SEVENTH FRAMEWORK PROGRAMME

SECURITY, Collaborative Project

Grant Agreement no. 285222

Best Practice Enhancers for Security in Urban Regions

BESECURE

D5.4: Case Study Evaluation Reporting Period 2

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1.	TNO
2.	ALU
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4.	UMRC
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6.	SLCT
7.	UU
8.	JVM

EXECUTIVE SUMMARY

Objectives

The purpose of D5.4 is to present an account of the developments of each of the eight case study research areas in the BESECURE project.

Description of the work

An overview of the progress of the case study leads in carrying out their research on urban security and safety is provided in eight dedicated chapters, one for each case study area.

The various activities undertaken as part of the second half of cycle 2 and Cycle 3 of the case study research schedule is detailed. Information is provided on stakeholders engaged with, interviews undertaken, experiences and important data sources.

Results and conclusions

Overall, the case study research has been very successful. It has resulted in the delivery of over 80 case files which now form a substantial part of the knowledge base underpinning the BESECURE Inspirational Platform.

Information on crime statistics and the socio-economic and physical characteristics of the case study areas has supported the development of the urban data platform, demonstrating the value of data to understanding urban security issues.

The case study research has also ensured that the needs and requirements of stakeholders, as potential end users, are carefully considered in the ongoing development and refinement of the BESECURE platform.

Project information
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BESECURE

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1. Introduction

1.1. Purpose and outline of BESECURE project

The project BESECURE (Best practice Enhancers SECurity in Urban REgions) works towards a better understanding of urban security through the examination of different European urban areas. By examining eight urban areas throughout Europe, BESECURE builds a comprehensive and pragmatic knowledge base that will support policy making on urban security challenges by sharing best practices that are in use throughout Europe, and by providing visualisation and assessment tools and guidelines that will help local policy makers to assess the impact of their practices, and improve their decision making.

1.2. Purpose and outline of Work Package 5

WP5 contributes to the major objectives of BESECURE by developing a knowledge base on best practices of policy makers in urban security and by gaining an understanding of the underlying indicators of successful (or even unsuccessful) approaches. This is achieved by learning from policy makers how to approach security issues, develop options, select, implement and monitor progress. Work Package 5 achieves this objective by conducting case study research in eight targeted European urban areas to:

- Examine best practices;
- Identify gaps which may exist in policy and practice in relation to undesirable security scenarios;
- Enable partner cities to learn from each other regarding their approach to security issues and provide an opportunity to work with the BESECURE consortium in order to test specific elements of the model and metrics and contribute to the monitoring and impact study within their urban zone;
- Provide an evidence base on the use of metrics which through dissemination will inform policy makers in a variety of distressed environments and urban zones.

WP5 is carried out by a working group that consists of eight case study leaders (hereafter referred to as CSL's) steering the case study research (the 'field work') and a work package leader who is responsible for the coordination of the case study research.

All activities carried out in WP5 comply with the ethical statement and code of conduct set out in D8.2. All research participants engaged with, as part of the case study research detailed in this report, were required to sign an informed consent form.

1.3. Purpose and outline of D5.3

The purpose of Deliverable 5.4 'Case Study Evaluation Reporting Period 2' (hereafter D5.4) is to provide an account of the activities, interviews, experiences, acquired data and other relevant material for each of the eight case study areas since the last evaluation report (which covered Period 1, the first eighteen months of the project). Therefore, this report covers the period from October 2013 to January 2015.

A summary of the progress of each case study area is set out in Table 1. A detailed description of the activities carried out in each case study research area is set out in a dedicated chapter of this report (Chapters 3-10).Chapter 11 presents an overview of how

the information emerging from the case study research has been used in the development of the BESECURE platform.

Table 1 Case Study Progress Summary

Case Study Area	Summary of workcarried out in the period October 2013 – January 2015
Belfast	• Follow up consultation meetings with Belfast City Council, Belfast City Council Community Safety Unit, Police Service of Northern Ireland, Belfast City Centre Management and Pubs Ulster; • Additional evaluation sessions scheduled for late January; • Collation of socio-economic and crime data.
Tower Hamlets	• Interviewing key stakeholders and academics including Tower Hamlets Service Manager; Family Intervention Service Troubled Families Co-ordinator, Public Security Advisor and former Metropolitan Police Service (MET) Superintendent, Olympic Policing Co-ordination Team, Chief Executive of the Voyage Charity, a youth leadership programme, The Family Intervention Team of Poplar HARCA, The police team of Poplar HARCA, The ASB manager of Poplar Harca, ASB assistant director of Poplar HARCA, Director of Housing of Poplar HARCA, Professor of Criminal Policy at the Birkbeck University of London, Housing Services Director for Newlon Housing Trust; • Reviewing and keeping abreast of new legislation and papers; • Attendance and dissemination of BESECURE at conferences; • Evaluation sessions; • Preparation of case files; • Additional interviews scheduled for late January 2015.
Lewisham	• Preparation of case files; • Evaluation session; • Interviews with Barry Mizen, father of murdered teenager Jimmy Mizen, Community Organiser, London Citizens, Head of Community Safety and Support, Peabody, Community Development Worker, Peabody, Assistant Director (Community) L&Q Group, Community Investment Manager, L&Q Group, Cabinet Member for Community Safety, Lewisham Council, L&Q Group, Head of Crime Reduction, Lewisham Council; • Attendance and dissemination at events.
Freiburg	• Development of a security metric (also forms part of WP 3); • Collating and processing of statistical data; • Organising and carrying out evaluation sessions with stakeholders from the crime prevention council, Freiburg, the police, the municipality, different political parties, the public transport service VAG, the Max Planck Institute for Foreign and International Criminal Law and different local civic associations; • Reviewing and updating case files; • Research on recent developments of crime prevention programs in Freiburg (press and programme web sites).
The Hague	• Conducted research on decision making processes for urban security and on community policing; • Interviewed a wide range of stakeholders; • Preparation of case files; • Organised a stakeholder evaluation workshop with representatives from the following organisations in attendance - The Hague Municipality, The Hague

	City District and the Regional Police Haaglanden.
Arghillá	- Literature reviews, especially of Italian documents and publications; - Field analysis, organising different visits in the case study area; - Classifying the material related to the case study analysis; - Collection and analysis of quantitative data (statistics); - Collection and analysis of qualitative data (policies and strategies); - Stakeholders interviews; - Dissemination.
Naples	- Enhancing literature files about security issues in Naples; - Participating in meetings, public events, focus groups and other local initiatives; - Organising materials and holding stakeholder interaction sessions with representatives of local authorities, the law and order system and a wide range of socio-economic stakeholders; - Updating quantitative data collection (in progress); - Preparing and editing the case files; - Review and upload of practices on Naples to the BESECURE platform; - Carrying out the evaluation sessions; - Disseminating on the project and platform.
Poznań	- Undertaking urban security research in the area of Poznań agglomeration – gathering statistics, police data, fire service data, Crisis Management and Security Department data, participating in workshops and training sessions, holding interviews; - Undertaking research on EURO2012 security measures; - Preparing case files; - Holding a number of interviews with Municipal Police Officers, representatives of the Fire Service, representatives of the Crisis Management and Security Department of the Poznań City Hall, representatives of the Crisis Management and Security Department of the Wielkopolska Voivodeship Office; - Carrying out stakeholder evaluation sessions on both concept of the platform and possibilities and usability of the BESECURE platform.

2. Approach to Case Study Research

2.1. Introduction

This section sets out the general approach adopted by the CSL's in carrying out research in the case study areas.

2.2. Cyclic Approach

A coherent and structured approach for all case study areas was set out in Deliverable 5.1 'Guidelines for Case Study Interaction Sessions', delivered in Month 6 of the project. These guidelines presented an approach to structure the case study research findings so that they could be effectively organised and managed.The case study research was aligned with three types of case study stakeholder interaction sessions as described and illustrated below:

- Research Sessions: Obtaining relevant data from stakeholders in order to gain insights into the local security challenges, policies and practices
- Development Sessions: Used to identify the interests and needs of local stakeholders with regard to the end-products of BESECURE
- Evaluation Sessions: To validate the (preliminary) outcomes of the project and to test the usability of the end-products.
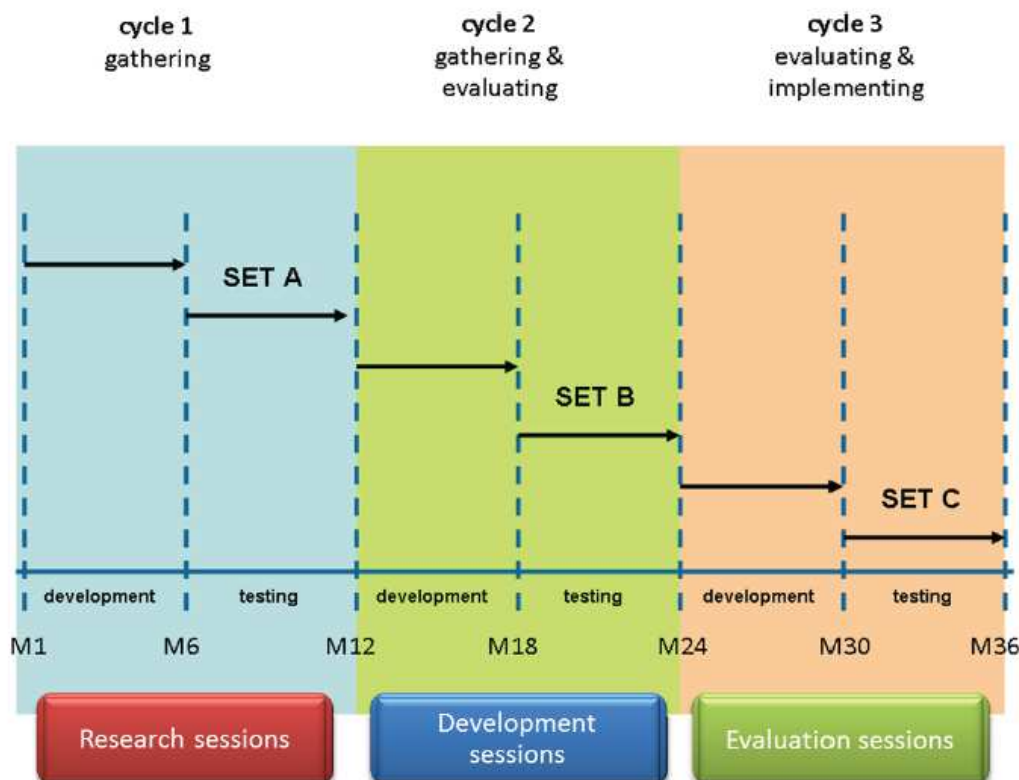

Figure 1: Case Study Research Cycles

A full description of the work carried out by the CLS's during the first 18 months of the project (Cycle 1 and the first half of Cycle 2) was set out in the Case Study Evaluation report for Period 1 (D5.3), which was submitted in September 2013. The present report builds on the D5.3 deliverable but focuses specifically on documenting the various activities and findings of the case study research in the 16 month period between October 2013 (M19) and January 2015 (M34).

