhill, A. (2004) Reassuring the Public: A Review of International Policing Interventions. London: Home Office 4. Myhill, A. and Beak, K. (2008) Public Confidence in the Police. London: National Policing Improvement Agency. 5. Myhill, A. and Quinon, P. (2009) Confidence, Neighbourhood Policing, and Contact Drawing Together the Evidence. Policing: A Journal of Policy and Practice, 4 (3): 273-281. 6. Myhill, A. (2006) Community Engagement in Policing: Lessons from the Literature. London: Home Office. 7. Lubycki, K and Foster, J. (2009) Citizen focus and community engagement: a review of the literature. London: Police Foundation	Taken together, the evidence presented in this report provides a consistent picture which shows that positive change in key outcome indicators, such as crime, perceptions of antisocial behaviour, feelings of safety after dark and public confidence in the police, was attributable to the National Reassurance Policing Programme. The effort put into engagement was noticed by the public. The public also noticed change delivered through targeted problem-solving, which requires detailed analysis and action in partnership. Visibility and familiarity could not deliver shifts in public perception on their own, according to this evidence. A national roll-out of neighbourhood policing, if properly implemented, can therefore be expected to deliver improvements in crime reduction, public confidence, feelings of safety, and perceptions of anti-social behaviour.  When piloted at a local level, neighbourhood policing was found to have a significant positive impact on a wide range of outcome measures, including crime victims, police officers, and public confidence in the police. Follow-up research found that the vast majority of these improvements were sustained in the longer-term. Importantly, these delivery mechanisms – foot patrol, community engagement, and problem-solving – were all found to be critical in improving the public's confidence in the police.	/

## Part 3 Results expert workshop on community policing and radicalisation

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### Community policing & radicalisation

## Community policing and radicalisation

### Introduction<sup>5</sup>

One of the aims of the EUCPN in the long run is to raise awareness regarding crime prevention on the EU level and to help building a coherent EU approach on crime prevention through an enforced collaboration. At the same time, it is important not to lose sight of the needs of local policy makers and practitioners. Moreover, by bringing together both policy makers and practitioners, as well as academics, the Network stimulates the collaboration and the exchange of expertise and good practices on the local and national level. This might help in the development of crime prevention strategies and actions, also on the EU level.

This manual finds itself at the intersection of these different objectives in its approach, its methods and its aims. It links a community-based approach of community policing, to one of Europe's priorities, that is radicalisation, and brings together different (expert) opinions and experiences creating a unique platform of discussion. Based on two existing examples the discussion was lead in an expert workshop or seminar to explore the possibilities – the strengths and opportunities, but also the challenges involved – of community policing in the prevention of radicalisation. The results are summarized in this manual with recommendations to inform and support (local) policy makers, as well as practitioners in the field.

This document should primarily be seen as an introduction to the topic. Both concepts – community policing and radicalisation – are already very complex in their own accord. Together they form a real labyrinth in which one can easily get lost. Main point to keep in mind is: there is not one 'right' road to follow! Therefore, it is advised to read this manual as a guideline that offers inspiration to everyone who is involved and/or interested in the prevention of crime and radicalisation through community policing.

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## What is community policing?



### Definition(s)

One of the first things one tries to do when introducing a concept, is giving a clear and straightforward definition. However, when reading the (academic) literature on community policing, the one thing that everybody seems to agree upon, is that there is no agreed definition of community policing. It is a very broad ‘umbrella’ term, used in different contexts and for different purposes, and with a wide range of implementations. Nevertheless, it is important to start somewhere and one attempt to define ‘community policing’ can be found in the Sage Dictionary of Criminology (2001)<sup>6</sup>:

*“A policing philosophy that promotes community-based problem-solving strategies to address the underlying causes of crime and disorder and the fear of crime. The stated intention of community policing is to enhance the quality of life of local communities.”*

Typically, most definitions appear to have some common features, or a few key concepts which return regularly <sup>7</sup>.

<sup>6</sup> McLaughlin, E. & J. Muncie (2001). The Sage dictionary of criminology. London: Sage.

<sup>7</sup> See e.g.: Somerville, P. (2009). Understanding community policing. *Policing: An International Journal of Police Strategies & Management*, 32(2): 261–277.

See also no. 7 of the Spotlight Series of the Houses of Oireachtas in Ireland: [http://www.oireachtas.ie/parliament/media/house-softheoireachtas/libraryresearch/spotlights/Spotlight\\_Community\\_Policing\\_Final\\_Draft\\_124340.pdf](http://www.oireachtas.ie/parliament/media/house-softheoireachtas/libraryresearch/spotlights/Spotlight_Community_Policing_Final_Draft_124340.pdf)

A few examples:

- Two way police–community engagement and partnership
- Accountability
- Trust-building
- A community-based problem-solving approach
- Service-oriented
- Organisational decentralisation
- Leadership

Important to note is that it is an approach which emphasises that the role of the police is no longer merely about enforcement, but also about providing a service which “*works for and with the people*”<sup>8</sup>. And as one of the experts summarized during the workshop:

*“Policing is more than ‘catching the bad guys’.”*

## Community policing into practice

Most experts agree that there is still a big gap between theory and practice. The problem lies mainly in the fact that there is no (legal) definition of what community policing is, or should be. Moreover, not everyone is convinced of the effectiveness of community policing and the expectations are sometimes very different.

The lack of one unequivocal definition results in an amalgamation of strategies, projects and practices which are all placed under the guise of community policing.

This becomes even more clear when we look at the various implementations across Europe (cfr. results round table discussion, p.18 and entries for the ECPA-award 2012, p.43). Practices vary from police-driven projects to

citizens taking their own responsibility under the form of some kind of self-policing, from the deployment of (untrained) volunteers to the strict use of (uniform or badge wearing) police officers, from national to regional to local decision-making and follow-up.

One aspect which seems important in theory but hard to implement in practice, is the idea that community policing is not an isolated programme or specific police department, but a **philosophy or attitude**. It should form the basis or the backbone of the whole police force. This means that not one but all levels of the police should understand and value the community policing principles and practices.

An attitude change is a long-term process, which can only be fully achieved when you start with the basics. This means that – first of all – one has to have a common vision of what community policing is and what the overall objectives are. Also, a clear strategic plan with the appropriate resources (finances, technology and skilled personnel) to reach these objectives needs to be elaborated<sup>9</sup>.

*“Police on a bicycle is not CoP!”*

Ultimately, to achieve this change in practice, it seems there is a need to reframe people’s ideas, both within the police and in the wider community. For example, by training police officers in social, relationship-building and negotiation skills, and – at the same time - by sensitising the wider community that the police is not just an agent of the state.

<sup>8</sup> White, S. (2011). The Importance of Community Policing in Troubled Times. *Conference Paper for the International Crime Prevention Conference*, 14-17 November 2011, Singapore.

<sup>9</sup> White, S. (2011). The Importance of Community Policing in Troubled Times. *Conference Paper for the International Crime Prevention Conference*, 14-17 November 2011, Singapore.

## Community policing & the prevention of radicalisation

### Radicalisation – a complex process



While there might be some disagreement on the meaning and delineation of the concept of radicalisation, most people agree that radicalisation should be considered as a **complex process**, a growing willingness of individuals or groups of individuals – either in their way of thinking, their sentiments and/or behaviour - to make (drastic) changes in society<sup>10</sup>.

Important to notice in this respect is that there is a difference between being radical and becoming a violent extremist. Although radicalisation is portrayed as a process, it is not one which will ‘automatically’ lead to violence, extremism or terrorism, and not one which is linked to one specific (political or religious) ideology.

This viewpoint is also echoed in the priorities adopted by the European Commission <sup>11</sup>:

*“Terrorist radicalisation and recruitment are not confined to one faith or political ideology. This is best demonstrated by the fact that Europe has experienced different types of terrorism in its history. It is important to underline that the vast majority of Europeans, irrespective of belief or political conviction, reject terrorist ideology. Even among the small number of people that do not reject such ideology, only a few turn to terrorism. Preventing terrorist radicalisation and recruitment will only work if we remain fully dedicated to respecting fundamental rights, promoting integration and cultural dialogue and fighting discrimination.”*

### Why community policing?

*“All incidents are local or at least will start that way!”*

Because of the wide-ranging and complex nature of the problem, a ‘horizontal approach’ – that is close collaboration between citizens and the police – might in fact be more effective as a prevention-strategy <sup>12</sup>, with (intercultural) dialogue and multi-agency partnerships being of key importance. Again, the European Commission shares this viewpoint and recognises the importance of a local approach:

*“Radicalisation that can lead to acts of terrorism is best contained at a level closest to the most vulnerable individuals. It requires close cooperation with local authorities and civil society.”*

<sup>10</sup> See e.g. Mandel, D.R.(2010). Radicalization: What does it mean? In T. Pick & A. Speckhard (Eds.), Indigenous terrorism: Understanding and addressing the root causes of radicalisation among groups with an immigrant heritage in Europe. Amsterdam: IOS Press. Gielen, A-J (2008). Radicalisering en identiteit. Radicale rechtse en moslimjongeren vergeleken. [Radicalisation and identity. A comparison of radical right and Muslim youth.]. Aksant: Amsterdam.

<sup>11</sup> [http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/crisis-and-terrorism/radicalisation/index\\_en.htm](http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/crisis-and-terrorism/radicalisation/index_en.htm)

<sup>12</sup> See also White, S. & K. McEvoy (2012). Countering Violent Extremism: Community Engagement Programmes In Europe. QIASS-report: <http://qiass.org/news/details/?NewsId=39>



Or, As White (2011)<sup>13</sup> mentions:

*“Since motivations and reasons for engaging in radical violence are often initiated by local grievances not global politics it follows that possible solutions will also be found at the grassroots, local, level within host communities.”*

It shows that community policing is considered to be an important approach in the prevention of radicalisation.

*But what does it mean in practice? And how exactly can community policing be ‘used’ to this end?*

First of all, the collaboration between community police officers (which are often the first contacts) and other key stakeholders – like for example other local and state authorities, youth groups, religious leaders, community representatives, families, etc. – can play a vital role in the identification of those who are ‘at risk’ of becoming radicalised. This is believed more likely to lead to their involvement in crime and violence.

Besides the characteristics of community policing found in the literature and already summed up earlier, the following aspects came forward during and after the discussions at the expert workshop as being quite important to mention:

- **Partnerships & collaboration (‘horizontal approach’)**. As mentioned before, people working together is one of the key features of community policing. This can be done through all sorts of formal or informal interactions and/or organisations. However, the main quality of collaboration is the sharing of information between people, that is gathering local knowledge. Good

<sup>13</sup>White, S. (2011). The Importance of Community Policing in Troubled Times. *Conference Paper for the International Crime Prevention Conference*, 14-17 November 2011, Singapore.

examples are the SSP’s (Schools – Social Workers – Police) in Denmark (cfr. p.39-40), but also the Neighbourhood Boards in the UK<sup>14</sup>, where all kind of issues are discussed, including the prevention of radicalisation.

Sometimes it can be difficult to set up a collaboration with the police, from the point of view of some social partners and organisations. The police often enters into situations to react, not to prevent. There seem to be cultural differences in the perception of police work. Setting up a good collaboration is a long process and a lot of organisations and people are involved. Nevertheless, relevant information is much more likely to come from communities where the police - citizen engagement is genuinely two way and is seen to be important at all times, not just when a (security) crisis arises.

- **Trust & legitimacy.** The gaining of public trust and consent is probably even more important. This often involves a shift in the balance of power (from the police towards the citizens), based on mutual trust and respect.

