D6.8 – Agenda of best practices

WP6 – Dissemination and exploitation

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Author/s	Francesc Guillén Lasierra (INT)

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1. Introduction: the MARGIN project

Findings from EU-funded research projects have shown that perceived insecurity is increasing, which is confirmed by the fact that 4 out of 5 European citizens asked for more action against organised crime and terrorism (De Wever, 2011), and more recent analysis also confirms this trend (Maffei and Markopoulou, 2013). Nevertheless, police statistics show a general drop in crime at the EU level.

Perception of security is a core factor in public tranquillity. It usually goes further than criminality, offences and any other objective criteria. This is at the moment nothing new, because criminology has already shown this during the second half of the past century. Communities' physical and social disorders, individual factors, mass media, personal experiences with crime and other individual and/or contextual factors may intensively influence subjective security. That's the reason why despite the quite constant tendency of crime reduction in the last decades there are still high levels of perceived insecurity. Once this mismatch was acknowledged, measuring "insecurity" has become a challenging task for contemporary criminology. The radical change in the conceptualisation of (in)security (Curbet, 2009) that occurred in the last few decades pushed scholars to approach the study of this social phenomenon by considering two different sources (crime statistics and victimisation surveys), enabling a comparison between the objective (crime-related) and the subjective (perceived) dimensions of insecurity.

Crime Victimisation Surveys constituted a step forward to ascertain the general perceptions of security. Nevertheless they showed some insufficiencies to detect the level of subjective security in the case of particular social groups (or when they detected it, they were not able to provide with the reasons for it). That's the reason why, later on, special surveys addressed to particular groups were developed (women, seniors, youngsters, minorities….). That has been the aim of MARGIN Project: to detect current tools and to explore new ones in order to improve the results concerning vulnerable groups. Although the planned objectives have been achieved, the possibilities of research and improvement in this area have not been exhausted and there is enough room for future projects.

The MARGIN project was designed to overcome this gap by developing a multi-method approach to detect factors affecting insecurity among vulnerable groups and consequently, identifying solutions aimed at reducing perceived insecurity among these groups. As such, the project was intended to offer new insights in order to improve current diagnosis of subjective security.

On the other hand, diagnosis is not an aim in itself. In fact, from the point of view of policy makers, scientific oriented audit deserves close attention only if they provide evidence-based input for future policies and strategies designed to cope with the problem addressed. Accordingly, research in the field of fear of crime and perceived insecurity willing to facilitate social change needs to develop precise diagnosis by taking into account at the same time their transferability towards increasing the levels of subjective security across different social groups and territories. It is not at all evident that a good diagnosis must be followed by an efficient policy and, in contrast, even the knowledge acquired from unsuccessful practices may be useful if the reasons for their failure are known and shared.

The vocation of MARGIN project has been, from the very beginning, to provide public actors with tools that can assist them in designing and executing proper policies and strategies targeted at the reduction of feeling of insecurity among the citizenship. To do so, the group of partners responsible for carrying out the research has been built up in order to put together the three main "souls" of the social phenomenon of (in)security: we have been working together with three universities (University of Barcelona, UCL in London and Milano-Bicocca), three institutions from the policy makers side (Department of the Interior of Catalonia, *Institut National des Hautes Études de la Sécurité* et de la Justice and Hungarian National Institute of Criminology) and a think tank called EuroCrime srl, which was responsible for monitoring the ethics issues throughout the whole project, considering that we directly involved citizens in our research. Such a structure of the project board allowed for the creation of a direct link between the diagnosis (academia) and the implementation of policies (policy makers). Even though this could generate some adverse effects due to different priorities, the involvement within a common research activity has proven to foster collaborative attitudes.

Under the scope of the overarching objective of implementing a knowledge-based initiative aimed at targeting fear of crime through an in-depth measurement of the roots causes that might generate insecurity among the citizens the creation of an agenda of good practices is a cornerstone. All the partners involved in the project have been required to search for good practices both in their respective national contexts and internationally. They received two questionnaires (one asking for specification of successful policies aimed at reducing insecurity and another for comprehensive diagnosis). As such, we have tried to gather as many good practices as possible even outside of the geographic boundaries of the project.

Throughout the whole process, carried out under the leadership of the Department of the Interior of Catalonia, we have tried to mark a difference between good practices that were mainly focused towards specific social groups and those exploring subjective security in specific territories (cities, neighbourhoods or smallest areas within a given neighbourhood). However, sometimes it is very hard to distinguish if a practice deals with groups or territories, because some groups tend to live in a particular territory (for instance, it is not rare to see immigrants of similar nationalities being grouped in the same neighbourhoods). That's the reason why Bottoms (2012) talks about "socio-spatial criminology". The grounds to decide on which practice a certain type belongs is whether the formal target of it was a group of people or the territory itself.