Cycle 2 Gathering and Evaluating

Month 19-Month 24

As described in D5.3, information on practices on urban security obtained by the case study leads during their research was documented in a case file. A case file is a condensed, structured description of a practice that has been carried out in a certain area (screen shots of the case file template pages are provided in Figure 2. The case file collates information on security issues, approaches used by stakeholders to address these security issues, and the context or characteristics of the urban area in which the approach is applied or the issue occurs. Each case study leader determines the most appropriate research methods to gather information on each of the requested items listed in the case file form. Methods adopted include interviews, workshops, focus groups with stakeholders and potential end users, review of national census data, media articles, published research, journal articles, policy documents, guidelines etc.
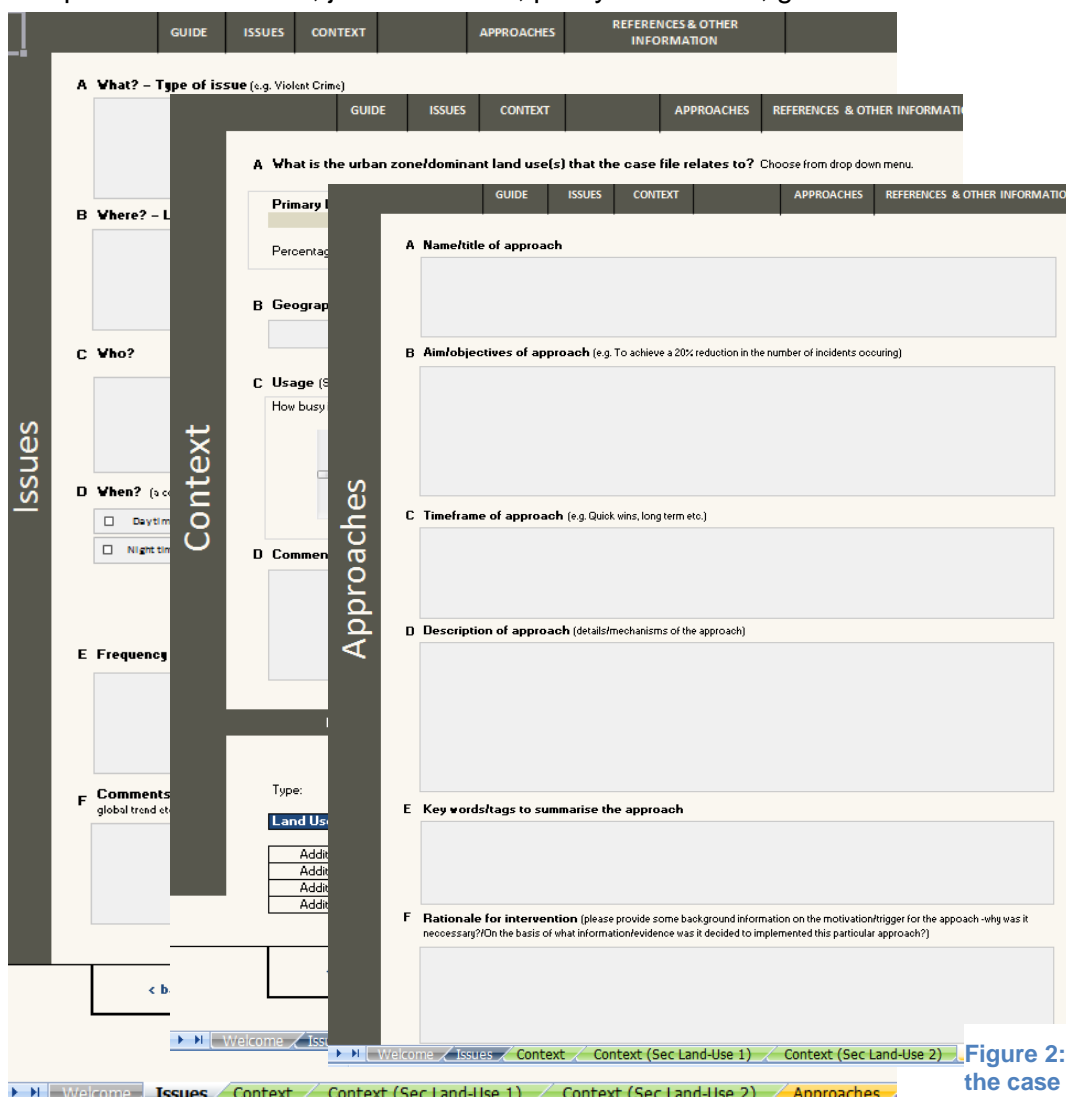

Figure 2: Extracts from the case file template

During the first few months of Period 2, the CSL's continued to focus on interviewing stakeholders and gathering information in order to complete case files on issues and approaches for urban security. Mini case files were also introduced which were designed to accommodate a more focused collation of information. This information was collated as content for the BESECURE inspirational platform.

Cycle 3 Evaluating and Implementing

Month 24-Month 36

Throughout the project, parallel work packages were focused on developing the product lines of BESECURE and possible features and functions of the models and tools.

From around January 2014, the gathering phase slowly shifted towards an evaluating phase in order to focus the case study consultations on eliciting feedback on the value of BESECURE products. Stakeholder meetings were held in a number of case study cities during the first few months of 2014. In addition, a series of interviews were carried out with stakeholders in Dublin, Ireland (conducted by FAC), as described in the D1.3 report. During these meetings, the views of Irish stakeholders on the BESECURE project and its various outputs were obtained.

While this report provides information on the experience of the CSL's in carrying out the evaluations and general details of the stakeholders contacted, a more detailed description of the findings of the case study evaluations in terms of tool refinement etc. will be set out in the forthcoming WP6 deliverable – 'An evaluation of the BESECURE evaluations and support tool performance' (D6.3).

3. Case Study Area: Belfast, Northern Ireland

3.1. Introduction

The Belfast Case Study research is led by University of Ulster (UU). This chapter presents an overview of UU's progress in carrying out the case study research from October 2013 to January 2015.

On reflection of the urban security issues most pertinent to Belfast urban areas, three focus points were identified in Case Study Work Package (CSWP) #2 for UU to explore in specific detail (using the case file templates), as set out in the table below.

Belfast Focus Points
▪ Public disorder – episodes of rioting and other public order offences ▪ Anti-social behaviour ▪ Motor theft

This chapter presents an overview of the progress of UU case study team in exploring and documenting practices designed to address these issues and others, and in assessing the potential value of the BESECURE platform to policy makers with a responsibility for urban security.

3.2. Key activities

Case files were prepared in partnership with statutory agencies such as Belfast City Council, Pubs of Ulster, Belfast City Centre Management, The Institute for Conflict Research, The Police Service of Northern Ireland between M18 and M26.

UU also held interviews and workshops with the end user community in Belfast in relation to developing the GIS functionality and features in line with their user story/ needs. The MoSCoW approach was used to understand what the needs of end users are, and specifically what features the platform *must* have; *should* have; *could* have; and *would* have. Essentially the workshops held were designed to inform UU (in their capacity as WP2 lead responsible for urban data functionality) on what measures could be introduced to the platform in order to support the enhancement of urban security through GIS. This was an iterative process which was refined on a number of different occasions to ensure that the BESECURE platform was meeting the needs of the end user and that the right functionality was developed to help them enhance service delivery and support policy.

These sessions were carried out on a bi-monthly basis in order for UU to have a mock up proposed functionality based on the Must Have; Should Have; Could Have; and Would Have approach used for their needs.

UU also has a number of sessions of evaluation planned for mid-January on the use of GIS for enhancing urban security.

3.3. Stakeholder consultation

A number of follow up workshop sessions were held to gauge feedback on the functionalities and features of the UDP. These included:

- Belfast City Council- Community Safety Unit
- Police Service of Northern Ireland
- Belfast City Centre Management
- Pubs Ulster

It is planned to evaluate the Educational platform and GIS functionality with Belfast City Council in mid-January.

UU has a very good working relationship with stakeholders in Belfast and as a consequence had no difficulty in arranging interviews and workshops; all those asked to participate, did so.

The views of stakeholders

Interest among stakeholders was strong. The functionality is much more than what they have currently and could afford to have. The ability to connect to disparate data sources was of particular interest to stakeholders.

3.4. Data obtained

UU continued to update the data from the Belfast Case Study area (and supported SCLT and JVM in gathering data on the London case study areas). Police data has now been sourced right up to November 2014.

3.5. Lessons learned

In many cases, the end user does not know what they want/need or what is possible with the data that they collect. In this regard, the benefits of the BESECURE platform are apparent in that it provides a mechanism to use data sources more efficiently and effectively than is currently the case.

On reflection, it would have been beneficial to interact with end users at an earlier stage in the project particularly in terms of the identification of end user requirements.