There are rules and definitions which are put down by the authorities or state (= legal ‘vertical’ power) and which need to be followed, but the actual situation often needs to be judged by the police officer on the street.

This also implies that sometimes discretion can help to build up trust and to gain legitimacy. One can easily lose legitimacy if the rules are applied too strict. This doesn’t mean that the police has to look the other way, but they have to assess the situation and treat the people involved fairly.

<sup>14</sup>See e.g. <http://www.derby.gov.uk/council-and-democracy/neighbourhood-partnerships/information/>

For example, if a street is blocked for weeks because of road works, not continuously writing parking tickets in the neighbourhood can avoid a lot of frustrations and create a level of mutual understanding.

However, community policing is not always playing the good cop, and not all rules are perceived being for the benefit of the community. Finding the right balance is the challenge.

- **Communication.** From a police perspective, being clear and open to the community and communicate with its citizens is very important. It helps to explain and/or motivate why some things are done in a particular way. This often takes time and one needs some skills to 'negotiate' (back and forth!) with the community. There is often not one right solution.
- **Broad view.** It can be quite a challenge to the police to look at their community with openness, not using simple views of 'good vs. bad people', and with the willingness to change the system.
- **Skills & training.** The right skills and training are important and necessary to build up a positive relationship with the community. In that sense, finding/attracting the 'right' police officers with good social and negotiating skills is a good first step.

Next, extra training on how one has to behave when entering a mosque, a school, a women's group, etc. can be very useful, like for example the UK community engagement officers. But then, where does it stop? How much education can you afford? How long can it take? How detailed do you have to go? Systematically new themes/topics and divisions are introduced which can make it very complicated.

Nevertheless, if the police can become part of reducing and resolving grievances instead of exacerbating them (knowingly or not), it can help prevent certain crimes of intolerance. Therefore, using case studies and real life examples, for example former terrorists and ex-prisoners, during the training to help understand what prompts a person to move from 'believing something' to 'acting illegally', can be very important.

- **Prevention.** The key to prevention is to work proactively. Often, there is still more priority put on re-action than on pro-action. Moreover generally, prevention is not mentioned as being one of the key features of community policing. More attention should be given to this.

## Two examples under the microscope

During the expert workshop two existing projects were presented and subsequently discussed to explore the possibilities – the strengths and opportunities, but also the weaknesses and challenges– of community policing in the prevention of radicalisation.

The first project is the Belgian-led CoPPRa, that is Community Policing and the Prevention of Radicalisation)<sup>15</sup>. The second is the Danish project 'Methods for working with Radicalisation: Relational Work and Mentoring'<sup>16</sup>.

After a short description of the projects, the results of the discussions will be described and will be linked to the previous mentioned concepts of community policing and radicalisation as far as possible. It is not our intention to compare the two projects. This is not only impossible from a content perspective, but also meaningless as they each have their own, very specific approach, aims, elaboration and implementation. They are just used as examples to deepen our knowledge on the various prevention-strategies on radicalisation.

### CoPPRa



### Description of the project

The COPPPRA project started during the Belgian EU Presidency in 2010 and was set up to develop tools to prevent terrorist acts, through the early detection of possible signs of radicalisation. The Coppra-project is the result of the cooperation between 11 EU Member States. The Belgian integrated police was leader of the project. The European Commission funded the project under the Prevention of and Fight against Crime Programme - ISEC.

The project rests on the assumption that regular frontline police officers – community policing officers – have an important role to play in preventing radicalisation because they work on the streets, understand their local communities, and tend to have good community skills. This means they are well placed to spot the signs of radicalisation in an early stage and work in partnership with local communities to prevent or to tackle it.

<sup>15</sup> <https://www.counterextremism.org/resources/details/id/117/coppra-community-policing-and-the-prevention-of-radicalisation>

<sup>16</sup> <http://www.sm.dk/Publikationer/Sider/VisPublikation.aspx?Publication=569>

The Coppra project had four goals:

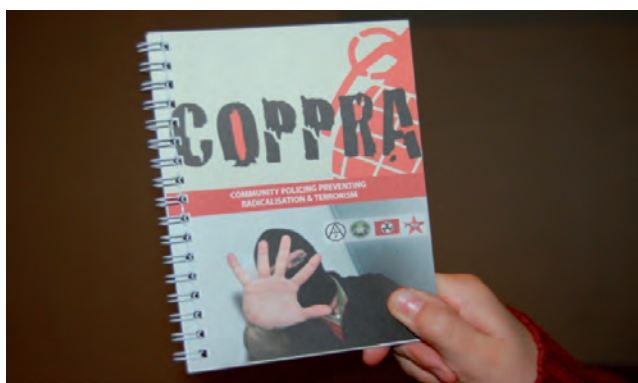
1. The creation of a practical, user-friendly tool to support frontline police officers in detecting signs of radicalisation at an early stage, that is a 'pocket guide' which includes guidelines on community engagement, brief information on the indicators and symbols by the full range of groups operating across Europe. The pocket guide is highly visual and written in a basic and accessible style.
2. The development of a common curriculum for training first line police officers in how to use the tool in their daily work. This took the form of a longer manual for training, which can be used by police schools or the individuals responsible for training within individual police forces.
3. The identification and exchange of good practices on how to stop the spread of radicalisation in close partnership with other local partners.
4. The organisation of a conference during the Belgian Presidency to present the results.

The pocket guide and the training manual are available free of charge and are translated in all the official EU languages.

The CoPPRa project ended on 31 December 2010, but was prolonged in July 2011 for another 2 years with a new ISEC funding from the European Commission. In the CoPPRa II project 15 Member States and CEPOL participate.

COPPRA II is a follow-up project, the objectives of which are:

1. To update and further develop the CoPPRa-tools
2. To organise five Train-the-trainer sessions of a week
3. To create an E-learning module hosted by CEPOL based on the CoPPRa training manual



### Key concepts of the project

- **Training.** It is a police-driven project on radicalisation and starts from the idea that the police already has a good relationship with communities.
- **Detection & awareness raising.** The project is about detecting and identifying signs and symbols linked to radicalisation. It is not the purpose to teach the police officers to 'search' for indications and/or symbols, only to raise awareness so that they will keep it in mind during their work. They first have to KNOW the indicators in order to be able to DETECT them.

The aim of the project is to sensitise first line police officers so that they will be able to recognise these symbols. What happens afterwards depends on the context.

It is a grey area because it is about detecting before anything has happened. Hence, the project is purely about registering a potential problem. They can inform others, put information together, collect more information if necessary. Then what to do when these symbols are encountered, depends from country to country.

## Main approach of the concepts

The following paragraphs are based on the discussion(s) and recommendations which were formulated during the workshop.

### • Community policing into practice

*“Know the community you are working in/with.”*

The main focus of the CoPPRa-project is on an external orientation, that is being aware of what is happening in society, and on partnerships in the sense of co-ownership or shared responsibilities between the police and the community. It is about local police officers, dealing with local issues.



### • Community policing & radicalisation

At first sight, the link between *community* policing and radicalisation is not always very clear. A good police-citizen collaboration is less central in the CoPPRa-project. As mentioned before, the project starts from the idea that the police already has a good relationship with the communities they are working in/with. Instead, the project focuses on some practical aspects by creating a concrete tool for the first line police officers. This (partly) stems from the idea that with regard to the topic of radicalisation, until now too much attention has been paid to special units. At the same time, too much is asked from the local police officers (*“The police seems to be responsible for ‘everything’”*) without giving them some basic guidelines, even though it could be seen as normal police work. Therefore, one of the goals of the project was simply to give them some small, practical tools, for example a pocket guide or check list, which can offer some support in the daily work of local police officers.

The pocket guide is created using listed terrorist and extremist groups which need to be kept track of. It was then adapted to the Belgian context. The pocket guide needs to be adapted/translated to each country’s

reality: it means it needs to be fit into each specific context. For example the Swedish version of the pocket guide is 80% the same as the Belgian version and 20% adaptation to their own context.

## Human rights

*“It should be clear that the project is not about ethnic profiling or targeting certain groups of people.”*

*How to deal with the diversity in society and how to distinguish this from the process of radicalisation?*

Radicalisation is a process. One needs partnerships to interpret the meaning of the detected symbols. In a way, it is about intercultural communication. It often involves people who are marginalised from society and who are deprived. CoPPRa could be embedded within a broader training in how to deal with diversity.

Perhaps it would be good to include more training from specialists/experts (for example on human rights), even just some very basic information like for example how to enter a mosque respectfully could be very useful.

*How to draw the line between raising awareness of ‘odd’ things or behaviour - that is not following the main stream - and safeguarding human rights?*

The pocket guide is only distributed after a training session in which the whole situation is presented. During the training it is urged that it has to involve a combination of factors,

not just one, and that human rights need to be respected. The focus is on detection, NOT action. Specialists will then analyse the situation.

A motivation should be included in the report why certain symbols or behaviour can be interpreted as a sign of radicalisation. The symbols are to be analysed and interpreted in the context and the police officer should take accountability for it as well.

There is the danger of creating ‘over-sensitising’, that is seeing too much in certain situations, for example these days ALL young Muslims have Hezbollah flags. People see objects/symbols and could interpret them too strict because of too much information. The challenge lies in providing detailed information without pointing a finger towards – or targeting - innocent people. This is difficult if you are not part of the community or if you don’t know the culture. There is a need to build (academic) knowledge and information on what *might look* dangerous vs. what is dangerous. You have to know the community (= real information gathering about the community), more detailed information is important for the first line police officers. For example in Ireland, often if people proclaim they are members of the IRA, for sure they are not.

## Follow-up

The challenge is to know what happens to people AFTER the identification. Who will follow them up? Whose responsibility is it after that? It often ‘lands’ there, with the detection. It is a hole in the system.

## Transferability

The pocket guide and the training manual are available free of charge and are translated in all the official EU languages.

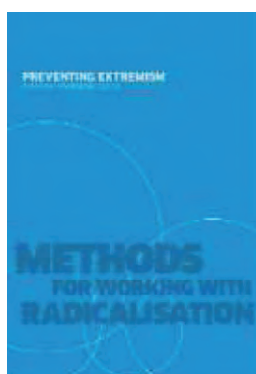
Five train-the-trainer sessions have been organised during the first semester of 2012. 120 police officers representing 22 EU member states participated in the training and are now CoPPRa-trainers.

## Evaluation of the project

The number of completed information reports could be registered, but awareness raising and training will inevitably lead to a higher detection, that is reporting. At the moment, there is no evaluation of the process. The only measure is the number of trainers which have been trained. But an evaluation of good practices remains difficult. What is a good practice? What are the evaluation criteria? It could for example be a peer to peer evaluation. At the moment there is no real evaluation mechanism in the project.

## Danish project: Relational work and mentoring

### Description of the project<sup>17</sup>



Associating with extremist environments constitutes a risk behaviour that is comparable to for example criminal behaviour, substance abuse or aggressive traffic behaviour. In other words, it is behaviour that – in the short or long term – may be harmful to oneself or others.

When working with the prevention of abusive and violent behaviour in connection with extremism, radicalisation may be seen as a parameter of concern that is comparable to other parameters of concern in the preventive work. Much of the know-how that has been gathered from the preventive work targeted at other types of risk behaviour – not least criminal behaviour – can also be applied in this context.

The preventive work may be carried out on several levels:

- **General preventive efforts.** The general preventive work covers the broad range of efforts aimed at all children and young people in Denmark, primarily as a result of the Danish welfare model.