However, subjective security measuring is quite complex. The fact that social and personal factors can have such an influence makes it difficult to measure the different levels. So far, experiences show the complexity of this field. Quite often only an instrument is not enough, unless it uses more than a source. The way the existent instruments are used is sometimes fundamental in getting good results. That is the reason why identifying good practices, sharing and diffusing them constitute a considerable factor of facilitation of future diagnosis of subjective security. Practices that have already shown to be fruitful may be a good point of departure for new operators. If they can resort to a contact person of the previous experience the assistance becomes excellent. That is why the proper collection of good practices may be a great contribution to future developments in this area.

The method followed in order to draft this agenda has its starting point at the first steps of the project, in our State of Art Report, where some guidance in the field of good practices in reducing insecurity was already included. Among the most remarkable guidelines were problem oriented policing in particular[1] (with the S.A.R.A. method[2]) and knowledge based initiatives more in general. Both depart from knowledge of the background problems that cause security incidents and crimes in order to design a proper response that should be assessed afterwards. It is important to have as much detailed information as possible about crimes and security incidents and about the problems that are behind them. The definition of social causes of insecurity will facilitate the social prevention approach. That's the reason why a consistent and deep analysis becomes more and more paramount.

The State of the Art Report had also pointed out that Crime Victimisation Surveys are an excellent tool in order to provide proper knowledge about subjective security for policy making purposes. They provide public policy makers with a lot of interesting information about the feeling of insecurity, opinions on crime, security and criminal justice entities (judiciary, police and prisons). That information is extremely valuable to draft policies that take into account special circumstances that influence subjective security in order to improve it. The more focused on special groups and territories the higher probability of success. This instrument allows for examining the relationship between victimisation and perceived insecurity (Zauberman, 2008), creating a typology of MARGINalised territories (Murrià et al., 2014), developing diversified interventions addressing specific social groups (Muggah, 2012), assessing police action Bradford, Stanko and Jackson,2009), monitoring local policies and, as summary of all that, improving quality of life. Nevertheless, the way to obtain the highest benefit of CVSs is to combine the results with other sources, such as police recorded crime, information about the territory and the population and the use of qualitative methodologies.

The capacity of designing transversal strategies that involve different entities and especially the local ones has also proven to be crucial. Since subjective security is linked to quite specific contexts in the territory and particular groups with concrete needs and fears, it is important to provide varied answers that can better be provided by the entities who are closer to their reality, which means using local entities (Doran and Burgess, 2012; Wikström, 2007). Furthermore, provided that a social preventative approach is preferred (and more useful), it is not only the police who are the main entity, but other entities in the areas of public health, family, education or urbanism (Selmini, 2009). Security should from now on be co-produced (Barabás, Irk and Kovács, 2004, De Maillard and Roché, 2004; Lefèvre, 2014)

So, all partners were required to look for good practices in the field of diagnosis and public policies and to share them in order to collect the ones that fulfil the previously established requirements. They were sent two questionnaires (one for policies and second one for diagnosis). Furthermore we have tried to gather as many good practices as possible even outside of the members of the project. Since most partners are very active in the

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[1] Although Wikström (2007), argues that it would be preferable to talk about "cause oriented policing

[2] Scan, Analyse, Response and Assessment. Vi. http://www.popcenter.org/about?p=sara

international field, all of them have brought other experiences into the guide from other countries or international institutions. Actually already in the State of the Art report some interesting international experiences and documents had been mentioned (for instance, the *Manual on Victimisation Surveys* (UNODC, 2009) or the *Handbook on the Crime Prevention Guidelines* (UNODC, 2010).

The aspects that project MARGIN included in the questionnaire sent to the partners were discussed in a Project meeting in June 2016 in Barcelona[3]. The chosen items focused on what had already been mentioned in the State of the Art Report as good lines to further investigate. So, diagnosis instruments and security policies that focus on particular groups or territories were preferred. Approaches that take into account the multidisciplinary dimension of security and looked for different sources and different entities were also valued very positively. The possibility of getting open information about the practices was also relevant to select a practice. The questionnaire also asked for practices that had been properly evaluated. However, since it is still quite rare to get strict evaluations of security policies, questionnaires also asked for whether the practice had been replicated somewhere else in order to assess this fact as an evidence of success (or at least, a trace of it).

Furthermore, we have noticed that there are cases that don't necessarily refer to particular groups or territories, the methodology used or the designed strategy may be of interest because they deal with subjective security and may be of assistance to audit particular group situations or to tackle subjective security of concrete groups or territories. Consequently, we have decided to include a chapter (number 6) that collects those general practices or strategies that can facilitate methods or perspectives to be used in focused approaches.