3.6. Recommendations

Stakeholders would greatly benefit from an agreed common operating platform, such as that which has been developed as part of the BESECURE project. This would strengthen partnerships in addressing issues of urban security and would allow everyone to have access to the same evidence base on which to make decisions.

4. Case Study Area: London –Tower Hamlets, UK

4.1. Introduction

The Tower Hamlets Case Study research is led by JVM. From early consultation with local stakeholders (detailed in the D5.3 report), JVM identified a number of issues of most concern to the safety and security of urban areas in Tower Hamlets. These are set out in the table below:

Tower Hamlets Focus Points
▪ Anti-Social Behaviour (ASB), predominantly on public sector subsidised housing schemes (mainly mentioned) ▪ Disturbances caused by youth (including college – but not university – students) (now high) ▪ Graffiti (was high, now reduced)

This chapter presents an overview of JVM's progress in carrying out the case study research from October 2013 to January 2015. The progress of JVM in investigating practices designed to address these issues, and assessing the potential value of the BESECURE platform in supporting policy makers in their efforts to address these and other crime related issues, is set out.

4.2. Key activities

JVM carried out extensive research over this period. This included interviewing key stakeholders and academics and reviewing and keeping abreast of new legislation and papers, for example the Anti-Social Behaviour, Crime and Policing Act 2014. JVM also attended conferences and disseminated BESECURE to a variety of potential end users. Additionally, JVM have held evaluation sessions in London.

JVM has continued to prepare case files on practices to address issues of anti-social behaviour in the Tower Hamlets area of London. JVM has worked work closely with the Poplar Housing and Regeneration Community Association (HARCA) in the south-east of Tower Hamlets. According to the assistant director of the Poplar ASB team, a major restructuring of the way ASB is dealt with is currently taking place. JVM has scheduled a series of interviews to take place during the month of January 2015 to capture those changes and therefore create more case files.

4.3. Stakeholder consultation

During the course of their case study research, the JVM team has met with and interviewed a wide range of stakeholders, including the following:

- Tower Hamlets Service Manager Family Intervention Service Troubled Families Co-ordinator;

- Public Security Advisor and former Metropolitan Police Service (MET)Superintendent;
- Olympic Policing Co-ordination Team;
- Chief Executive of the Voyage Charity, a youth leadership programme;
- The Family Intervention Team of Poplar HARCA;
- The police team of Poplar HARCA;
- The ASB manager of Poplar Harca;
- ASB assistant director of Poplar HARCA;
- Director of Housing of Poplar HARCA;
- Professor of Criminal Policy at the Birkbeck University of London;
- Housing Services Director for Newlon Housing Trust.

Additional interviews are scheduled to take place in early 2015 with the ASB Manager and ASB Assistant Manager, the Director of Housing, the police team and the family intervention project team of Poplar Harca.

Views of stakeholders

Although JVM has established a strong relationship with key stakeholders, difficulties were encountered in arranging interviews as stakeholders are extremely busy and sometimes had to cancel meetings due to unforeseen circumstances.

Overall, the feedback from stakeholders has been positive. They have been forthcoming in explaining the complexities of dealing with crime and ASB in Tower Hamlets allowing JVM to capture interesting information on their work practices and strategies.

For the most part, the stakeholders expressed a genuine interest in the BESECURE project, even checking in at regular intervals to enquire as to how the project is developing and promoting the project to other practitioners working in the field.

4.4. Data obtained

During this research period, JVM has obtained data from the following sources:

- Poplar HARCA;
- London Borough of Tower Hamlets;
- Metropolitan Police;
- Greater London Authority;
- Mayor's Office for Policing & Crime.

Information has been sourced and continues to be sourced from policing, community safety and anti-social behaviour specialists and academicians.

4.5. Lessons learned

In order to build a good working relationship, stakeholders should be clearly informed about the purpose of the project and the research objectives so that they can appreciate the value of their participation in the project. Regular meetings are important to keep stakeholders informed about progress in the development of the project and its outputs.

4.6. Recommendations

Based on their experience of the case study research, JVM strongly advocates the sharing of knowledge and best practices between practitioners involved in crime prevention. There is strong potential for BESECURE to provide the mechanism by which urban security information is shared, and by which valuable information, such as the success factors underpinning a particular practice, the cost of design and implementation, and the resources required to ensure its success, is communicated between stakeholders across Europe.

5. Case Study Area: London – Borough of Lewisham, UK

5.1. Introduction

The Lewisham Case Study research is led by the Stephen Lawrence Charitable Trust (SLCT). This chapter presents an overview of SCLT's progress in carrying out the case study research over from October 2013 to January 2015.

On reflection of the urban security issues most pertinent to Lewisham, it was decided to focus on three key issues during the CSWP #2 period (using the case file templates), as set out in the table below.

Lewisham Focus Points
- Anti-social behaviour caused by youth in multiple wards, maybe choose a specific ward/estate   - Other types of anti-social behaviour that CS believes are very important   - Burglaries

The key activities undertaken by SLCT are presented below along with information on stakeholders engaged with and data obtained. Based on its experiences in carrying out the case study research, SLCT also propose recommendations for future research and for urban security policy makers.

5.2. Key activities

An overview of the activities carried out by SLCT during this reporting period is provided below:

- **Case files** – SLCT continued to develop and improve case files, looking at approaches to anti-social behaviour and burglary such as Local Policing Teams, City Safe Campaign, Operation Big Wing, Operation Nabarat, Stop and Search and Operation Nona. The stakeholder interviews detailed in Section 5.3 informed the preparation of the case files.

- **Evaluation Session** – SLCT held an evaluation session in January 2015 with the Head of Crime Reduction for Lewisham Council. Each element of the BESECURE platform were demonstrated and feedback on the value of the product(s) was carefully recorded. This will be set out in detail in the forthcoming D6.3 report.

- **Events** – SLCT attended a series of events during the specified time frame, ranging from roundtables to workshops to conferences. These were to find out more about security and safety issues as well as raise awareness about BESECURE:

    o Workshop – Project Oracle Evaluation Action Day – Project Oracle;

- o Community Cohesion Roundtable discussion – Jimmy Mizen Foundation and Home Office;
- o Policing the Possible: Governing Potential Criminality – LSE Cities;
- o Challenging Race and Gang Nexus – Centre for Crime and Justice Studies
- o Safer Cities Conference – Mayors Office for Policing and Crime;
- o The mission, priorities and delivery re-imagined – City Forum Policing Roundtable;
- o Annual Criminal Justice Lecture - Stephen Lawrence Charitable Trust;
- o Parents Standing Together for a Safer Lewisham – Lewisham Council (Cllr ██████████
- o Just Images: The Visual Representation of Harm – Centre for Crime and Justice Studies;
- o How Violent is Britain? – C entre for Crime and Justice Studies;
- o Mayor's Office for Policing and Crime Conference;
- o Crime, Justice and Safer Cities – Reform.

SLCT has also identified a number of events (after 30th January 2015) that can be attended to raise awareness of BESECURE. A BESECURE tool kit evaluation session is also scheduled for the 19th January with the Head of Crime Reduction, Lewisham Council. The findings of this evaluation session will be set out in the forthcoming D6.3 report.

5.3. Stakeholder consultation

Consultation interviews have been a slight challenge due to finding a suitable date and time to meet with stakeholders. However, over the course of the time period SCLT did conduct a series of interviews with various stakeholders, including the following:

- Community Organiser, London Citizens;
- Head of Community Safety and Support, Peabody;
- Community Development Worker, Peabody;
- Assistant Director (Community) L&Q Group;
- Community Investment Manager, L&Q Group;
- Cabinet Member for Community Safety, Lewisham Council;
- L&Q Group;
- Head of Crime Reduction, Lewisham Council
- Most recently, SLCT met with Barry Mizen, father of murdered teenager, Jimmy Mizen, who shared his thoughts on safety and security in Lewisham.

The views of stakeholders

SLCT contacted several potential stakeholders to engage with the BESECURE Project. Contact was predominantly via email and phone calls. A number of people approached did not respond to the invitation, but this does not necessarily mean they were not interested.

On the whole the stakeholders engaged with did express an interest in the BESECURE products and were happy to speak to SLCT about various safety and security approaches and policies.

The feedback from the BESECURE platform evaluation session undertaken with the Head of Crime Reduction at Lewisham Council was largely positive. In terms of usability, the stakeholder felt that the platform was very easy to use and straightforward, which is

an attractive asset for busy urban security professionals. The feature which was most appealing to the stakeholder was the policy platform, in that it offers a convenient way to distil down and condense complex information that is used in policy formation.

5.4. Data obtained

A range of qualitative information was sourced and documented on the following practices which are used to address urban security issues in Lewisham:

- Stop and search policy;
- Anti-Social behaviour;
- Operation Big Wing;
- Operation Nabarat;
- Operation Nona;
- Data from the Office of National Statistics (ONS);
- Data from Lewisham Council;
- Information from the Metropolitan Police;
- Information from Lewisham Council website

5.5. Lessons learned

SLCT underestimated the time it would take to obtain certain data such as qualitative data required for developing case files on practices in the Lewisham area. This took much longer than anticipated and at times SLCT had to navigate through lengthy bureaucratic processes in order to obtain specific data. A possible solution to this would be to develop a stronger relationship with key members of Lewisham Council and Lewisham Metropolitan Police who could provide specific data required within the timeframe needed.

Overall, SLCT reports that the case study process undertaken has generally gone well. The main challenge encountered was trying to secure suitable dates and times to hold interaction sessions with stakeholders. Perhaps arranging group stakeholder sessions could be an alternative solution for future research.

Building stronger relationships with Lewisham Council would also have benefitted and supported greater accessibility to information.

5.6. Recommendations

Based on the interviews conducted and research carried out, SLCT proposes the following recommendations:

- Strengthen partnerships between key players in urban security;
- Improve relations between the police and residents, particularly amongst young people;
- Ensure residents are at theheart of policy design and decision making, especially at the local level;
- Obtain support from local councils;
- Obtain support from local business owners.