<sup>17</sup> For a full description, see: <http://www.sm.dk/Publikationer/Sider/VisPublikation.aspx?Publication=569>

This includes home visits from the health care services, the development of social and cognitive competencies in day-care institutions, strengthening the democratic competencies and providing a general civic education of the youngsters in schools, clubs etc. While these efforts fulfil their own purposes, they also have a considerable preventive effect in relation to risk behaviour. An important aspect of the general preventive work is the "leverage principle". When working with all children and young people rather than just risk groups, it helps to provide a "lift" to some of the young people in the risk groups. In this way, a wide range of professionals working in schools, after-school and youth clubs, day-care institutions, the health care services, associations, libraries etc., are involved in the general preventive work.

- **Specific preventive efforts.** Cover more targeted types of efforts, intended to address specific problems, such as substance abuse, street muggings or extremism, or specific groups of vulnerable youths with risk behaviour. The efforts typically take their point of departure in youth pedagogy and are resource oriented, aiming to offer attractive alternatives. It is typically professionals such as teachers, social workers and police officers participating in SSP collaborations, as well as social street workers and staff in youth clubs who work with prevention on the specific level.
- **Individually oriented preventive efforts.** These are efforts targeted at individual youths who exhibit some form of risk behaviour. This type of intervention is often combined with an intervention targeted at a group. Among other things, it may involve carrying out an assessment and organising

the appropriate schemes and measures for the young person, such as affiliating a mentor or support person, and helping the youth to get a job or start an education. The type of personnel working with the individual youths includes educators, social workers, contact persons, mentors and personnel involved in the PSP co-operation and the municipal PPR scheme.

It is assumed that the same types of efforts, such as general civic education through school attendance (general prevention) and relational work with vulnerable youths (specific and individually oriented prevention), will also have an effect in relation to the prevention of extremism.

It is important to assess the risks involved in taking action and in being passive. Especially in relation to specific and individually oriented efforts, the possible consequences of intervening versus not intervening should be assessed. Such an assessment may include considerations like:

- Does the intervention involve a risk of adding to the problem and stigmatising the young persons further? Will the youths for instance merely interpret the intervention as a confirmation that the authorities "are watching and persecuting them"?
- Is there a risk of dissolving groups or marginalising individuals who perform important social functions, which could curb more serious problems?
- Is there a risk of misjudging the behaviour of youths by disregarding the context? For instance, external symbols such as tattoos or a specific dress code may be more likely signs of extremism in an



environment where the symbols deviate considerably from the norm, than in an environment where they are adopted by many and are considered normal.

- Is there a risk that the problem will be exacerbated, if no action is taken?
- Is there a risk that a certain type of worrying or disturbing behaviour will gradually become accepted as normal behaviour, if no action is taken?

### Key concepts of the project

- **Partnerships.** The police is involved through the SSP's (Schools, Social workers & Police), sharing information. The assessments are done without the youngsters being present but sometimes contributions from their families are included.
- **Youth.** SSP-cooperation up to age 18, or SSP+ up to age 23.



- **Prevention.** Regional networks as a crime prevention structure. Crime prevention to counter radicalisation, that is radicalisation is treated the same way as other problem behaviour. Prevention is done by means of early intervention. There are 12 police

districts, each with SSP-cooperation who have weekly meetings and have the right to share information.

- **Intervention.** The schools, social workers, family, police, etc. often bring the individual into attention. Then the existing crime prevention structure is the guideline on how to deal with the situation, based on an individual assessment. This can be through preventative talks by the intelligence service, the use of mentors who support and guide the youth, or by providing social support (for example help finding a job) to try to create change in a positive way. At the same time, there is a constant awareness of the potential counter-productivity of an intervention.

### Main approach of the concepts

The following paragraphs are based on the discussion(s) and recommendations which were formulated during the workshop.

#### • *Community policing into practice*

*“Prevention instead of reaction.”*

As mentioned before, the (local) police is involved through the SSP's (Schools, Social workers & Police).

By embedding it in an existing framework, it is cost-effective because no - or hardly any - extra funding is needed, and attention is also paid to the wider context.

## • Community policing & radicalisation

The SSP's already exist for a very long time. Only the last four years radicalisation has become an item of concern.

Radicalisation is not treated or seen as the problem. It is treated as any other crime problem or risk behaviour, with a focus on the factors surrounding the problem (= context), by for example helping in finding a job, treating health issues, etc. In other words, the general crime prevention method and language is being used instead of focusing on radicalisation itself, for example there is no mention of radicalisation in the assessment. The assessment form does focus on the change of behaviour, compared to how it was before, and in that way addresses radicalisation of behaviour as a process too.

Often there is too much emphasis on radicalisation and/or terrorism but the societal issues are much wider than that, for example there are groups discriminating against Jewish people, gay people, etc. Moreover, it is often useless to work on ideology. Frequently, there is no consistency in the youths' ideological beliefs or – even more – they have very basic knowledge about their (own) religion/ideology. By not focusing on this one aspect, it is in fact easier to address the issue. Attempts are being made to do an early intervention because that too often makes it easier.

In short, it is a general preventive approach based on the assessment of the risk or probability of a youngster becoming radicalised, and the possible consequences of intervening versus not intervening.

## Human rights

*“Believing is not illegal!”*

There is no direct collaboration with NGO's (anti-racism or discrimination organisations) in municipalities. It would be interesting to involve them because it is often people who are vulnerable to discrimination, who are also vulnerable to radicalisation.

It would be good to find ideological (counter-) narratives and to find agencies – like NGO's – who could do this.

Nevertheless, it is important to tackle the wider social issues. People are not so consistent as we often think they are, for example even the use of violence is not consistent, so finding a counter-narrative - and working directly on the ideology - is very difficult.

## Follow-up

The follow-up by the SSP's stops at the age of 18 or 23 (max.). Then the person is handed over to the responsibility of other entities.

## Transferability

The method of the SSP's, like for example the exchange of information between services is difficult on a voluntary basis, when there is no legal framework. Sharing information is sometimes problematic and a question of trust.

However, other countries often have similar systems/structures where different people are involved and where information is shared, for example at municipal level or the juvenile liaison officer system in Ireland, where the liaison officer has meetings with social workers, schools, etc.

## Evaluation of the project

### *How is the success being measured?*

It is no evidence-based method because of the limited numbers of cases. There is also no registration of for example number of times per year that there is an intervention. It is purely based on good practice, a local method used as a start, and progressing from there. It does use the existing crime prevention methods.

### *How to avoid misuse/abuse? How to guarantee the professionalism of the assessments?*

It is not a new, strange method. The use of risk factors is common in the Danish crime prevention-method and thinking. Confidence is needed in the professionalism of teachers, social workers, police officers, etc.

### *Does the method work for people with very strong beliefs?*

It does work for sensationalist-seekers but as long as people believe something but don't act accordingly, it is difficult to intervene. Believing is not illegal.

It is always difficult to assess what a radicalised youngster would have done without the intervention.

## What is the profile for a good community police officer?

*"A community police officer has to be a psychologist, a social worker, a priest even."*



Based on the previous discussions, the question was raised what the 'ideal' profile would be for a good community police officer. The following suggestions have been made:

- **Basic social skills.** A community police officer has to combine so many different roles. This is not easy in the approach to radicalisation, even from a preventative point of view. They have to do and be everything.
- **Professionalism.** Based on knowledge & training.
- **Leadership.** To be a good leader you have to understand the problem and recognise the strategies and skills needed to address it. You have to know the correct ways to create and sustain meaningful community partnerships, and demonstrate how to motivate individuals.
- **Well-integrated in the community.** The in-depth look into community integration can be very important in the prevention of radicalisation.
- **Knowing and respecting human rights.**

## Part 4 Examples of good practices

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### European Crime Prevention Award 2012

## European Crime Prevention Award 2012

### Introduction

Each year in December the Best Practice Conference (BPC) is organised, which brings together local practitioners from all over Europe to present their projects and exchange good practices. It is also the moment when the European Crime Prevention Award is presented to the project which – according to the jury – has been the most progressive within the theme: effective, reaching its objectives, innovative and transferrable... the project which was the most inspiring!

This year's BPC was organised under the Cyprus' Presidency, on 4 – 5 December 2012 in Nicosia, Cyprus. The theme was **'Community Policing as a tool for crime prevention, related to burglaries, domestic violence and juvenile delinquency'**. In total 22 countries entered a project in the contest, the highest number of participants so far. In addition, some countries shared some other 'extra' projects related to the theme as well. This great interest shows the importance, but also the growing motivation and engagement of various local and national partners in the prevention of crime.

In this toolbox we have bundled all 2012 ECPA entries and the additional projects which were related to the theme – in alphabetical order according to the country of origin – because each and every one of these projects can serve as an example of good practice, which might inspire others to take the bull by the horns and help build a safer society!

**Dr. Panayiotis Nicolaidis – EUCPN  
Chair of the Cyprus' Presidency  
Superintendent B'**

Criminologist - Sociologist Criminal  
Investigation Department Police  
Headquarters National Representative of the  
Republic of Cyprus in the EUCPN

### Jury Members 2012

The ECPA jury is composed of maximum eight representatives – not more than two per Member State - of (i) the current EU Presidency, (ii) the former EU Presidency, and (iii) the two incoming EU Presidencies. This year's jury was attended by:

- Ms. Annika Snare and Ms. Charlotte Vincent for Denmark.
- Ms. Andriani Louca and Ms. Maria Christodoulou for Cyprus.
- Mr. Doncha O'Sullivan and Mr. Aidan Glacken for Ireland.
- Ms. Dalia Kedaviciene and Mr. Evaldas Visockas for Lithuania.

The jury was chaired by Dr. Panayiotis Nicolaidis, Chair of the Cyprus' Presidency, and support was given by Ms. Belinda Wijckmans of the EUCPN Secretariat.



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## AUSTRIA (AT)

### ProNACHBAR (pro neighbours) “to look closely and not to look the other way!”



proNACHBAR was founded in 2007 by Karl Brunnbauer, a concerned citizen, in cooperation with the Vienna Police. The idea was to provide real-time information about criminal activities in the neighbourhood via e-mail and the internet. An online-platform was hence created and citizens could register to receive the notifications. The service is free of charge.

The project is driven by volunteers who dedicate a good part of their spare time into making their neighbourhood a safer place. There is a collaborative partnership between the law enforcement agency, community members and groups, non-profit providers and individuals and organisations to serve to develop solutions to problems and increase trust in the police.

The alignment of organisational management, structure, personnel, and information systems to support community partnerships and proactive problem-solving, together with safety in the district is guaranteed through:

- Information (e-mail registered citizens, media, warning by Crime prevention department and a Criminal police advisory service)

- Prevention (safety measures against burglary, prevention focusing on vehicle crime, rule of conduct focusing on pick pocketing, cash point fraud, e-mail fraud and visible marking as ‘safe controlled’ area/district)
- Communication (e-mail warnings, media reports, online information, neighbour contacts, clear arrangements between police, district and neighbours in case of emergencies and the proNACHBAR symbol sticker)

#### **Focus area:**

Burglaries, robberies and pick-pocketing or theft by trickery.

#### **Objectives:**

In view of recent crime trends, crime prevention by law enforcement currently focuses on the prevention of property offenses. The goal is to draw the public’s attention to ways and means to prevent falling victim to a crime. The prevention activities chiefly concern:

- Burglaries into vehicles, homes, shops, companies and banks
- Robberies: Banks, supermarkets, Street robbery, especially around ATMs/banks
- Pick-pocketing, theft by trickery

*“A good and solid project with high involvement of volunteers and low overall cost.”*

#### **Further information:**

[http://www.eucpn.org/download/Pro\\_neighbours.pdf](http://www.eucpn.org/download/Pro_neighbours.pdf)

## BELGIUM (BE)

### Integrated community policy/ service: “from complaining to regaining”



The neighbourhood of Bernadette, a social quarter of the **City of Ghent**, experienced serious harassment behaviours and acts of vandalism among problem youngsters who lived in difficult family situations. After having noticed these problems, the Community Work Service decided to take on the coordination of the fight against nuisances.