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[3] Vid. the annexes with selected questionnaires sent by the partners.

2. Targeted practices. Variety of available tools and sources

Subjective perception of insecurity is not only individual but also mainly a socially constructed phenomenon, as has been shown by several authors such as Guillén (2012), Gazzola and Longoni (2001) or Kessler (2009). Even though it is undeniable that the social construction of security depends on the peculiarity of individuals and their lifestyles, the fact of sharing common characteristics and living in the same place may in turn lead to a common perspective as to what is meant by security. As a result, policy makers demand tools that could allow them to ascertain the level of security of particular groups or territories by taking duly into account their characteristics and their specific needs in terms of security. Individuals might feel unsafe or not depending on where they are, what they are doing and with whom they are sharing public places. This differential perception of insecurity implies the development of targeted practices, which represent the only way to design effective policies.

a) Quantitative approaches, which are the most recurrent in the criminological field and that tend to use police statistics as a way to understand security issues. Secondly, crime victimisation surveys (and similar ones) are also a relatively consolidated data source especially in western countries and allow us to pick up direct information about the perception of insecurity, the public opinion about security, police and other public actors and crimes that were not reported to the police as well; Among the quantitative sources, it should also be taken into account that public registers and statistics concerning households, incomes, social services and economic activities, among others, that may assist with the aim of detecting special groups or special territories to be taken into account. They may provide valuable information concerning areas that have influence on security. For instance, the number of people registered in apartments gives us an idea of how many people need to get out because of lack of room inside their apartments. Data concerning employment rates or level of academic studies gives as interesting information to be considered. However, since these registers have been there for very long, people don't realise how helpful they can be for diagnosis in the area of subjective security.

b) Qualitative approaches that may provide us with very useful information in this field: focus and experts groups or Delphi method (Herzog, 2016). Some of them are experimental techniques such as for instance the explanatory walks. Quite elaborated methodologies to be used already exists and established criteria to interpret the information we get thought these methods;

c) Mixed-method approaches, as was the case with the MARGIN project combining quantitative technique (statistical analysis of police statistics and survey-based data, Delphi method to design a new questionnaire as well as secondary data publicly available through public registers concerning household characteristics, income, public and social services, among others, that were useful in order to better understand the social reality in which our target groups were living) and qualitative techniques (in-depth interviews, participant observation, focus groups).

2.1 The use of several tools is advisable for a good diagnosis

The first step, in terms of the aims of this project, is to identify tools (and sources) that are addressed to know subjective security of a particular social group or territory or provide information that can assist with that aim. Since all instruments miss a part of the necessary information, it is important to identify experiences that use different sources and methodologies in order to get a more complete picture of the situation. The typical example is that police statistics have quite a high black figure because a lot of victims of crime don't report them for different reasons (Van den Steen, 2010)[4]. Crime Victimisation Surveys detect many more crimes, but still fail to detect crimes with diffuse victims (economic and environmental crime, crimes related to drugs trafficking and consumption). Moreover, social, economic or demographic registers provide information that can assist in establishing rapport among crime, subjective security and the factors about which they contain information. Consequently it is always relevant to identify both, the strengths of our tools and sources and their weaknesses, in the latter case in order to compensate them with other ones.

A crucial criterion to go ahead with groups' diagnosis (actually for any diagnosis) is to look for all possible sources and methodologies. That's to say, no matter if we qualify a source or instrument as preferred, we should also use complementary ones, (provided we can afford it). In any case, when a source or instrument fails and doesn't provide us with the expected information, it is obvious that something else should be tried, alternatives should be sought out.

2.2 Single instruments with plausible success

Despite the need to address the social phenomenon of insecurity from a multi-methodological perspective, individual instruments or methodologies used alone, can also provide us with quite workable information. It depends on the instrument potential of information that it may offer. So it is crucial to know what each instrument can offer because that can give us orientation:

- To see whether the instrument gives enough information for our needs and ends. For instance, a good, comprehensive crime victimisation survey with a large sample can provide quite a good basis to start new security policies and strategies. Another good example may be a well-organised march that could provide a lot of information about how a particular group see the security in particularly sensitive places (later on it will be described what they consist of).
- Which uncovered fields we will have after using that instrument and which other ones could offer that information.

2.3 Combining diverse tools is highly advisable for a diagnosis

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[4] Vid. Also https://www.bjs.gov/content/pub/pdf/vnrp0610.pdf

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3. Practices that target specific groups

3.1 How to define group affiliation

In order to clarify the aim of this guide, it would be advisable to look for examples to know which kind of groups we are referring to.