6. Case Study Area: Freiburg, Germany

6.1. Introduction

The Freiburg Case Study research is led by the Albert Ludwig University Freiburg (ALU). This chapter presents an overview of ALU's progress in carrying out the case study research from October 2013 to January 2015.

Following an initial review of safety and security issues with the most pertinence for urban areas in the city of Freiburg, it was decided to focus on three key issues, as set out in the table below.

Freiburg Focus Points
- Violent crime in the inner city/ the old town of Freiburg on weekends (related to massive alcohol consumption of adolescents and the concentration of discotheques in this area).   - The problems of incivilities in the area surrounding Freiburg's main rail station (local drug user scene, passenger related crimes, arriving football fans etc.).

The key activities undertaken by ALU during this research period, including a detailed account of the views of Freiburg stakeholders on the value of the BESECURE project is set out. In addition, ALU describes the lessons they have learned in carrying out the research, and based on their experiences and observations, propose recommendations for policy makers concerned with enhancing the security of urban areas.

6.2. Key activities

The activities undertaken by ALU during this period focused on the following areas:

- Development of a security metric (also forms part of WP 3);
- Processing of statistical data (as set out in Section 6.4 below);
- Organising and carrying out evaluation sessions (as described in Section 6.3 below);
- Reviewing case files;
- Research on recent developments of crime prevention programmes in Freiburg (press and programme web sites).

6.3. Stakeholder consultation

Stakeholder consultation during this period focused primarily on evaluating the BESECURE platform. In total, three types of stakeholder evaluation sessions were carried out. The overarching purpose of the sessions was to establish end user needs and expectations regarding electronic decision-support tools for urban security.

During the first phase, information on the general needs and interests of stakeholders in Freiburg was gathered by analysing the interviews which had been conducted in the previous reporting period.

During the second evaluation phase, a provisional version of the BESECURE platform was presented at the occasion of the biannual meeting of the crime prevention council in Freiburg, November 13th 2014. The crime prevention council is a body where Freiburg's crime prevention stakeholders meet in order to coordinate, discuss, organise, and plan communal crime prevention activities. The Freiburg coordination unit for communal crime prevention is a steering committee involving the police, the municipality, different political parties, the public transport service VAG, the Max Planck Institute for Foreign and International Criminal Law and different local civic associations.

The session was moderated by Freiburg's major for social affairs. Part of the agenda was the presentation of the BESECURE platform including a feedback round. Participants were able to use and test the platform at the end of the session.

The crime prevention council meeting represented a unique opportunity to present the BESECURE platform to almost every relevant crime prevention stakeholder and practitioner in Freiburg at one single occasion. All three members of the ALU BESECURE-team joined the session and the subsequent demonstration in order to offer as many contacts points for feedback as possible.

The views of stakeholders

The general idea of communicating information about practices attracted interest amongst the stakeholders. It was positively noted that BESECURE is an ambitious and prestigious project that has developed an innovative way of sharing crime-prevention practise and that provides an opportunity to link Freiburg's urban security culture to an international context. A full overview of the feedback emerging from the session will be described in the forthcoming D6.3 report.

The third evaluation phase was conceptualised to be an interactive session. An individual 'hands-on-the-technology' evaluation session approach was adopted, which took place on December 3rd 2014. The head of the communal coordination office for alcohol-related prevention policies in Freiburg agreed to evaluate the platform with regard to its usability, and its overall benefits for practitioners and policy-makers alike. The stakeholder interacted with the platform itself and commented on the three BESECURE products as she was clicking through the different menu-options.

The evaluation session was held as an individual follow-up meeting to the meeting of the crime prevention council of November 13th, 2014. The head of the communal coordination office for alcohol-related prevention policies in Freiburg agreed to evaluate the platform with regard to its usability, and its overall benefits for practitioners and policy-makers alike. The evaluation took place on December 3rd, 2014, took two and a half hours, and was conceptualised as a *'hands-on-the-technology'* evaluation. Clicking through the three products of the platform and looking at all menu options, the stakeholder commented on the platform as she was surfing through it.

The general idea of the inspirational platform was considered useful by the stakeholder; several features of the inspirational platform proved particularly appealing. A comprehensive overview of the feedback provided by the stakeholder will be set out in the D6.3 report (to be submitted in M36).

6.4. Data obtained

During the whole period, a considerable amount of quantitative urban data on the city of Freiburg was collected in the context of the BESECURE case study:

- police-registered municipal and state crime statistics;
- datasets with communal statistics;
- reports with communal statistics, such as the results of the citizen survey 2010;
- social data report 2010.

The quantitative data were used to showcase a security metric. By filling thematic indicators with communal data, the metric can be used to do a trend analysis of security issues in Freiburg, which can be used to support and ground decision-making (as described in the D3.1 report '*Overview of relevant process models, indicators and methods for urban security enhancement'*.)

Qualitative data collected through interviews (audio recordings) have been gathered and summarised as part of the stakeholder consultation process.

6.5. Lessons learned

According to feedback from ALU, it would have been very useful if the BESECURE platform had become available at an earlier stage in the project. If a minimal, yet working inspirational platform had been available in the early stage of the BESECURE process, both the technical development process and the interaction with stakeholders would have been easier and more concrete. Stakeholders would have had the opportunity to directly fill in their practices into the platform (instead of CSL's recording answers on the case file forms) and give feedback with regard to the classifications provided in the platform and to the usability of the graphical user interface. Starting with a minimal platform, the development could have been more interactive and user-oriented. ALU also stated that they would have like to involve additional relevant stakeholders at an earlier stage of the project.

6.6. Recommendations

The majority of Freiburg citizens' report a high life satisfaction and there is a strong interest in safeguarding the security of the city in order to maintain this. The instruments and practices used by police and other stakeholders to address security issues such as alcohol-related bodily assaults, anti-social behaviour, burglaries, and drug-related issues, consist of a mix of creative and conventional practices. One of the most remarkable findings of the research was that diverse actors address security issues in parallel, and that approaches that adopt the engagement of civic groups tend to be more effective than conventional police practices; restrictive police practices are seldom accepted as the only adequate answer.

Policy-makers in Freiburg have to mediate and balance the opinions and efforts of different groups involved in the enhancement of urban security. In doing so, the allocation of resources is one of the most important aspects to be aware of.

The inspirational platform could be used to find innovative practices which have proven effective in other cities.

7. Case Study Area: The Hague, Netherlands

7.1. Introduction

The Hague Case Study research is led by TNO. This chapter presents an overview of the TNO case study team's progress in carrying out the case study research from September 2013 to January 2015.

The Hague case study research focuses primarily on three issues of urban security and safety, as set out in the table below.

The Hague Focus Points
▪ Nuisance of youth groups in the Schilderswijk ▪ Regeneration of a socially deprived area ▪ Home burglaries: exploring multiple approaches

During this research period, the TNO case study team explored the decision-making processes for urban security and carried out a review of community policing in The Hague. A review of practices to address issues of urban security also led to the formulation of additional case files during this time. Evaluation sessions were held with a large number of stakeholders.

7.2. Key activities

The activities undertaken by the TNO case study team during this period are described below:

Research

This supplemented the research conducted in the previous period (during which we focused on practices related to criminal youth groups), in this case study reporting period the focus of the research was twofold:

- Research on decision-making processes in The Hague concerning urban security (in particular Domestic Burglaries) including document analysis and interviews (February – June 2014). For this project, a range of civil servants as well as other stakeholders (police, community organisations) were interviewed regarding their daily work practices, their ideas about enhancing urban security, the process of formulating policies and deciding upon specific interventions and the role of 'evidence' in this process.

- Research on the practice of community policing in The Hague. Apart from the underlying assumptions and ideas about the effectiveness of this approach among policy advisors and other stakeholders, the research specifically focused on the implementation and practices of a Neighbourhood Watch Team in a specific neighbourhood in The Hague, namely the Laak City District (Spoorwijk). The team and relevant professionals involved in the team (neighbourhood police,

neighbourhood manager, etc.) were interviewed and the researchers observed several patrols of the Neighbourhood Watch team (March – July 2014).

Case Files

As concrete output for the BESECURE platforms, the following **Case Files** were prepared (including those from the previous reporting period):

- Mammoth Approach;
- Neighbourhood Watch;
- Neighbourhood Approach;
- Approach for Criminal Youth Groups;
- B3W (Best of Three Worlds);
- Minus-Twelve Approach;
- Veiligheidshuis.

These case files are based on either on TNO's own case study research and/or publications/documentation about specific practices.

Evaluation

In addition to continuation of the case study research (focusing on several new practices), the focus in this period has been on the stakeholder consultation with regard to their views on the BESECURE platforms. Even though the stakeholders remained sceptical about the usability of a platform, the consultation process has contributed to a better understanding of what would be of use to the stakeholders in The Hague.

During this reporting period, TNO conducted several interviews with key stakeholders from The Hague Municipality, as well as the regional police, national police and The Dutch Centre for Crime Prevention and Safety (CCV – a national centre that develops and implements coherent instruments designed to enhance community safety. CCV stimulates cooperation between public and private organisations to achieve a coordinated, integrated approach to crime prevention, and forms a bridge between policy and practice).

In April 2014, TNO hosted an interactive evaluation session with a group of 15 stakeholders from The Hague Municipality, several City Districts and the Regional Police. During this session, the three BESECURE platforms were presented followed by discussion with the participants about the value of these products and the underlying ideas. In addition, there was an interactive session during which the participants received a short scenario of a 'typical' urban security issue located in a specific area. The assignment was to describe the steps that they would follow to come to a suitable approach for this problem, given the specific context. This was very helpful in understanding more about the role of data and the 'irrationality' of policy development processes.