The integrated community work, a close collaboration between different partners, directed by the Community work service of Ghent, bends the deteriorated relationships to renewed and positive networks. To achieve this, they work on three tracks:

- Achieving an integrated approach of all partners, including the local police;
- Enhancing the active participation of all residents, including the youngsters;
- Active involvement of the local authorities, including the mayor.

To combine these three tracks, all partners take an open, learning and outreaching work attitude. New incidents and positive actions are continuously evaluated and responded to.

Each partner works on the edge of his proper professional mission.

The combination results in a positive atmosphere. Public intimidation and violence disappeared almost completely and through public activities, such as clean-ups and multi-cultural breakfasts, residents (young and old) are caring more for each other and their neighbourhood.

#### Focus area:

Integrated community work

#### Objectives:

- Guaranteeing the basic infrastructural security and social safety
- Achieving an integrated community-based cooperation between local partners
- Sharing an innovative, learning and transferable attitude on outreach-work between all local partners
- Involving the local authorities regarding the essential preconditions
- Participation of all residents, including youngsters, in neighbourhood-orientated activities

*“The project follows a holistic approach by including and activating the whole neighbourhood.”*

#### Further information:

[http://www.eucpn.org/download/Integrated community policy.pdf](http://www.eucpn.org/download/Integrated_community_policy.pdf)



## BULGARIA (BG)

### Youth Civil Patrol – Lozenec Quarter, Stara Zagora



During the last few years there were cases of crime behaviour and violence that attracted public attention in the town of Stara Zagora, Bulgaria and put focus on the topic of social and ethnic tension. This was broadly discussed in the media and provoked many different reactions, among them some in favour of stronger measures. The analyses revealed that the core of these cases were hooligans' behaviour of around 30 young people divided in groups from two quarters of the town (quarter Lozenec and quarter Makedonski) which has a population of around 25 - 30 000 people.

Ten Police Officers are responsible for the two quarters. They have relatively good contact with the inhabitants. They are available in a front-desk for consultation for anyone in the communities daily from 08:00 to 23:00. The Police Officers had experience in prevention activities with children in the educational system, although not specifically with youth who are outside the education system.

These Police Officers made personal contact with the young people and realised that they were ready for dialogue and were looking for socially acceptable forms of self expression.

Some of them were interested in police work and ready to assist the police. These active contacts with law enforcement officers support their self-respect and develop their motivation to behave lawfully. Before the project these contacts were sporadic and a systematic positive influence on these youths was missing.

#### Focus area:

Juvenile delinquency

#### Objectives:

- Developing the social competencies and respect of law in young people.
- Creating the opportunities for socially acceptable behaviour and competences.
- Increasing the civic activity of young people through engaging them in actions connected with improvement of public order and safety.
- Increasing their skills for integration in society through the development of social skills and support for the feeling of self-worth.
- Developing and proving a model of prevention activities with similar marginalized youth groups.
- Increasing community confidence in the police and stimulating citizens to participate in the dialogue.
- Increasing the level of security in the community as well as increasing the feeling of safety in the community itself and also in neighbouring communities.

*“Overall, it is appreciated that the project involves young people and focuses on their cooperation with the police.”*

#### Further information

[http://www.eucpn.org/download/Youthcivilpatrol - Lozenec.pdf](http://www.eucpn.org/download/Youthcivilpatrol-Lozenec.pdf)

## CYPRUS (CY)

### Community Policing – Nicosia within the walls



The existence of the green line and the buffer zone dividing Nicosia between the occupied areas of Cyprus, and the areas under the effective control of the Republic of Cyprus, and the checkpoint of Ledra, has increased the opportunities for criminals to act in the area and flee to the occupied part of the island. Also the concurrence of different cultures has increased the need for a more diverse policing, including community policing.

Community police officers engage in mixed patrols – foot patrols, patrols on bicycles as well as car patrols in certain areas of Nicosia within the walls. They patrol on a five day basis, including weekends, morning and afternoon / evening according to specific rota, especially the two main shopping areas of Nicosia within the walls. Patrolling on foot and on the

bicycle gives the advantage of easier access everywhere but also proximity to citizens who might like to report an incident

#### Focus area:

Community policing, foot and bicycle patrolling

#### Objectives:

The objectives are threefold:

- Increase police accessibility in the areas of Nicosia within the walls which are in a large part pedestrian areas by using mixed patrol (foot patrol, bicycle patrol and car patrol).
- Increase the visibility of police in the area in order to prevent crime but also to enforce the law by apprehending lawbreakers, leading to a reduction of crime levels in the area.
- Reduction of the fear of crime amongst residents / shop owners / visitors of Nicosia.
- Increase of public confidence in the police.

*“From a basic community policing-model, it shows all types of good policing practices.”*

#### Further information

[http://www.eucpn.org/download/Community Policing - Nicosia within the walls.pdf](http://www.eucpn.org/download/Community%20Policing%20-%20Nicosia%20within%20the%20walls.pdf)

## CZECH REPUBLIC (CZ)

### ECPA-entry: Crime Prevention Assistant in the town of Decin – a fresh alternative to community policing



The project introduces a fresh alternative approach to already existing practices of community policing strategies. Its main objective is to help citizens in socially excluded communities with intense social and security problems to become actively involved in their immediate social environment. The project starts with a specifically designed selection process through which several individuals in each project location are chosen to work as 2-member teams of crime prevention assistants. The selection committee consists of the representatives of the municipal and state police, respective city council and the Ministry of the Interior. These CP assistant teams work together with the municipal police officers to help maintaining public order and security in respective locations. The civic and moral authority of CP assistant teams proves to be a very effective help for state and municipal police, particularly when solving long-term and enduring local issues.

After completing an initial practical training, CP assistants may perform tasks belonging

to patrol officers. If there is a low-risk and low-intensity violation of public order in the location assigned to them, CP assistants are allowed to settle the matter themselves or, if needed, to ask municipal police for assistance. CP assistants also collaborate with local NGOs therefore they are actively involved in coordination and implementation of leisure time activities designed for potentially problematic groups (particularly adolescents and youth up to 20 years of age).

#### Focus area:

Minority community, crime prevention assistants

#### Objectives:

The primary purpose of the project is to reduce criminal activities and offences, strengthen feeling of security among citizens from socially excluded communities and diminish support of extremist groups by citizens living in surrounding areas.

Its secondary objective is to stimulate and help those living in socially excluded communities to acquire new skills, to be more motivated when searching for a job and to deal effectively with their (inter) personal and family affairs.

Another important objective of the project is to change majority citizens' perception of the Roma minority as the principal cause of the problems in respective areas of the town.

*“A brave and creative approach, because it is often very difficult to get minority communities to cooperate with the police.”*

#### Further information

[http://www.eucpn.org/download/Crime prevention assistant.pdf](http://www.eucpn.org/download/Crime%20prevention%20assistant.pdf)

## CZECH REPUBLIC (CZ)

### Additional project: Safe Prague online



'Safe Prague online' was implemented in Prague, Czech Republic in 2010. The main goal of the project is the social protection of Prague citizens, particularly children and adolescents against crime and socially pathological phenomena associated with the use of the internet and online crime prevention. The project wants to contribute to a reduction of risks and unsafe behaviour associated with the internet use and a frequent appearance of illegal online activities in Prague.

To achieve this goal the project focuses on education of the general public and experts (employees of the Municipal and State Police, Probation and Mediation Service, employees of the pedagogic-psychological assistance centres in Prague, management staff in elementary school) who work with children in Prague. The projects tries to include the Prague community as a whole, including experts, teachers, parents and children. The project combines education, preventive work with children and PR activities.

'Safe Prague online' is yearly updated and is based on experiences of previous years. During 2010 and 2011, the project succeeded in increasing awareness of responsible persons of all city districts, representatives from schools, crime prevention experts, and municipal police officers. In 2012, the project focused more on an intensive and complex training of professionals who work with children and adolescents.

#### Focus area:

Safe internet, children and adolescents

#### Objectives:

The main goal of the project is the social protection of Prague citizens, particularly children and adolescents against the risks and socially pathological phenomena associated with the Internet use, and online crime prevention.

The project will contribute to a reduction of risks and unsafe behaviour associated with the Internet use and a frequent appearance of illegal online activities in Prague.

#### Further information

<http://www.eucpn.org/goodpractice/SafePragueonline.pdf>

## GERMANY (DE)

### ECPA-entry: WeinMecklenburg-Vorpommern – fit and safe into the future



The project is implemented as a competition among schools.

Each year participating pupils can choose among several prevention topics and work under the guidance of their teachers, project-partners and experts. The Landeskriminalamt - together with the project partners - offers different kind of activities (for example the police hand puppet unit offers shows for topics such as theft, traffic education or violence prevention; earn your very own “internet license” after learning how to use the internet safe as well as responsible; and create your own TV spot with regards to the topic “new media”). This can be the introduction into a topic. Afterwards the pupils develop their own kind of activities with regards to the main theme and come up with their own interpretation of preventative measures or similar ideas.

The current main topic is Cybercrime, but also other topics can become main topics of the project. The organizers take current developments into consideration. The major target group are pupils at the age 13 (grade 7 in Germany) to 18 (grade 12), due to the objective to prevent juvenile crime tendencies. In 2011-2012 more than 1/5 of all schools within the state participated at the project.

**Focus area:**  
7 to 18 year old students.

**Objectives:**  
To accompany children and young people and support them to:

- Invent a general preventative attitude for their life;
- Lead their life free from crime and being healthy and safe;
- Identify themselves with their native country.

*“This project is a very well, very systematic and fully developed general educational programme, organised and integrated within the school curriculum.”*

#### Further information

[http://www.eucpn.org/download/Fit and safe into the future.pdf](http://www.eucpn.org/download/Fit%20and%20safe%20into%20the%20future.pdf)

## GERMANY (DE)

### Additional project: Roundtable Domestic Violence in the Rems-Murr-County



This project was implemented in 2004 and consists of a network of all representatives of the institutions of the Rems-Murr County, Germany, who work together in domestic violence and work towards optimizing the structures. The aim is to achieve an effective protection of victims through a coordinated cooperation of the involved institutions. They provide counselling and support structures in cases of domestic violence and improve it constantly. By prevention projects and continuous campaigns / special events, public awareness is raised on proscribing domestic violence and to reduce and avoid it.

#### Focus area:

Domestic violence.

#### Objectives:

- To develop and continue the development of a networked and coordinated action of the participating institutions of Rems-Murr-county to achieve optimal protection for victims, mainly women and children
- To write this action down in a common conception to the Rems-Murr-County
- To determine the content and structural requirements for three independent counselling centres for victims, concerned children/young people and for the perpetrators
- To implement and protect these three counselling centres in the Rems-Murr-County as permanent facilities
- To ensure consistent interventions by the police
- To provide information to the public about domestic violence by media coverage, symposia and campaigns
- To implement prevention projects to avoid domestic violence
- To continue the development of the network to include more partners in the chain of intervention
- To improve the willingness of the public to report domestic violence and to reduce the so-called 'dark-area' of unreported or undiscovered domestic violence

#### Further information

[http://www.eucpn.org/goodpractice/Roundtable Domestic Violence.pdf](http://www.eucpn.org/goodpractice/Roundtable%20Domestic%20Violence.pdf)

## DENMARK (DK)

### Your Police Officer



The project is a working method that brings the local police closer to the local community and vice-versa. The intention is to make the local police more visible and accessible to citizens, trades-people and local partners such as the local authority and housing companies. In practice it works by having the individual local police officers patrol a relatively limited geographic area. Their job is to create, expand and take part in all relevant local networks. The aim is to increase community safety by enabling people to observe a local police officer at work, a police officer they know and who knows them.