7.3. Stakeholder consultation

The full list of stakeholders engaged with by the TNO case study research team (both research and evaluation) during this reporting period is set out below:

- Policy advisor Public Order, Safety & Security, The Hague Municipality;
- Policy advisor Public Order, Safety & Security, The Hague City District Laak;

- Policy advisor, Programme Office Neighbourhood Approach, The Hague City District Centrum;
- Project manager Domestic Burglaries, The Hague City District Escamp;
- Policy advisor, The Hague City District Laak;
- Policy advisor Public Order, Safety & Security, The Hague City District HaagseHout;
- Policy advisor KVO, The Hague Municipality;
- Policy advisor KVO, The Hague Municipality;
- Policy advisor, Programme Office Neighbourhood Approach, The Hague City District Centrum;
- Project manager Domestic Burglaries, Haaglanden Police, department Laak;
- Strategic Analyst, Regional Police Haaglanden;
- Policy advisor Neighbourhood prevention, Public services, The Hague Municipality;
- Head of special projects, Administrative Services, The Hague Municipality;
- Head of Analysis & Research, Regional Police Haaglanden;
- Project manager Domestic Burglaries, The Dutch Centre for Crime Prevention and Safety;
- Project manager Perception of Nuisance, The Dutch Centre for Crime Prevention and Safety;
- Neighbourhood police officer, Spoorwijk (City District Laak);
- Safety & Security advisor, Office for Prevention and Safety Laak, Regional Police Haaglanden;
- Paul Hendriks;
- Several residents of Spoorwijk (City District Laak);
- Community worker in The Hague City District Laak, MOOI Foundation.

As described in Section 7.2 above, an evaluation workshop took place on the 16th April 2014. There were 15 stakeholders in attendance with representatives from The Hague municipality, several city districts and the police, as listed below:

- Head of special projects, Administrative Services, The Hague Municipality;
- Secretary of Administrative Services, The Hague Municipality;
- Programme manager Neighbourhood Approach, The Hague City District Mariahoeve
- Policy advisor, The Hague City District Laak;
- Policy advisor Public services, The Hague Municipality;
- Policy advisor Public Services and Neighbourhood manager, The Hague;Bouwlust;
- Policy advisor, Programme Office Neighbourhood Approach, The Hague City District Centrum;
- Policy advisor, Programme Office Neighbourhood Approach, The Hague City District Centrum;
- Policy advisor, Programme Office Neighbourhood Approach, The Hague City District Centrum;
- Policy advisor KVO, The Hague Municipality;
- Policy advisor KVO, The Hague Municipality;
- Policy advisor Public Order, Safety & Security, The Hague Municipality;
- Policy advisor Public Order, Safety & Security, The Hague Municipality;
- Policy advisor Youth and Nuisance, dept. of Public Order, Safety & Security, The Hague Municipality;

- Strategic Analyst, Regional Police Haaglanden.

Views of stakeholders

For The Hague municipality, participation in the BESECURE project was useful in terms ofdelivering insights to the approach and policy process for addressing similar problems in other urban areas in The Netherlands and Europe. The municipality has a long tradition of developing effective approaches to urban security and its participation in this project represents an opportunity to validate these developments.

With regard to the BESECURE toolbox, most respondents were a bit sceptical in terms of the actual usability in their daily work processes, mainly because they have seen many developments before and usually the problem lies in keeping these databases updated and making them user friendly.

7.4. Data obtained

The various sources used by TNO in the course of its research are listed below:

Policies and strategy documents:

- Gemeente Den Haag (2002). Eenveilig Den Haag (1). Veiligheidsplan 2002 – 2006;
- Gemeente Den Haag (2006). Eenveilig Den Haag (2): eenopdrachtaanalleHagenaars. Veiligheidsplan 2006 – 2010;
- Gemeente Den Haag (2012). Doenwatwerkt! Aan de slag vooreenveilig Den Haag. Veiligheidsplan 2012 – 2015;;
- Gemeente Den Haag (2012). Aan de slag in Laak! Bestuurlijkesamenvattingstadsdeelplan 2012 – 2015;
- Gemeente Den Haag (2014). Aan de slag in Laak! Activiteitenprogramma 2014;
- Versteegh, P., Plas, T. van der &Nieuwstraten, H. (2010). The best of three worlds. Effectieverpolitiewerk door eenprobleemgerichteaanpak van hot crimes, hot spots, hot shots en hot groups. Apeldoorn: Politieacademie, Lectoraat Intelligence.

Practices:

- Intervention Database from the Dutch Center for Crime Prevention and Safety (http://www.hetccv.nl/dossiers/wijkinterventies/index)

Urban Data:

- Statistics for The Hague: Den Haag in Cijfers: http://denhaag.buurtmonitor.nl/
- CBS (Statistics Netherlands): If possible please include the results of the Jan 9 session(s)
- Crime statistics, RegionalPoliceHaaglanden from: *Basis VoorzieningHandhaving van de PolitieHaaglanden*(Police database).

7.5. Lessons learned

On reflection, the TNO team feel that the ability to show a demo-version of the platforms at an earlier stage would have been beneficial. More elaborate use-cases to demonstrate the functionality of the platform would also have been useful.

Based on the findings of stakeholder consultation processes, it is clear that the inspirational platform has potential in so far that it is useful to learn from other cities as to how they approach problems, in particular when it includes information on how to improve work processes. The main problem with the inspirational platform is that it is very difficult to maintain such databases and the value is dependent upon the quality of the content. It may even be most relevant to focus on the network function (i.e. getting in contact with peers from other urban areas who are dealing with similar problems and exchanging ideas).

The policy platform as a collaborative workspace is interesting, in particular because it allows the user to work on a policy problem together with relevant stakeholders. Also, it provides a checklist of topics to address. This can be particularly relevant for new civil servants who are still learning the tricks of the trade.

The urban data platform is useful as part of the evidence base. Data (in particular trend analyses) can be used to convince other stakeholders of the urgency of dealing with certain topics. The urban data platform would be of value if it makes the analysis of data more flexible, accessible and user-friendly than the current process. It should be compatible with existing work processes.

7.6. Recommendations

On reflection of its experience in carrying out the research, and in engaging with stakeholders, TNO highlights that understanding and evaluating the effects of specific approaches and interventions is the most difficult aspect of policymaking (not only in the area of urban security). Often it is impossible to attribute a causal effect to outcomes of a specific policy. However, there are possibilities to improve the evaluation process. Currently evaluations are mostly limited to a review of the activities in relation to plans and budget; structured evaluation of the impact is limited.

The stakeholders in The Hague were ultimately most interested in options for gathering evidence that help them to convince partners and other stakeholders of the urgency of a specific problem. For instance, trend-analyses that illustrate how a problem might be likely to progress over forthcoming years can greatly strengthen the arguments for investing. Also, it can help to convince parties of their problem-ownership.

8. Case Study Area: Arghillá

8.1. Introduction

The Arghillá Case Study research is led by UMRC. This chapter presents an overview of the Arghillá case study team's progress in carrying out the case study research from October 2013 to January 2015.

Arghillá case study research is focusing primarily on three issues of urban security and safety, as set out in the table below.

Arghillá Focus Points
- Micro-criminality caused by the ROMA community   - Secure tenure – what issues are associated with this?   - Decay of buildings, abandonment and decay of public spaces, lack of accessibility due to the delay in completing the subway and the lack of buses and other public transport between the cruise terminal and the area. But also the abandonment of traditional craft activities like goldsmith's art etc.

During this research period, UMRC focused on the root causes of crime in the case study area. As well as reviewing social strategies relevant to the security of the region, a number of interviews with local stakeholders took place, which supported the preparation of additional case files. UMRC also described the lessons they have learned in carrying out the research, and based on their experiences and observations, key recommendations for policy makers concerned with enhancing the security of urban areas, are set out.

8.2. Key activities

During the period selected, the research group of Reggio Calabria has undertaken the following activities related to the case study of Arghillá:

- Strengthening literature reviews on urban safety and security, especially for Italian documents and publications;
- In-field analysis, organising different visits to the case study area;
- Categorising the material related to the case study analysis;
- Collection and analysis of quantitative data (statistics);
- Collection and analysis of qualitative data (policies and strategies);
- Stakeholders interviews to support the preparation of case files;
- Dissemination of the BESECURE project through the submission of abstracts tointernational conferences and papers to international journals (scheduled).

One of the most significant advancements made by UMRC during this period was to develop a deeper understanding of the social, economic and physical context of the Arghillá neighbourhood, focusing on the root causes of urban security issues. In this regard, the large ROMA community population and associated social problems such as

social exclusion, marginalisation and spatial isolation provide some explanation for the proliferation of organised crime and other security issues in this area.

8.3. Stakeholder consultation

The stakeholder consultation process was carried out in three sessions:

- Interviews with local stakeholders provided UMRC with the opportunity to understand how local actors tackle issues such as urban safety and security;
- Preparation for a stakeholder meeting to present the BESECURE platform (scheduled);
- Preparation for an academic meeting to present the results of the BESECURE project (scheduled) to the academic community, involving also international Professors and PhD Students of the International Doctorate Programme in Urban Regeneration and Economic Development (http://www.cluds-7fp.unirc.it/).

Views of stakeholders

Local administrative stakeholders expressed strong interest in the BESECURE project particularly in terms of the potential for identifying alternative approaches/practices to tackle security issues. The stakeholders interviewed were supportive of the research objectives of the project and welcomed the approach taken to investigate issues of security as it provided them with an opportunity to contribute to the development process of the project.

8.4. Data obtained

To support the preparation of case files and to understand the background against which practices to tackle crime in the Reggio de Calabria region are devised, the following strategies were reviewed:

European strategies and tools - URBAN

- Established in the mid-1990s the URBAN I European Commission programme targeted areas of extreme deprivation, which often occur in peripheral urban and territorial systems, and which are particularly unsustainable from an economic, social and environmental perspective.