Familiarity between people creates a basis for trust and a desire to become part of the confidence-building interaction vital to creating security and safety in the areas where people live and move. The police cannot do their work without the help of local citizens, and local citizens cannot get on with their work without the police. Consequently, networks – both formal and informal – are an important project element: formal meetings in tenants' associations, with trades-people and in clubs, and informal talks with people on the street. The 'Your Police Officer' approach

should offer advice and guidance for dealing with the numerous ordinary conflicts that must be stopped before they start and should not result in a formal police statement.

#### Focus area:

Local cooperation, police patrolling

#### Objectives:

- To carry out visible and confidence-building (safety) police measures in the designated sector
- To develop and carry out proactive police initiatives in co-operation with the other local police departments (special teams, DKA (the Crime Prevention Division) and first-line case supervisors)
- To engage in dialogue with individuals and groups within the designated sector, advising and involving the community in initiatives that enhance local safety and security
- To identify, build and become part of all relevant networks within the sector, thus strengthening cohesion and underpinning the ability and will to work collectively for safety and security in the sector
- To plan, perform and play a role in targeted initiatives, for instance, in co-operation with the Burglary Group, the Gang Division and the Traffic Division, etc.
- To assist in solving urgent problems together with internal and external partners.

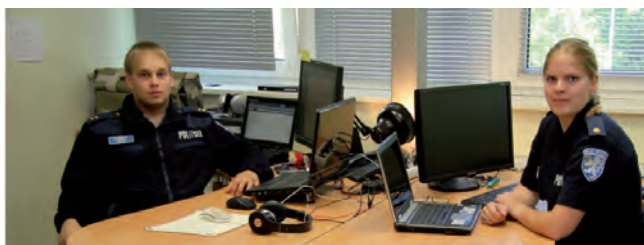
*“The interaction of the police with the community enables people to watch the police at work, which connects the police more with the community. It is what the police should be doing.”*

#### Further information

[http://www.eucpn.org/download/Your police officer.pdf](http://www.eucpn.org/download/Your%20police%20officer.pdf)

## ESTONIA (EE)

### ECPA-entry: Web-constable



In the second half of 2010, the launch of the Safer Internet project brought up the idea to take the police on the Internet in order to support the Safer Internet project and to improve police prevention work.

The main goal of the project was to create so-called virtual police stations in web portals which are most-used and primarily attractive to young people. The police created accounts and e-mail addresses to web environments our people actively use, instead of for example creating an interactive police station on the website of Police and Border Guard Board (the reference to web-constables can still be found on the police website). They also associate the accounts with specific police officials to provide the people knowledge of who they are virtually communicating with. This allows the police to be closer to the population, do better prevention work, and with that and by being present: reduce crime – especially crimes against youth and by youth with the focus on crimes in the virtual environment.

As a result of the described project, Estonian police has hired officials – so-called web-constables – who have certain more specific tasks which have both general and specific prevention effect.

#### Focus area:

Cybercrime, juvenile delinquency/ victimisation

#### Objectives:

The objectives of the project are:

- To assure the police being present as a real person in places where our community can be found;
- To prevent crime on the internet by prevention campaigns and lectures, but also generally by being present and individual counselling (both for potential victims and the ones committing crimes);
- To prevent and respond to crime: react to the cases and prevent them from happening.

*“The most innovating about this project is the concept of the ‘web-constable’, which shows the younger generation that the police is up-to-date, working with them, not against them or out to find them.”*

#### Further information

<http://www.eucpn.org/download/Web-constable.pdf>



## ESTONIA (EE)

### Additional project: Not getting involved doesn't mean that you are safe



The project was started by the Estonian Police and Border Guard Board with the main idea to enhance engagement of the community members regarding daily crime. People expect a lot from the police in helping the community solving different problems, but there is less understanding that people themselves can do a lot to make their surroundings safer.

This project aims to increase people's awareness about the problem of juvenile alcohol abuse and to raise their level of involvement. Juvenile drinking was chosen because the existing police data and research done in the field showed that alcoholic beverages are accessible for minors and adults around them will let them use alcohol.

The common line and the message of the project are to encourage people to get involved and to do something themselves to change the problematic situation which they are witnessing. Also it was stressed, that if they do not get involved, somebody close to them could be the next victim. The project contained a media campaign (commercial clip on TV, outdoor poster, interviews and articles about the topic) and local activities carried out by the Estonian police in co-operation with partners in private, public and NGO sectors. The TV clip and outdoor poster cover the aspects of the responsibility of adults in the prevention of buying alcohol for under-aged people, the control of age for example was consolidated with sales people and many activities were carried out with locals and volunteers.

#### Focus area:

Juvenile alcohol abuse.

#### Objectives:

- The notice rate of the media campaign is 90%; - 6 interviews and at least 3 articles about the topic will be published in the media
- People's active involvement while seeing somebody giving or buying alcohol to under aged will rise from 33% to 50%.

#### Further information

[http://www.eucpn.org/goodpractice/Not\\_getting\\_involved.pdf](http://www.eucpn.org/goodpractice/Not_getting_involved.pdf)

## SPAIN (ES)

### Community policing in prevention, assistance and protection to women victims of gender based violence



According to the Organic Act 1/2004 on Comprehensive Protection Measures against Gender-based Violence, the government should establish special units in the police sphere, among others, to prevent gender violence and to monitor the enforcement of judicial measures.

To this end, in 2003 the Police units for the prevention, assistance and protection of battered women (UPAP) have been set up under the Unit for Citizens Participation and Programs, developing various programs and prevention campaigns for especially vulnerable groups. The UPAP are the police response to victims of gender-based violence, by means of expert and personal assistance.

In order to properly carry out these tasks of monitoring and protection UPAP officers are provided with technological instruments as, for instance, official mobiles assigned to the victims by the Area de Telecomunicación del Cuerpo Nacional de Policía (ICT of the National Police Force) and other devices as Technological Proximity Detection System.

All activities of UPAP units have been developed in strict observance of the existing Instructions and Protocols that have been issued to this end. This is a key element for coordination and collaboration with judicial and social bodies involved in gender-base violence.

#### Focus area:

Domestic violence.

#### Objectives:

- To improve police preventive action on gender-based violence.
- To increase efficiency in the protection of victims against any aggression, by monitoring the implementation of the judicial measures that have been adopted.
- To ensure an immediate police response to victims by assigning a personal officer to each of them.
- To foster and develop prevention and self-protection measures among victims against violent behaviour.
- To build confidence among victims that encourage them to report to the police any kind of criminal conduct concerning gender-based violence that they are suffering

*“It is great work and very important for victims. In terms of an action plan, it is very good and could be highly valued as an example in the EU.”*

#### Further information

[http://www.eucpn.org/download/Community policing in prevention assistance and protection to women victims of gender based violence.pdf](http://www.eucpn.org/download/Community_policing_in_prevention_assistance_and_protection_to_women_victims_of_gender_based_violence.pdf)

## FINLAND (FI)

### The Ankkuri (Anchor) Project



The idea for the project came up in joint meetings for the municipal authorities, health care authorities and the police, where it was established that young people were regularly customers of all these services. The idea was to arrange an experiment to see whether a multi-professional team could make the processing of young people's matters faster and more efficient. If successful, the project could also lead to cost savings.

Ankkuri is community policing at its most effective. It utilises the expertise of various authorities and helps them reach their objectives more efficiently. This makes it possible to break the vicious circle of criminal activity and prevents young people from becoming marginalised.

In addition to helping young people, Ankkuri also aims to disclose, prevent and terminate intimate partner violence (domestic violence). Ankkuri provides victims of domestic violence with support, an opportunity to bring the matter out into the open, and to get the process started.

#### Focus area:

Juvenile delinquency, domestic violence

#### Objectives:

- Early intervention in the activities of young people who are experiencing problems with life management and to remedy the situation as soon as possible.
- Create a more comprehensive view of the circumstances and the need for help of young people and to refer them to appropriate authorities for help and support.
- To disclose, prevent and terminate intimate partner violence (domestic violence).
- To Enhance public safety in the region through multi-professional cooperation.

*"Its focus on close cooperation, following a multi-disciplinary approach with four different services (including psychologists), is very valuable."*

#### Further information

[http://www.eucpn.org/download/The\\_anchor\\_project.pdf](http://www.eucpn.org/download/The_anchor_project.pdf)

## FRANCE (FR)

### Infos à Gogo – Prevention of juvenile delinquency



This project is a socially-oriented association located in the 15th district of Marseille on the La Maurelette territoire. It assists the young people in two ways:

- By enabling the young people to obtain diplomas that will enable them to find a job
- By creating a team of mediators who help out daily as well as during specific events.

The young people will then in their turn become mediators for the associations. This will thus renew and continue Infos à Gogo's mentoring action in the long term.

What is particular about this project is the commitment of the active volunteers from the neighbourhood who pass on the torch. They come to the association as members and participants in the various projects and then become active members. There is therefore a passing down from one generation to another which makes Infos à Gogos a unique point of reference in this very vulnerable area.

In 27 years, several generations have provided mutual assistance to each other and maintained the social link in the neighbourhood.

The main venue for their actions is the Fontainieu Sports Centre, although their volunteers can work in several locations depending on local events (assistance to flood victims in Draguignan, mediation in the area on 14 July because this day is often the occasion of uncontrolled behaviour, vandalism and other offences, school fêtes, neighbourhood fêtes, etc.)

#### Focus area:

Juvenile delinquency

#### Objectives:

The overall objective is promoting the social and professional insertion of the youth.

Other objectives are:

- To break the deadly spiral by setting up a series of actions and by establishing rules and values;
- To enable these young people to obtain professional qualifications (+ for example driving licence)
- To pass on values to the younger members, which ensures the continuity of the momentum we apply on a day-to-day basis.

Main objectives: short-term socialisation of young people, the acquisition of civic reflexes, the acquisition of a sense of responsibility, the acquisition of social mediation skills in the medium term and professional insertion in the longer term, as well as more specific aspects such as learning to be punctual.

*“For 27 years they have aimed to empower young people. It shows the sustainability of this project, which is one of its biggest strengths.”*

#### Further information

[http://www.eucpn.org/download/Prevention of juvenile delinquency.pdf](http://www.eucpn.org/download/Prevention%20of%20juvenile%20delinquency.pdf)

## HUNGARY (HU)

### Don't do! Don't Tolerate! (Together for the future).



Named “Don’t do! Don’t tolerate!” (Ne tédd! Ne tűrd!) in 2011, the project aimed at controlling and eliminating school violence, providing teachers with effective conflict resolution and communication techniques and in particular, reaching the students themselves. The project is based on a complex community conflict management method aimed at prevention of crime related to juvenile delinquency and in this regard also in connection with burglaries. The project is also aimed at raising awareness both within the target groups and the relevant professionals, and helps to be able to understand each other’s perspective.

The eight modules are closely connected to each other. Each programme element served as a motivation for the target groups, since both teachers and students felt that they receive help for managing their everyday tasks and there is someone to turn to. During the project period a common email list was created on the basis of the participants’ email addresses, which facilitates the continuous communication with them.