Italian ONP - Security (Piano OperativoNaziolnae - Sicurezza)

- The Operative National Programme PON 'Security for Development Convergence Objective 2007-2013' addresses security by providing a framework of actions and specific objectives for each axis of intervention considered. The Italian regions of Calabria and Sicily (within which the case study area is located) are designated as priority areas under the framework.

Italian FAS (Underutilized Areas Fund)

- Under the programme financial period 2000-2006, Italy focused on the topic of urban safety in the former FAS (Underutilized Areas Fund). On the basis of State-Regions Agreements, infrastructure was built in order to enhance the security of blighted areas and to re-use seized goods. For the programme financial period 2007-

2013, the National Action Plan - Governance 2007-2013 focused on a broad programme of actions to enhance citizen safety.

City Strategic Plan

- The Municipality promotes a welfare assistance programme which aims on the one hand to tackle emergency problems (which can impact on the security of the area), and on the other to prevent such problems from occurring in the first incidence. The plan encompasses a number of social and urban policies, such as the Social Strategic Plan (Il Piano Strategico Sociale, 2012- 2015). This plan is focused on responding to and providing for the social needs and requirements of people living within the area. Key areas focused on are set out below:

  - Giving strength to the qualities of the place (starting from its strategic position within the metropolitan area of Reggio Calabria);
  - Stressing its position in the intermodal system of transportation;
  - Enhancing local production and local economic activities;
  - Improving the tourism potential of the place;
  - Supporting local communities in becoming involved in social services;
  - Implementing initiatives to improve the sense of community.

Urban security is addressed indirectly throughout this plan. It is considered as something that is achievable if societal issues and the needs of residents are first addressed. The logic being that criminal activity is less likely to occur where the societal needs of residents are being met.

8.5. Lessons learned

Through URMC's interaction with local administrators, particularly the Municipality of Reggio Calabria, they have identified a strong need for a more integrated approach to policies and strategies for urban security issues. A collaborative and place-based approach is required to enhance the social inclusion of local community.

8.6. Recommendations

The urban safety and security agenda is attracting more and more interest with each passing year, with a greater recognition than ever before that societal problems are directly contributing to the security of the Reggio de Calabria area, particularly the Arghillá neighbourhood. National and local governments are continually faced with serious consequences arising as a result of deep rooted societal failures – as manifested in the rising crime rate. It is clear that policy makers must focus on 'non-traditional' approaches and move away from repressive measures. Regional and local policy makers must exploit opportunities presented by the European Structural fund to support social inclusion in order to reverse negative trends that support the optimal societal conditions in which organised crime thrives.

A huge effort is required from multidisciplinary stakeholders in order to comprehensively address urban security issues in themedium and long term. A greater focus on coordination and partnership between actors at all territorial levels, more integrated policy formulation and a greater involvement of local communities, are crucial to ensure that approaches to tackling issues of crime in the Arghillá and wider Reggio de Calabria area are successful.

In this regard, the BESECURE platform can help to support a greater collaboration amongst European stakeholders in tackling issues of urban security and safety. The continuous exchange of experiences and best practices can help local actors in developing effective public policies to reduce criminal activities in disadvantaged areas, with integrated and place-based approaches most likely to offer potential to Italian stakeholders.

9. Case Study Area: Naples, Italy

9.1. Introduction

The Naples Case Study research is led by CNR. From early consultation with local stakeholders (detailed in the D5.3 report), CNR identified a number of issues of most concern to the safety and security of urban areas in Naples. These are set out in the table below:

Naples Focus Points
▪ Organised crime (the so called Camorra). The organised crime is characterized by illegal drugs trafficking, racketeering, riots, homicides and territorial control provided by these organisations in order to protect their own illegal affairs.   ▪ Decay of buildings, abandonment and decay of public spaces, lack of accessibility due to the delay in completing the subway and the lack of buses and other public transport between the cruise terminal and the area. But also the abandonment of traditional craft activities such as goldsmith's art etc.   ▪ Scippo: motor vehicle theft

This chapter presents an overview of the Naples case study team's progress in investigating practices designed to address these issues and others, and assessing the potential value of the BESECURE platform in supporting policy makers in their efforts to address these issues, and other crime related issues. The account provided below covers the efforts of the CNR team during the 16 month period from October 2013 to January 2015.

9.2. Key activities

CNR continued on from research activities carried out during Phase 1 of the case study period. Accordingly, the activities are listed below as follows:

- Enhancing literature and media collections about security issues in Naples, the environmental, social and economic contexts in which these issues occur, and practices undertaken to address the issues;
- Developing the fieldwork by participating in meetings, public events, focus groups and other local initiatives; by collecting information from multiple sources; by visiting the study area in different times and circumstances;
- Organising materials and holding stakeholders interaction sessions, including interviews and questionnaires;
- Updating quantitative data collection (in progress);
- Preparing and editing the case files by adapting the protocol to the specific issues of the Italian scenario;
- Navigating through the BESECURE platforms in order to review and upload the practices on Naples;
- Carrying out the evaluation sessions by adapting and translating the presentation of the project;

- Disseminating the work in progress in order to collect feedback in scientific and community meetings.

Notable positive advancements were made during this reporting period, building further on the results on Phase 1. In general, a high level of interest in the field of urban security and in tools dedicated to managing the complex web of security issues in Naples has been noted by the researchers.

9.3. Stakeholder consultation

The stakeholders' consultation process has been carried out in three sessions, as follows:

- Interviews of the stakeholders identified by participating in institutional and social events in the study area as well as interviews with the stakeholders identified with the snowball effect;
- Feedback meetings with the key stakeholders involved in the best practices addressed;
- Evaluation sessions developed by simulating with the stakeholders the navigation through the platform performed.

Interviews

The first phase of the survey has been completed by interviewing three types of stakeholders, which may be categorised as follows:

- representatives of the local authorities (i.e. different branches of the Campania Region Government, different offices of the Municipality of Naples, the Province of Naples);
- representatives of the law & order system (i.e. the General Prosecutor Office of Naples, the Head of the Police, the Head of the Cabinet of the Prefecture of Naples, the Carabineer Army, Head of the Security Office of the Questura, the Head of the Central Anticorruption Unit in Rome); and
- social-economic stakeholders (i.e. Consortia of retailers and artisans in the study area, Local Action Group of the URBACT projects, NGOs involved in protecting battered women and children, NGOs involved in managing Confiscated assets to the crime organization, social services for drug addiction, Anti-racket organizations, scholars and experts in the field).

Interviews, meetings with several people attending, focus groups and other interaction sessions were undertaken with each type of stakeholder listed above. The interaction sessions helped to clarify and confirm the major urban security issues in Naples, both real and perceived. The interaction sessions also provided an opportunity to collect information and data about programmes and practices previously developed or currently in progress, as well as helping to identify the priority work programmes of the stakeholders. The urban security issues that were of greatest interest to stakeholders engaged with during this reporting period were organised crime perpetrated by the so-called 'camorra' (violent crimes, usury and racketeering, drug trafficking), violence against women and predatory crimes on the streets.

A major priority for almost all stakeholders interviewed is to work towards creating a stable and secure social environment, particularly in deprived areas of the city, in order to

control and reduce the recruitment of young people by criminal gangs and the illegal underworld.

Feedback meetings

During this phase of the research, CNR arranged meetings and interviews with the key-stakeholders in order to better clarifying their needs, requirements and priorities in relation to the BESECURE platform, specifically the three key elements - Inspirational Platform (IP), Policy Support Platform (PSP) and Urban Data Platform (UDP).The pre-evaluating phase involved the following actions:

- Identification of the key stakeholders to be involved in this phase in order to maximise the results in a short-term process. The selection criteria adopted focused on identifying those stakeholders which have a direct involvement in the development or management of programmes and practices to address urban security developed in Naples;
- Summarising the emerging results of the research in Italian and defining appropriate communication methods for each category of stakeholder in order to best describe the value of theBESECURE platform to each stakeholder type;
- Developing the evaluation sessions as follows: meetings or workshops with several stakeholders attending hosted by the key Institutions involved or single interviews administered with different modalities.

Evaluation Sessions

The evaluation sessions were developed as follows:

- Four meetings with several stakeholders attending. The meetings took place at the police Headquarters of Naples with a number of public security operators involved in the fields of prevention, investigation, prosecution, forensics and video surveillance in attendance.
- Three meetings at the Central office of the City Hall involving the councillor for urban planning, the director of the Office for international affairs, members of the urban planning office and of the URBACT office;
- Two workshops at the Department of Architecture of the University Federico II of Naples involving representatives from the third sector (associations and activists) and scholars in the field;
- One workshop at the offices of CNR involving representatives from the third sector (associations and activists) and scholars in the field;
- Single interviews with the Consultant of the Ministry of Internal Affairs; the Prefecture of Naples; the Carabineer Army, the Anticorruption Unit of the Government, the Region of Campania, the NGOs;
- Six presentations in international, national and local conferences of the ongoing research experience.

In addition, evaluation sessions on the value of the BESECURE platform are scheduled to take place in late January 2015. The evaluation meetings will involve the participation of decision makers (Campania Region Government; City Council), security operators (Police Headquarters) and social operators (Polis Foundation). The findings of the evaluation meetings will be documented in the forthcoming D6.3 report.

The views of stakeholders

The views of stakeholders engaged with, as observed and summarised by CNR, are described below:

- The BESECURE product lines are very welcome as potential support to the security management in Naples;
- The product line that is most consistent with the aims of the stakeholders is the Inspirational Platform (IP), if it continues to be developed as an exhaustive repository of best practices and approaches at European level. This tool has been interpreted by the stakeholders as a source of applied knowledge and international best practices capable of providing inspiration to policy makers in designing approaches for a local context;
- Regarding the Policy Support Platform (PSP), the stakeholders interviewed suggested that this tool would be of greatest interest to policy-makers at the central level (Ministry of Internal Affairs) or at the local level (City Council). The PSP is considered by stakeholders as having potential to be implemented as part of the security action protocol of the city of Naples. It was suggested that it may be more viable to integrate the PSP with the UDP;
- The Urban Data Platform (UDP) is similar to the data framework the police forces currently use. The UDP is considered by stakeholders as a tool to be managed and used exclusively by security operators;
- Stakeholders expressed an interest in exploring the value of the platform in helping them deal with issues such as predatory and violent crimes perpetrated in the streets, because of the high impact on the quality of everyday life and the negative impact on the perception of security;
- Stakeholders expressed concern about the difficulties in accessing and managing real-time data and in addressing the complex social-economic character of the city that can compound urban security problems;
- Sharing policies and approaches on how to tackle organised crime, a phenomenon which is not unique to Italy, would also be helpful. However, some stakeholders expressed the view that wide spread social deprivation associated with the deeply embedded problems generated by the 'camorra' (organised crime gang) cannot be managed using a rigid ICT tool, such as that which is being developed in the BESECURE project.

9.4. Data obtained

An overview of findings on practices adopted in the Naples region is set out in this section.

The National Operative Security Programme for the development (PON) is a framework project on security issues in the EU Objective regions which includes specific projects relevant to a wide range of security issues. The objectives of this policy are as follows: protection of the environment (challenged by criminal uses), guaranteeing access to informatics infrastructure, training for security operators, labour protection, guaranteeing transparency in public contracts (to avoid corrupt practices), controllingincidences of racketeering and trafficking, providing advice on the management ofseized properties (which hosted criminal activity), improving education opportunities and managing CCTV projects.

Related to this framework programme there are three projects developed by the General Prosecutors Office and oriented to enhance the capacity in controlling the complex web of criminal activities in different fields: **SIVAG - Transparency in the managing of**

abduction and administrative detention aims at providing an adequate computer assistance for Prefecture and Attorney to ensure the transparency of the information system data sharing for each device covered by the procedures; **Medusa – Informative System for control on public contract** (Security PON funding € 462,195.60) is an integrated database of the results of investigations and trials; **Project of Simplification of Procedures in the inquiry and trial phases** is an organisational model implemented by the Central Office of Prosecutors of Naples (457 units, 176,375 processes and 1,166 DDA processes) in order to facilitate cross-sectoral screening for better address the network analysis of the crime system.

The Pol.i.s. Foundation initiative (**Integrated Policies for Security)** was developed in order to enhance security and reduce the occurrence of illegal operations; The Foundation promotes the production of goods with a 'camorra free' certificate, and has developed initiatives for re-using the goods impounded from the crime organisations in terms of social uses and services. The foundation also offers psychological, legal and tax support to the victims of crimes. The symbolic meaning of this initiative is very strong, as the benefits it delivers to communities impacted on by crime are recognised.

At city level, Naples is developing social strategies to address issues of urban security: **Grow in cohesion** is an initiative for promoting school success, equal opportunities and social inclusion: developing networks against school dispersion and creating innovative prototypes. The plan's objective is to improve the skills of young people, combat the issue of early school leavers, prevent educational failure and social exclusion and support the transition from school to work.

The **Action Plan on Gender-based and Sexual Violence** includes measures that range from increased penalties for certain forms of domestic violence to the granting of permits to foreign victims on humanitarian grounds.

The **Friendly city programme** is focused on building a friendly environment for women and their children in order to favour a real and perceived security within their houses and in the public places. **Strategic local action for improving security conditions and for social inclusion of women** is divided in four parts: Shelter for battered women; Anti-violence Centre; Anti-violence Network; Action Plan for sexual and gender discrimination. Each initiative is strictly related to the activity of the "Sportello Anti-violenza" promoted in the 2010 by the City Council.

The best practice identified in Naples can be considered the **Aracne project.** Inspired by the experience gained in one risk area of the city (Scampia), the Aracne project had its beginnings in early 2013 at the General Office of Prevention of the Police Headquarters of Naples. It works at forecast level applying an algorithm called XLAW based on the data collection of crimes elaborated in a dynamic and proactive way (developed using internal human and technological resources); the database is being built by combining crime data with information gathered in the area through constant interaction with the various social actors according to the model of 'proximity police'. This project is based on an experimental procedure dynamically updated in order to address the risks related to general crime; nevertheless, it can help in intervening on some illegal activities managed by camorra, such as drug trafficking, prostitution and selling of counterfeit goods on the street (i.e. bags and shoes). This tool guides the remodelling of the activities of the police forces ensuring continuity of service even during the turnover of police teams and by integrating the different security corps.

9.5. Lessons learned

According to CNR, the main lessons learned as a result of the stakeholder interactions and research, are as follows:

- Operators of public security are likely to place the greatest value on the Inspirational Platform (IP) of BESECURE;
- The urban data platform (UDP) should be exclusively used by experts in the prevention and control phases;
- Academics/Scholars and activists in the field are most likely to appreciate the UDP (first) and they of are of the view that the IP tool offers a valuable service to the public, investors and developers in understanding security situations in their neighbourhoods;
- Decision-makers are likely to appreciate the PSP as a component element of the BESECURE platform, rather than as a stand-alone element.

9.6. Recommendations

A major effort is required for dealing with security issues in the future. The impact of the economic crisis on deprived areas, the rise in power of organised crime gangs, a growing population density and the lack of public resources are major problems that will continue to exacerbate security problems in Naples. There are interesting practices and programmes that need to be implemented in the structural programming period (depending on the availability of adequate financial resources).

The inspirational platform could be useful in enhancing awareness about what is possible in successfully managing specific issues. It is also helpful in justifying local initiatives from a financial perspective, where examples are available from other European cities of initiatives that have been successful in addressing similar types of issues.

10.   Case Study Area: Poznań, Poland

10.1.   Introduction

The Poznań Case Study research is led by ITTI. This chapter presents an overview of the Poznań case study team's progress in carrying out the case study research over from October 2013 to January 2015.

Property thefts and robbery and also vandalism and dangers posed by people under the influence of alcohol were cited by Poznań residents as among the biggest threats to their safety. For this reason, it was decided to focus on exploring the following security issues in detail (as listed in the table below), along with security issues relating to large scale events.

PoznańFocus Points
▪ Security issues related to large scale events ▪ Robbery ▪ Nuisance

In reporting on the progress made during this stage of the research programme, ITTI describes the key activities undertaken, provides details on the stakeholders they have engaged with, and documents the views of stakeholders on the value of the BESECURE project. ITTI also reflects on the lessons they have learned during their research activities. Finally, ITTI proposes recommendations both for urban security policy makers and for the project tool developers so that the BESECURE platform can continue to be refined to best respond to the requirements of stakeholders.

10.2.   Key activities

The activities undertaken by ITTI during this reporting period are described below:

- Undertaking urban security research in the area of Poznań agglomeration – gathering statistics, police data, fire service data, Crisis Management and Security Department data, participating in workshops and training sessions, holding interviews.
- Undertaking the EURO2012 security measures research – including both procedures and training sessions.
- Preparing case files on Nuisance and Alcohol Related Crimes, Large Scale Events, Security during EURO2012, Car Theft and Robbery.
- Holding a number of interviews with Municipal Police Officers, representatives of the Fire Service, representatives of the Crisis Management and Security Department of the Poznań City Hall, representatives of the Crisis Management and Security Department of the WielkopolskaVoivodeship Office.
- Five evaluation sessions on both concept of the platform and possibilities and usability of the BESECURE platform (including Municipal Police Officers, and representatives of the Crisis Management and Security Department of the Poznań City

Hall, representatives of the Crisis Management and Security Department of the WielkopolskaVoivodeship Office).

10.3.   Stakeholder consultation

A description of the stakeholder consultation processes undertaken by ITTI during this reporting period is provided below:

- Over five interviews and consultations regarding Urban Security research, EURO2012 security measures and preparing case files with Mr. Robert Pękala (Deputy Director of the Crisis Management and Security Department of the Poznań City Hall);
- Over five interviews and consultations regarding Urban Security research, EURO2012 security measures and preparing case files with ███████████████ (Deputy Director of the Crisis Management and Security Department of the Wielkopolska Voivodeship Office);
- Three interviews and consultations regarding EURO2012 security processes and measures, urban security data and case files regarding nuisance, robbery, alcohol regarding crimes, car theft and large scale events with Officers ███████████ ████████████ (Municipal Police).
- A training session at the Municipal Crisis Management Center on the coordination of the forces in case of large scale events – September 2014.
- Five evaluation sessions on both concept of the platform and possibilities and usability of the BESECURE platform (including Municipal Police Officers, and representatives of the Crisis Management and Security Department of the Poznań City Hall, representatives of the Crisis Management and Security Department of the Wielkopolska Voivodeship Office). A comprehensive report on the findings of the Poznań evaluation sessions will be provided in the forthcoming WP6 deliverable – 'An evaluation of the BESECURE evaluations and support tool performance' (D6.3).

The views of stakeholders

Interest levels amongst all of the stakeholders contacted was reasonably high. Before each consultation session was held, the stakeholders were provided with a brief introduction and background information on the project. The purpose of the BESECURE platform was clearly explained and the anticipated role of the stakeholder in informing the development process was set out. From initial contact, it was apparent that the stakeholders were interested in taking part in a big, international project. They were quite pleased that projects like BESECURE exist, which are specifically designed to meet their needs.

However, major difficulties were encountered in accessing data. The reasons and explanations for this varied depending on the source. In some cases, data was not available, in others, the stakeholders were unsure as to whether it was appropriate or not to share the data, and in other cases permission to release data was required at the highest organisational level, which led to delays and complicated the process to the point some cases that it was not viable to pursue the data requests.

10.4.   Data obtained

A list of qualitative and quantitative information gathered by ITTI during this reporting period is set out below:

1. State of security and public order in the city of Poznań (administrative

geographies) – 2013;
2. Corruption Crimes index – Poland 2013;
3. City Guard Annual Report (administrative geographies) – 2013;
4. Poznań Real Estate Market Report – 2013;
5. City Monitoring System - index and map of distribution – 2013;
6. Report on EURO 2012 activities undertaken by Police and other emergency forces.