Local organisations of the Roma minority also joined the project because everyone realised the importance of offering solutions for difficult situations of arising tension between different

cultures, as in many other countries this phenomenon also exists in Hungary.

Our tools were not restricted to traditional techniques. We also added arts, humour and drama.

#### Focus area:

Juvenile delinquency, school violence, child protection

#### Objectives:

The aim of the project was to set up such an exemplary complex prevention programme which on one hand develops the cooperation and communication within the child protection signalling system and on the other hand, gives assistance to educators in managing pre-criminal situations.

The multi-component and successive elements of the project aims at turning children to law-abiding youngsters, developing career guidance, shaping positive attitudes and helping the work of the educators.

The project also aims to inform the citizens so that they could understand the work of the Police, know their rights, and learn how to avoid dangerous situations.

In the second phase of the project we strengthened the cooperation with the representative of the largest minority in Hungary, that is the Roma Minority Self-Government.

*“The project shows a strong collaboration between a lot of different agencies, involvement of different stakeholders, interesting and good measures, well funded and well assessed.”*

#### Further information

[http://www.eucpn.org/download/Together for the future.pdf](http://www.eucpn.org/download/Together%20for%20the%20future.pdf)

## ITALY (IT)

### Safe... outside your home



This project uses the Community Police together with local territory control services with a view to developing ad hoc prevention activity with regard to house burglaries.

In general, some prevention initiatives have been carried out with regard to house burglaries/robberies, according to the Questore's directives and the indications of the Territory Control Service. In particular:

- Night and day controls carried out together with the R.P.C. (Crime Prevention Unit). Considering people increase in the coast towns of this area and with a view to enhancing citizens' confidence in public institutions resulting in a deterrent effect with regard to illegal activities and to dangerous driving, ad hoc interventions and controls have been carried out to prevent crimes against property (thefts/robberies and house burglaries) and drug trafficking. In addition, checks have been carried out with regard to public places, businesses, nightclubs, resorts in cooperation with the Crime Prevention Unit of Pescara, the Dog Units, the Nautical Patrols, the Highway Police and the Municipal Police.

- Distribution of leaflets: on a regular basis, and especially in summertime, leaflets are being distributed to citizens (in cafés, associations, administrative offices, post offices, hospitals) to provide them with advice about prevention measures against thefts, robberies, frauds; these are also available on the Ancona Questura web site.
- Operational information meetings with the representatives of local institutions, the Ancona government representative for security matters, the chiefs of administrative districts, the Municipal Police: during these meetings, which are held on a regular basis, many problems are discussed and relevant actions planned.
- Ad hoc text messages to prevent house robberies are sent to deaf people included in the list of the "SMS lifesaving" service (Questura of- Ancona and ENS – National Deaf Association).

#### Focus area:

Burglaries

#### Objectives:

- Data monitoring and analyses with regard to house burglaries
- Setting up an additional prevention activity
- Raising public awareness on the issue and indicating self-protecting conducts

*"The fact that there is a sensitivity to a specific group of people - that is text messages to deaf people - has been greatly appreciated"*

#### Further information

[http://www.eucpn.org/download/Safe...outside your home.pdf](http://www.eucpn.org/download/Safe...outside%20your%20home.pdf)

## LITHUANIA (LT)

### Step by step to safe community



Ezerelis is secluded little town, surrounded by peat fields and forests. The centre of the district and also police office and medical service are 27 km away from Ezerelis. In case of an accident first aid can come after 30 minutes which is an unacceptably long time. In 2008 the community centre has made its first steps to self protection and carried out a survey to determine if people feel safe in Ezerelis. 69 % of the 283 respondents replied negatively. They pointed various reasons that diminished their safety feelings: poor street lights, dangerous behaviour of drunk drivers on the road, bullying, bad behaviour of young people in public places. The results show that in most cases the community is responsible for inappropriate behaviour of its members.

In 2009 – 2010 the community was supported by local businessmen, institutions and private persons and began to create a safe community: they installed a surveillance camera system, created and trained a self-defence group, organized first aid, self-defence and protection from fire courses for its members.

In 2011 attention was mainly paid to developing video camera surveillance system, improving street lights at unsafe places. Neighbourhood watch took place in the town.

In 2012 activities supported by the Open Society Institute were implemented. Their goal is to encourage youth to actively participate in the creation of welfare of the town.

#### Focus area:

Community empowerment

#### Objectives:

Several ways were chosen to reach the goals: to educate society, create disadvantageous conditions for crime, increase consciousness and initiatives of the community while tackling their security issues, address children and youth occupation problems, motivate volunteering in the community's favour.

These tasks were established to reach the goal:

- Concentrate community and to rise its awareness.
- Implement preventing measures (surveillance cameras, lights, self-defence group patrol).
- Increase children and youth occupation.
- Cooperation with police.
- Sharing good experience.

*“The project is very much driven by the idea that it takes a community to build the community - that is self-driven - and it is a good example of community cohesion, empowerment, building social capital.”*

#### Further information

[http://www.eucpn.org/download/Step by step to safe community.pdf](http://www.eucpn.org/download/Step%20by%20step%20to%20safe%20community.pdf)

## LUXEMBURG (LU)

### Self-Assertion Seminar: Active against violence



The project is inspired by the LU national police slogan: 'Active for more security'. Their ambition is an educational advertising in question of a correct behaviour in hazardous situations and the identification of dangers without increasing the anxiety.

The project is a cooperation which connects public, official and private resources. It is a joint venture of the professional competence from the police, the expertise from the Ministry of Equality and specialised organisations in victim assistance and prevention.

The bureau of crime prevention of the LU police trains the attendants of this course in cooperation with 8 partners in the field of self-assertion.

The program is composed by the following modules:

- Aspects of behavioural prevention;
- Coolness training in critical situations;
- Self defence:
- The phenomenon of mobbing and how to react to it;

- The use of video surveillance in public spaces (CCTV);
- Victim assistance provided by public resources;
- Victim assistance for women;
- Information for authors of violence.

The ambition is to show the alternatives of handling, to realise the danger, to increase one's self-assurance, to boost the overall feeling of safety and finally to enhance the quality of life.

#### Focus area:

Behavioural prevention

#### Objectives:

The objectives of the project are:

- To show the alternatives of handling;
- To realize the danger before it becomes a real threat;
- To increase the self-assurance;
- To boost the overall feeling of safety;
- To enhance the quality of life.

*"The project is very much an educational or social project about self-development, trying to 'vaccinate' people against victimization, increasing their immunity against being victimized."*

#### Further information

[http://www.eucpn.org/download/Self-Assertion Seminar - Active against violence.pdf](http://www.eucpn.org/download/Self-Assertion_Seminar_-_Active_against_violence.pdf)



## POLAND (PL)

### Common Housing Estates



The project „Common Housing Estates” covers 22 districts of the region. It promotes the partnership between the citizens, the Police and other local authorities by involving people and institutions in solving problems of public security.

An interactive website has been designed where the regional coordinator informs the society about any preventive initiatives conducted in the region and emails them to us.

Another initiative conducted within the programme is the project called „Civil Patrol”. In 2009-2010 jobless people who were interested in working for the Police in the future were trained by police officers, court and prosecutor’ clerks and social welfare centre workers. They talked with citizens in their own local community and managed to get useful information about pathologies and they solved different problems connected with public security. At the end of the working day they made a report which was further sent to the Police or the local council depending on the problems identified.

Coordinators in the local units of the Police owing to the information campaigns stimulate the representatives of the local authorities into action and are in close contact with the citizens, thus they carry out prevention actions more effectively.

Moreover, in order to improve public security and the quality of life in the region we promote creating so called “safe spaces” through our actions. This involves proper lighting of the dangerous zones, taking care of green spaces, providing citizens with safe places to relax and children with safe playgrounds.

#### Focus area:

Police-citizen cooperation

#### Objectives:

- To improve public security in a given area and to propagate appropriate pro-social attitudes among adults and adolescents.
- To identify and solve problems of local communities.
- To raise social awareness in order to counteract pathologies.
- To involve local communities in cooperation with the police.
- To engage prevention police officers, local government representatives, non-government organizations to work towards improving public security in a given area.
- To boost social trust in the Police and other institutions working for the sake of public order.

*“The project has a multi-partner approach, a website with feedback, a good campaign with good-looking posters and an interesting focus on senior citizens.”*

#### Further information

[http://www.eucpn.org/download/Common\\_housing\\_estates.pdf](http://www.eucpn.org/download/Common_housing_estates.pdf)

## PORTUGAL (PT)

### ECPA-entry: Tele-assistance to domestic violence victims



This program arose from the need to ensure protection and security to victims of domestic violence and decrease their risk of re-victimization and is coordinated by the Commission for Citizenship and Gender Equality (CIG), which is the Government agency responsible for installing, securing and maintaining technical systems in operation.

This program aimed to increase the protection and security of the victim, ensuring 24 hours/a day and free of charge adequate response to emergency and crisis situations.

Victims of domestic violence had access to this program whenever they were at-risk of re-victimization, had specific security needs and a Criminal Court decided her/his protection by Tele-assistance. The decision could only be taken after the victim's consent. The psychosocial support and protection by Tele-assistance were operated for a period of time not exceeding six months, renewable by Court decision.

The program appealed to appropriate technology, ensuring victim support a 24H/ day, 365 days/year to the following needs: information, emotional support and, if necessary, police

protection. In addition to a telephone service, the technological support system allowed the victim's geographical tracking, fundamental in emergency/crisis situations. Equipment given to victims consisted of a mobile voice and GPS device (see image below) connected directly to a call-centre, with technicians specifically prepared to give an appropriate response to every situation. This call-centre accessed the victim's signal via a web platform, obtaining real-time information on the victim's position.

#### Focus area:

Domestic violence

#### Objectives:

The following specific objectives were established:

- Ensure appropriate and immediate action in emergency situations
- Reduce anxiety levels, increasing and reinforcing the feeling of safety and protection of the victim
- Increase the self-esteem and the quality of life of the victim
- Minimize the situation of vulnerability in which the victim was
- Mobilize police resources
- Build a network of partners
- Ensure the training of the technicians

*“The project is a very good initiative for victims of domestic violence.”*

#### Further information

<http://www.eucpn.org/download/>

Teleassistance to domestic violence victims.pdf

## PORTUGAL (PT)

### Additional project: Safe Olive



The project was initiated in 2005 in the council of Moura, Portugal. Olive growing is the most important agricultural activity of this council. Olive theft is a reality that is repeated annually and causes serious financial losses and a strong sense of insecurity among the population. The main objective of the project was to prevent crime associated to olive theft and reducing the sense of insecurity among the population.

The project is based on five pillars that were gradually implemented:

1. Community policing resorting to several types of patrols with all-terrain vehicles, motor-cycles, quadric-cycles and horses that daily patrol the fields and contact with olive growers and workers in their workplaces.
2. Information provided to citizens at their own workplaces through the distribution of pamphlets and targeted advice.
3. Preventive marketing, which by publicly exposing the project through local and national mass media dissemination, is meant to be another contribution to crime prevention through the dissuasion of potential offenders.

4. Collaboration with public and private bodies that allows for sharing important information for the planning of joint monitoring actions.
5. Public meetings, held at the beginning of each marketing year, to publicly present the project to those concerned, provide advice on safety procedures and clarify doubts.

#### Focus area:

Olive theft

#### Objectives:

Main objective:

- Reducing olive theft

Secondary objectives:

- Cooperate with other public bodies associated with the activity – through information sharing, joint monitoring action planning and privileged link establishing
- Monitor the olive growing activity – based on joint planning and setting of surveillance priorities, whereby organizing joint monitoring actions at the various stages of the olive growing process within its different (police, labour, finance, social) aspects
- Encourage the participation of those concerned – initially looking for their clarification and subsequently their active collaboration in adopting safety habits during the labour activity. Instil a sense of security through the proactive action of the police by publicly presenting and promoting the project

#### Further information

<http://www.eucpn.org/goodpractice/SafeOlive.pdf>

## ROMANIA (RO)

### ECPA-Entry: Great Advice for Little People



The project came into being both as a crime prevention means and as a challenge to communicate with young children. Story characters were created (Zorro - the police dog, Alex - the good kid, the Wise Commissioner, Norocel - the fluffy crime prevention agent). These characters soon became children's friends and the liaison between Police and children on the principle of friendship and mutual trust. In time, the characters were given voices and faces, thus becoming game characters in a series of games created by Bucharest Police in partnership with the private sector, such as: "Don't be a Twicer!", "The Salt Shaker with preventive advice" (Origami), "The Academy of Little Police" (a PC game on children's rights and good behaviour). The PC game was introduced by Microsoft on the MIRIA computers, provided with parental control.

The preventive messages provided to children by these characters reached target groups via 50,000 colouring books, 12 radio sketches and 45 audio-video educational stories, most of them adaptations from national and universal literature but specially created stories by Romanian authors as well. Such an example is "Norocel" written by Helen Şipoş, the national representative of Romania in the EUCPN. The

booklets will be translated in English, German and French to be used by children all over Europe, disseminated by prevention officers in Europe, thus contributing to the development of a European prevention culture.

Not only children have benefited from the project but 249 proximity police from Bucharest as well who performed the activities targeting children and have gained additional communication skills.

#### Focus area:

Juvenile delinquency

#### Objectives:

The objectives of the program are:

- To facilitate a better understanding of children's world and their way of thinking and acting;
- To develop communicators (characters) who can obtain notoriety and credibility in children's world, through which preventive advice can be transmitted;
- To develop new and efficient means to communicate with children;
- To develop civic spirit amongst children;
- To increase Romania's contribution to the creation of the European Preventive Culture.

*"The project is a good way to approach a substantial mistrust in the police - to teach young people to see the police as a friend - and to break cultural norms and barriers."*

#### Further information

[http://www.eucpn.org/download/Great advice for little people.pdf](http://www.eucpn.org/download/Great_advice_for_little_people.pdf)

## ROMANIA (RO)

### **Additional project: Old age without worries – project for preventing burglaries in rural areas**



The project aimed at preventing victimisation in burglaries of senior citizens in rural areas. Policemen along with representatives of local bank units met senior citizens from 9 communes in order to inform them regarding the protection of their valuables. The police officers offered senior citizens advice to prevent their victimisation against burglaries and the local bank representatives informed them on the possibilities they could use to protect their savings and other values.

From all the information and studies presented by the police officers, the senior citizens understood how easy they might be a burglary victim in case they keep money or other valuables at home. The solutions offered by the banks (this means having a bank account) were very much agreed by the senior citizens.

The project final evaluation showed their raised interest in using modern methods of protecting their savings.

#### **Focus area:**

Burglaries, protection of valuables, senior citizens

#### **Objectives:**

- To increase information of senior citizens in 9 communes regarding the protection of their valuables.
- To enhance cooperation with local bank units in order to protect senior citizens' valuables kept at home in the identified 9 communes.

#### **Further information**

<http://www.eucpn.org/goodpractice/Romania/Old Age Without Worries.pdf>

## SWEDEN (SE)

### Neighbourhood Watch in Multi-Family Dwellings



Neighbourhood watch is a method that focuses on preventing crime and increasing perceptions of safety and security by getting residents to assume responsibility for their own immediate environment. It is in widespread use in areas of detached housing in Sweden. In neighbourhoods comprising multi-family dwellings in socially disadvantaged areas which experience high levels of residential mobility by comparison with neighbourhoods comprised of detached housing, however, the police have found it very difficult to start long-term and well-functioning neighbourhood watch projects.

The project Neighbourhood Watch in Multi-Family Dwellings has involved the local police in Halland working together with insurance companies and property owners to successfully reduce crime – first and foremost in the form of burglaries – in two socially disadvantaged neighbourhoods with multi-family dwellings, in which crime levels prior to the initiation of the project were high.

The neighbourhood watch projects have now been ongoing in the two neighbourhoods for over five years.

An evaluation conducted by Halmstad University shows a significant reduction in crime between the period before and after the introduction of the neighbourhood watch project. The evaluation shows that crime was reduced by 37 and 23 percent respectively in the two neighbourhoods following the introduction of neighbourhood watch. The crime reductions were primarily related to theft offences such as burglaries of apartments and of cellar and attic storage spaces, but incidents of vandalism have also declined. Comparisons have also been conducted in relation to surrounding areas, which found that incidents of burglary had increased in these other areas during the corresponding period.

Today, just over five years after the initiation of the project, the vast majority of the stairwells in the apartment blocks in both neighbourhoods are involved in the neighbourhood watch project.

**Focus area:**  
Burglaries

**Objectives:**  
The projects's primary objective is:

- To reduce crime in the residential neighbourhoods of Sörse and Andersberg

A second project objective is:

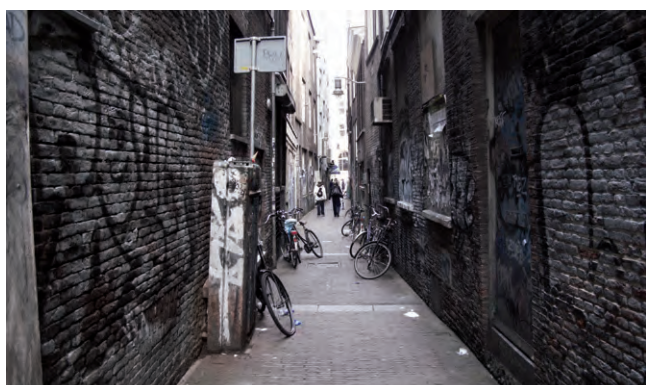
- Improve the resident's perceptions of safety and security

*“The way in which the evaluation was conducted - before and after, and comparing results with other towns - is excellent.”*

**Further information**  
[http://www.eucpn.org/download/Neighbourhood watch in multi-family dwellings.pdf](http://www.eucpn.org/download/Neighbourhood%20watch%20in%20multi-family%20dwellings.pdf)

## SLOVENIA (SI)

### Working group for criminal investigation of acts related to street-level drug dealing



Regional police directorate of Murska Sobota, located in northeast part of Slovenia, has identified an increase of street crime especially related to drug dealing and other type of secondary crime within the region. A situational report also identified an increased fear of crime amongst local population in particular areas. Participation of the local community in disrupting this phenomenon was low. Most targeted locations or areas of such crime were schools, play grounds etc. Involvement of youngsters in crime commitment significantly increased as well. In accordance with these findings, the Slovenian Police proposed to the local authorities the initiation of a project focused on decreasing street crime and fear of crime committed by young people. The local community supported this initiative and promised full cooperation.

Various local authorities and bodies have participated in the project led by the police. Purpose of the project was to raise awareness and disrupt criminal activities at local level. The established working group acts in preventive and repressive way. Partners who complement the work of the working group are local authorities, school administrations, the media and other entities of the private sector.

Preventive actions are aimed on one hand at enhancing cooperation between the local community, local authorities and the police through different means of communication (media, round tables, internet,...). School authorities were also important partners. On the other hand, actions are focused on raising awareness concerning the importance of safe community for a better life.

Repressive actions are focused on determination of particular crime areas where street crime and drug dealing are more frequent, identification perpetrators, and use all measures to disrupt such criminal activity.

#### Focus area:

Street crime, drug dealing

#### Objectives:

- Increased safety at local and regional level
- Increased cooperation between the local community and local authorities
- Decreased number of criminal acts related to street crime with involvement of young people
- Decreased number of areas identified as drug dealing areas
- Decreased number of drug users
- Raised awareness of risks of drug use at the local level
- Raised awareness of the importance and benefits of safe life.

*“This is a good general crime prevention project, raising awareness of problems in and around schools.”*

#### Further information

[http://www.eucpn.org/download/Working\\_group\\_for\\_criminal\\_investigation\\_of\\_acts\\_related\\_to\\_street-level\\_drug\\_dealing.pdf](http://www.eucpn.org/download/Working_group_for_criminal_investigation_of_acts_related_to_street-level_drug_dealing.pdf)

## SLOVAKIA (SK)

### ECPA-Entry: With knowledge to a valuable life



The project “With knowledge to a valuable life“ is a follow-up project from the year 2007, which updates and upgrades its activities every year. It is focused on crime prevention of children and young people, and it uses new types of prevention programmes such as canisotherapy, bibliotherapy, gestalt pedagogy, graphology and martial arts.

The project programmes are realized by the Department of Crime Prevention of the Municipal Police of town Pezinok together with a psychologist and other specialists joined with the project by their participation. It is realized in the form of the educational programmes, the socio-psychological trainings, sport-preventive and safety programmes, media campaigns, publishing and advisory activities in our own client centre.

Furthermore, on vandalism prevention and various forms of personality manipulation among the youth. The project yearly addresses all schools in the municipality, while using local and national media promotion campaigns. We closely cooperate with the teachers as well as with parents. Continual interest of educational institutions in these activities is being

documented regularly. To be specific, 82% of the target group responders have expressed their interest in further activities. Positive results of the project have been proved twice on the international level, in a competition representing the Slovak Republic, four times was placed among the best projects on a national level, and it was once awarded for innovation and contribution to crime prevention on a national level. Moreover, the project has already been successfully implemented in other towns.

#### Focus area:

Theft, fraud, kidnapping, human trafficking, domestic and school violence

#### Objectives:

- To increase the safety in residential houses, housing estates and public areas
- To eliminate socio-pathological phenomena at schools and to increase their safety while establishing active assistance and providing education for the target groups
- To establish an advisory centre for the target groups
- To improve the cooperation with the media in order to make the activities available for the general public.

*“This project is a very good early intervention project. It falls within the broad category of general crime prevention initiatives.”*

#### Further information

[http://www.eucpn.org/download/With knowledge to a valuable life.pdf](http://www.eucpn.org/download/With%20knowledge%20to%20a%20valuable%20life.pdf)



## SLOVAKIA (SK)

### Additional project: Friend of Police (FOP)



The FOP Project is a prevention programme created by the Municipal Police in the town Nové Zámky aimed at the prevention of socio-pathological phenomena among minors and adolescents. On the basis of participants' age, the project is divided into five categories. It focuses on the following preventive activities within three basic implementation levels:

1. Universal (primary) prevention in schools and educational institutions that includes a systematic work with pupils by focusing on the reduction of factors causing psychosocial development disorders and activities aimed at early elimination of the arising problems in children and teenagers. The FOP Project specifically focuses on the prevention of socio-pathological phenomena that are mostly frequent in schools and educational institutions, for example bullying and vandalism. The project stresses a system of long-term and the use of innovative methods.
2. Selective (secondary) prevention on the level of special care that includes professional work with children suffering from psycho-social development disorders and behavioural disorders and prevention programmes aimed at preventing the fixation of socio-pathological phenomena.
3. Indicated (tertiary) prevention, which includes the complex and professional care for children with severe behavioural

disorders and anti-social development. They consult the individual cases with the social guardianship. Throughout the whole school year 2011/2012 the city police performed regular intensive inspections of adolescents and minors aimed at alcohol consumption by minors in social facilities during evening hours, as well as the inspection aimed at truants. The project also involved professional training for the pedagogic and non-pedagogic staff from educational institutions, providing support and development of leisure and sport activities.