10.5.   Lessons learned

On reflection, ITTI stated that it would have been beneficial to have the opportunity to present mock-ups of the platform at an earlier stage in the process. This would have greatly assisted in explanations of the purpose of the project which would have ensured a greater buy in from stakeholders at an earlier stage in the project.

10.6.   Recommendations

Having gained an in-depth understanding of the security situation in Poznan, ITTI proposes the following recommendations to policy makers, which would, in their considered opinion, contribute to an enhanced level of urban security within the city:

- A constant flow of information between the various security services and organisations involved. This could be achieved through the closer coordination of training sessions and evaluation sessions. Coordination and cooperation is crucial, particularly when there is a number of independent lifesaving and security organisations operating within one agglomeration;and,

- A collaboration web portal, such as the BESECURE platform, or any other opportunity to exchange experience and plan future security activities would be of great benefit to urban security stakeholders in Poznań.

In terms of the BESECURE platform refinement, ITTI proposes the following recommendations:

- Further demonstrations of innovations arising from and possible synergies with other projects of a similar nature to BESECURE which are focused on enhancing urban security;

- Keep stakeholders informed about potential opportunities to participate in any on-going or future projects relevant to urban security;

- Regular updates to stakeholders on opportunities to take part in international training sessions;

- Facilitate stakeholders in regular testing of the BESECURE platform, so that it remains relevant and attuned to the evolving requirements of urban security professionals.

11.   Informing the development of the BESECURE Platform

As described in the D5.3 report, the case study research activity directly supports the development of the BESECURE Inspirational platform and the BESECURE urban data platform.

In documenting the research findings emerging from Phase 2, the CSL'S provided a substantial proportion of the content underpinning the BESECURE tools as described in this section.

11.1.   Supporting the development of the Inspirational Platform

The information collated on urban security issues of concern to stakeholders in the case study areas; the detailed accounts of the physical, societal and economic contexts in which those issues occur; and the findings of the review of practices undertaken to address security issues, have now been transferred to the practices page of the BESECURE Inspirational platform.

Figure 3: Transferring security experiences from European urban areas to the BESECURE platform

An easy to use, controlled access upload facility is available for CSL's and supporting project partners to continue to upload information on exciting new practices, and to edit existing practices as new information becomes available. In this way, the quality of the information available on the platform can continue to be enhanced.

A number of search options are available to end users who wish to explore the practices on the platform. Users have the opportunity to filter their search criteria so that practices specifically tailored to their interest areas are returned. The 'compare' facility allows users to search for practices that have been adopted in areas that share similar characteristics to their own areas.

A screenshot of the Inspirational platform as it first appears to end users is provided below followed by an example of a practice available on the platform.
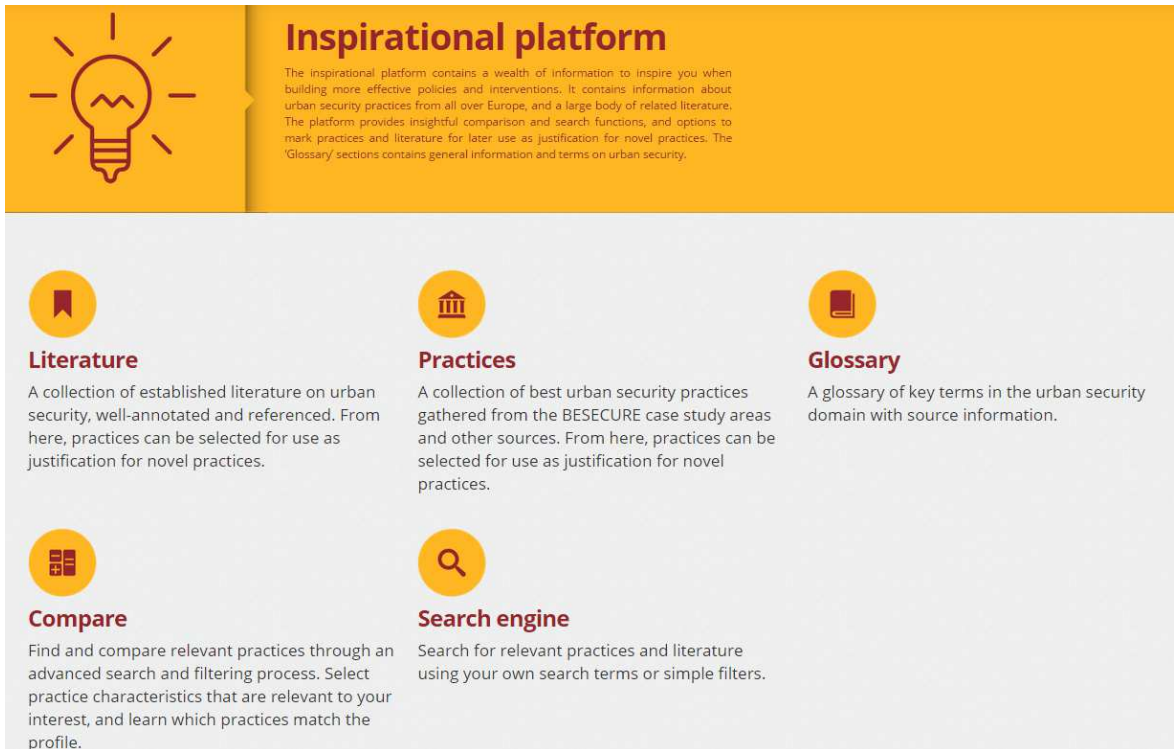

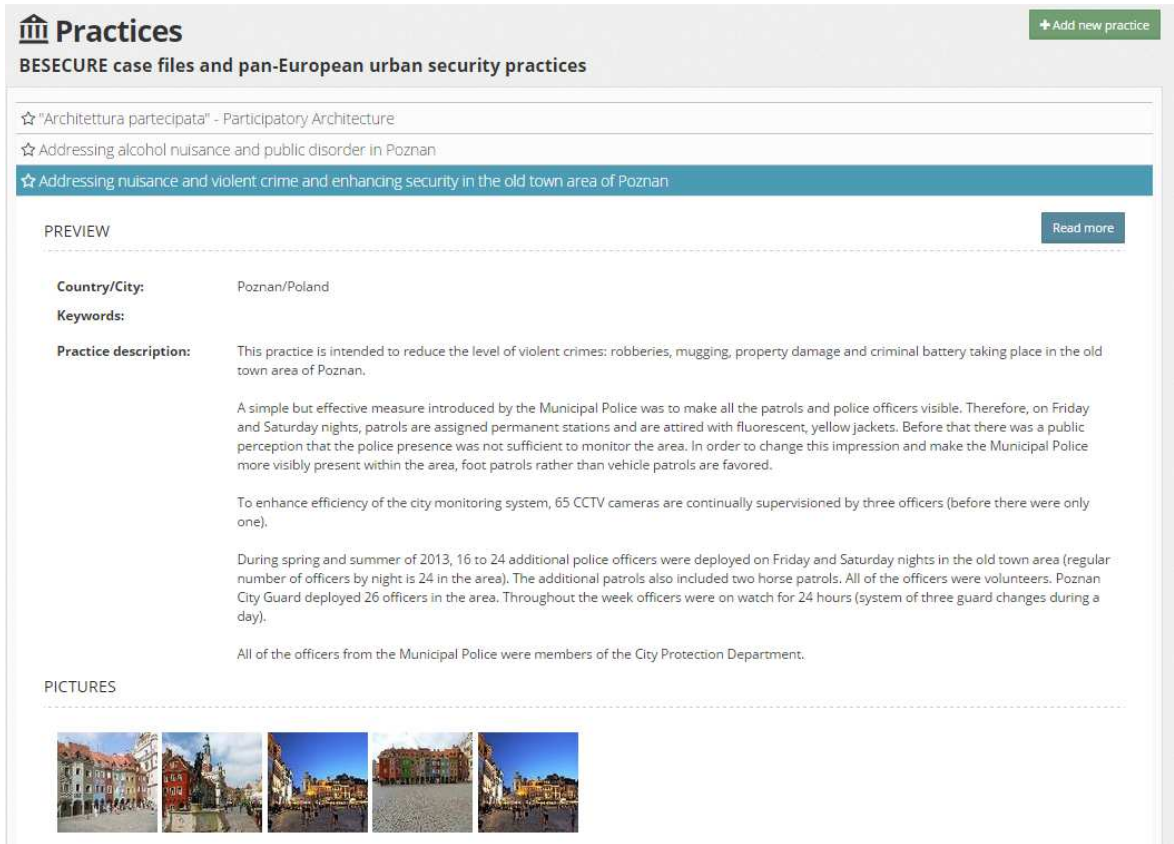Figure 4: Inspirational Platform homepage

Figure 5: An urban security practice from the Poznan case study research

11.2. Supporting the development of the Urban Data Platform

Crime statistics data and socio-economic data have been obtained for a number of case study areas. These data underpin the urban data component of the BESECURE platform.

The case study data provide a useful demonstration to end users on how data can be used more effectively by policy makers to understand issues of crime in their area. For instance, data made available by the case study leads form the underlying content of the early warning system tool.

The early warning system provides the user with the ability to understand trends within the data that are not immediately apparent. It provides the functionality for the user to define thresholds in the data, which, when surpassed or when within certain parameters, will be flagged to the user.

In addition, the datasets available for case study areas can be used to demonstrate how data can support a greater understanding of relationships between crime and the socio-economic or physical characteristics of a place.

11.3. Contributing to refinement process

The findings of evaluation sessions carried out by case study leads have been reported as part of a well-defined and structured process to the WP6 lead (TNO), who is responsible for Evaluation and Integration. The findings have been assessed by the WP6 partners, with priority areas identified for refinement by the BESECURE platform tool developers. In this way, the case study research has directly contributed to shaping the ongoing development of the BESECURE platform so that it best suits the needs of end users.