#### Focus area:

Schools/youth, petty crime, bullying, vandalism

#### Objectives:

The aim of the FOP programme is prevention of petty criminality, bullying, development of tolerance, prevention of extremism and vandalism, prevention of addictions, increasing legal awareness and prevention of Internet abuse of minors.

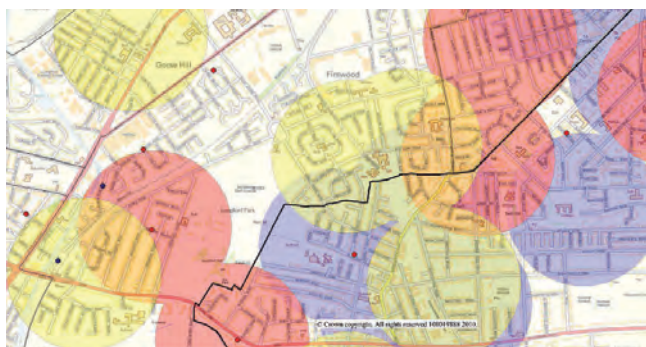
The programme offers personality development possibilities, social skills development and new knowledge acquirement. Its aim is not only to pass the maximum amount of information on prevention of socio-pathological phenomena, but also to influence the young person in terms of health promotion, to offer them the possibility of continuous education, personality development, social skills development and the promotion of activities that have the influence on their peers, motivating them to a healthy lifestyle.

#### Further information

[http://www.eucpn.org/goodpractice/Friend of police.pdf](http://www.eucpn.org/goodpractice/Friend%20of%20police.pdf)

## UNITED KINGDOM (UK)

### ECPA-Entry: Repeat Victimization – Road to Reduction. Predictive Mapping and Super-Cocooning in Trafford



The primary aim of the project was to reduce Burglary Dwelling by disrupting the 'Optimal Forager'. The results demonstrated a reduction in this offence type and through analysis of the location a disruption of this type of offender.

The approach was adapted from a review article by Ross and Pease 2007, 'Predicting where Lightning will Strike' relating to research conducted by Shane Johnson and Kate Bowers. This has latterly been enhanced by an effective systematic programme of cocooning and target hardening based on the communicability of burglary risk (Johnson and Bowers 2007).

The Phase 1 response to that research involved examining the propensity of offenders to return to a familiar area and the placement of a capable guardian in these areas at the right time, attempting to disrupt the offending pattern of the 'optimal forager'.

This approach has now been operational for two years with results being favourable for the reduction of Burglary Dwelling. Trafford Police Basic Command Unit (BCU) saw a substantial reduction in Burglary Dwelling offences, outperforming its most similar groups both

within Greater Manchester Police (GMP) and nationally.

Phase 2, built on phase 1 was more focused towards victims and how targeted intervention involving Trafford residents could further reduce Burglary Dwelling offences.

This project has used scientific research in a simple and cost effective manner to produce patrol plans with complimentary cocooning interventions. The established processes based on the scientific research combined with strong management have played a significant part in the 38.2% reduction in Burglary Dwelling offences over 2 years.

**Focus area:**  
Burglaries

**Objectives:**  
Main Objective:

- Reduce the number of victims of Burglary Dwelling offences within Trafford by disrupting the 'Optimal Forager'.

Secondary Objectives:

- Provide crime prevention advice, distribute any available crime prevention products in key areas and provide reassurance to improve confidence of residents across Trafford.
- Use this methodology to identify persistent problem locations to lead environmental survey sites.

*"The scientific/analytical approach in strengthening police work is admirable. The use of science, technology and academic research is very welcome"*

**Further information**

[http://www.eucpn.org/download/Repeat victimisation - Road to reduction.pdf](http://www.eucpn.org/download/Repeat%20victimisation%20-%20Road%20to%20reduction.pdf)

## UNITED KINGDOM (UK)

### Additional project 1: 'Hands-Off': Preventing property theft using DNA as a crime prevention scheme in secondary education



This project is running since 2008 in the United Kingdom. The over-arching strategy is to utilise an innovative approach to the teaching of DNA within schools that protects personal & family via crime prevention/ reduction.

It targets 13-14 year olds, because of their curriculum requirements and the high level of vulnerability to property offences for young people in this age group (both as victims and offenders). The process was intended to have positive outcomes for their education and as a means of personal crime prevention – as well as the 'added-bonus' of preventing family members from becoming victims of burglary and related acquisitive crime. This is achieved through a 'school based' laboratory lesson assisted by a PowerPoint presentation describing the structure of DNA & the criminological rationale of the application of property marking. Pupils extract their own DNA & mix it with an adhesive compound to apply their own and family property.

#### Focus area:

Property theft, burglaries

#### Objectives:

- To utilise a fun and memorable DNA science lesson to achieve the outcomes of AF2/ Key Stage 3 of the National Strategy For Schools
- To develop an awareness of the values and principles of property marking as approved by the Home Office and Association Of Chief Police Officers
- To prevent/reduce individuals and families becoming victims of property crime

#### Further information

<http://www.eucpn.org/goodpractice/Hands-Off.pdf>

## UNITED KINGDOM (UK)

### Additional project 2: Safe as Houses

SAFER AND STRONGER COMMUNITIES BOARD

### Safe as houses

The 'Safe as houses' scheme is a local partnership initiative between the Police, Enfield Council, London Fire Brigade and other agencies. These organisations will be providing residents with locks, smoke alarms and promoting other physical deterrents to crime such as alley gates, as well as offering practical guidance on security and environmental issues.

At the heart of the initiative is a specially equipped vehicle that will bring locks and security devices to selected areas of the borough where they will be offered to households and professionally installed free of charge. In addition, crime prevention officers and environmental teams will be on hand to speak with residents to find out how we can improve the general look of the area and help local residents feel safe in their own homes. Safer Neighbourhood officers will also work with residents to encourage them to join Neighbourhood Watch schemes and thus further secure their streets.

'Safe as Houses' is an additional service and complements the regular operations conducted by Enfield Police and their partners to reduce crime, such as burglary and anti-social behaviour.

Chief Superintendent Adrian Harstock, Borough Commander said: "This is a great idea that once again demonstrates how we're working together to tackle crime and keep people safe. By concentrating our resources in specific areas we hope to show that we can really make a difference in how parts of the borough look and how safe the people living in those areas feel. This service is about Enfield Police and Enfield Council offering practical solutions to residents to help them feel secure."

Working in partnership to reduce crime




Chief Superintendent Adrian Harstock, Borough Commander, launches the new 'Safe as Houses' vehicle.

'Safe as houses' is a residential burglary prevention programme from the United Kingdom which applies situational crime prevention techniques to areas suffering persistent enduringly high burglary levels within a local authority district.

The project was set up, because in 2008/09 Enfield, United Kingdom endured a 24% increase in burglary offending. Based on existing analysis, it was decided to design a new approach to focus on victims and locations. The response focused on addressing the weaknesses identified on the victims and locations sides of the problem analysis triangle.

Principles used included increasing the effort by offering locksmith services to properties in affected areas – target hardening. Controlled access to reduce opportunity in areas of rear- entry offending by implementing alley-gates. The deflection of offenders by giving away free security measures to residents in 'hot streets'. Other supplementary activity to tackle 'broken window' theory included graffiti and fly-tip removals and altering design to increase natural surveillance.

**Focus area:**  
Burglaries

**Objectives:**  
To reverse a 24% increase in residential burglary (almost 700 additional offences), through target hardening and designing out crime in persistent and repeat locations.

**Further information**  
[http://www.eucpn.org/goodpractice/Safe as houses.pdf](http://www.eucpn.org/goodpractice/Safe%20as%20houses.pdf)

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## Biographies

*Els Enhus* graduated in Sociology and Criminology. She started a research career at the Centre of the Study of Free Time of the Vrije Universiteit Brussel (VUB), Belgium (1975-1978), carried out divers projects at the Centre of Sociology of the VUB (1978-1986), was researcher at the Department of Criminology of the VUB on police (1986-1991) and was teaching assistant at this department (1992-1998). She holds a Phd-degree (“Between hammer and anvil. The Belgian central police policy: an analysis of the discourse in the period 1980-1997”) since 1999 and is associate as professor to the Department of Criminology of the Vrije Universiteit Brussel. She lectures on criminology and victimology, police organisation and police policy, crime and the city and new questions in criminology. Her research aims are to study the role and impact of discourses in the social construction of security and criminality and the (official) societal reaction. She studies security issues (crime statistics, fear of crime, multi-agency approach, prevention, cybercrime, new developments in criminology), police questions (daily work, culture, structure), the relationship between city and crime (public spaces, neighbourhoods, youth gangs) and motivations of offenders (burglary and armed robbery). She is member of CRiS (Crime & Society research group) and responsible of the research domain Security, prevention and policing. Together with Prof. Christiaens she is the VUB-promoter in the network project IAP Interuniversity Attraction Pole “Justice & Populations: The Belgian Experience in International Perspective, 1795-2015” *Network project IAP - Interuniversity Attraction Pole (IAP) P7/22*. She is the co-promoter of the STRAT Crossing Borders program: Crime, Culture and Control (coordinator Prof. S. Snacken) and of a variety of other research projects.

*Paul Ponsaers* graduated in Sociology and Criminology. He started his academic career at the Catholic University of Louvain (Belgium). After a journalistic period, he worked as associated professor at the Free University of Amsterdam (the Netherlands). Afterwards, he was as civil servant active as head of the department Police Policy Support at the General Police Support Service (Belgium). Here he developed a number of large scale scientific projects, as the registered crime statistics and the security monitoring system. From 1998 on Paul was affiliated to Ghent University, Department Criminal Law & Criminology, Research Group Social Analysis of Security. Here he lectured in the domains of Police Sciences, Sociology of Law, Research Methods and Financial and economic crime. Paul is still active in the criminological domain. He is president of the Centre of Police Studies (CPS), member of the steering Group of the GERN consortium (Paris) and member of different editorial boards. He published numerous national and international articles, papers and books in the domains of police studies, financial and economic crime, crime and security analysis. He has the intention to activate his publication activities since he is professor emeritus from October 2012 on.

*Antoinette Verhage* graduated in Criminology and obtained an Advanced Master’s degree in European Criminology and Criminal Justice Systems. She holds a PhD in Criminology since 2009. Since 2001, she is affiliated to the Research Institute for Urban Security and Policing Studies (Ghent University, Belgium). She has carried out research about the Autonomous Police Settlement, private investigation (Blurring Boundaries) and Complaints Management

within the Judicial Order. Under the supervision of Prof. dr. Paul ponsaers, she worked on her PhD-study, titled: The anti-money laundering complex and its interactions with the compliance industry. An empirical research into private actors in the battle against money laundering, which she successfully defended on 11 November 2009 (and published with Routledge in 2011). After working as Assistant Professor at the Department of Penal Law and Criminology, from the 1st of March 2012 she started on a post-PhD project on systematic reviewing of research in policing. She publishes and supports research in the field of policing, radicalisation and financial-economic crime and teaches in the first bachelor years of Criminology in the field of qualitative research methods. Since July 2010, Antoinette is co-director of the research Institute for Urban Security & Policing Studies (SVA). Apart from teaching and research activities, she was actively involved in the Journal of Police Studies, until 2012. Currently she is actively involved in the setting up of a new Journal: the European Journal of Policing Studies (EJPS), of which the first issue will be published in September 2013.



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