First of all, there are groups defined according to biological traits. Thus research has showed that women have a different perception of security, both, because they face risks that men don't and because they experience things differently. (Naredo and Praxágora Cooperativa, 2010). Youngsters also share a different perspective of life, society and risk, more positive, due to their plenty of strength, capabilities and joyfulness. It's quite usual that youngsters tend to feel quite safe, although they suffer from a quite high victimisation (Clais, 2016,Gondra, 2010). To the contrary, seniors detect risk and danger quite in advance, because in some cases they feel weak and are afraid of the consequences that any incident can have for them[5]. The more limited activities (compared to youngsters) they carry out make them less likely to be victims of a crime (Clais, 2016; Guillén, 2012). Actually their level of victimisation is basically low. However, their vulnerability due to the progressive loss of capabilities makes them very aware of any risk that can damage or injure them (as happens to people with health problems, Jackson and Statfford, 2009) The results of a crime would have much more serious consequences than in the case of youngsters. The fact that they have a smaller social network (they tend to live more isolated) weakens their subjective security. People that share the same skin colour or external appearance can also be submitted to a similar treatment by their co-citizens and /or the police and can tend to share a common vision of security and police.

Secondly, there are groups that are defined by material conditions. So, those with similar income tend to share some perspectives on security. For instance, for some people to be robbed means only the burden to cancel all credit cards and to apply for new ones, whereas for others it means not having enough money to reach the end of the month. Their perspectives about what should be considered as disorder may also vary, since they normally live and work in context with very different external order. That is also the case with the people who live in a particular neighbourhood or area. The conditions of lighting, the kind of streets, shops and leisure areas are common for all of them[6]. So a common urban environment can influence people's perception in a common direction.

Thirdly, people that carry out similar activities or have similar hobbies tend to share some needs and, consequently, the perception of security. So football supporters share activities (support their club even when they play away) and precise needs of security (in stadiums, on their way to them, etc.), tourists in general also tend to carry out similar activities (visiting museums and special places, having fun, walking along the streets, buying souvenirs, not

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[5] Vid. http://www.napsa-now.org/policy-advocacy/exploitation/

[6] Crime Prevention Through Environmental Design Associations has worked a lot in this direction, vid . http://www.cpted.net

being tricked or robbed. Drug users also face particular risks by buying or consuming drugs. In all those cases people who live in the areas where these groups carry out their activities are also affected in their daily life, it is not strange, for example, that they may be disturbed because of noise and some incivilities, which may influence their quality of life and, consequently, their feeling of security. Commuters or, in general, public transport users coincide in their needs and worries. Since mobility is growing enormously, the importance of travellers' security should be an important point within the security policies. Football fans used to make trouble quite often in Stadiums and surroundings. A deeper knowledge of their perspective and problematic allowed for better security policies in this area that made a huge contribution to tranquillity in the stadiums[7]. Drug users are quite a unique group, as depending on the country, a part of their activity may constitute an offense or even a crime, but they also face risks to their health and may also be victims themselves. A proper policy can facilitate the abandon of drugs by former drug addicts or, at least, to reduce the damages that drugs cause on them.

People with similar background (culture, religion, nationality) are bound to have quite close perceptions of security (Griffiths, M., and Brooks, 2012). That is to say, what can be considered dangerous in Western Europe may seem very safe in Nigeria or Vietnam. In the same way, leisure activities in public or private spaces quite often gather thousands of people that potentially may disturb the peace and tranquillity of people living in the area or be dangerous for bystanders or public equipment. In order to be able to influence the conduct of, people attending these events it is necessary to know them and what their common traits are.

Consequently, it is crucial to gather knowledge about how this information related to these groups and territories can be collected, the more precise the better. The basements of public policies to cope with security issues in those areas and groups should be grounded on a deep knowledge of their points of view and needs. However, that knowledge is not enough, it is also necessary to know which parameters public policies should take into account so as to allow for satisfactory results in terms of public insecurity reduction within the different groups and territories.

3.2 Diagnosis that use multiple sources and methodologies

It is quite common that diagnosis or audits use diverse tools and sources in order to get a proper picture of the subjective security of the population and the factors that can influence it. In the same direction policies addressed to cope with the detected gaps in security are more likely to be successful if they are transversally designed and enforced.

We can't include all of them in this modest guide. We will just pick up some that we consider to be meaningful for any reason related to what we have qualified in the state of the art as good practices.

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[7] Vid. EFUS (2012) *Goal. Preventing violence in sport. A guidebook for cities*. Paris.

The Crime Audit and Community Safety Strategy carried out in 1999 by the North Tyneside Council (United Kingdom) had particular target groups (elder women, mothers of primary school age children, Asian men, young men and women) and used different qualitative instruments in order to know the level of fear of crime of those groups. Since they were in trouble to reach the target audience (due lack of response to specific letters sent to them), they tried to look for any other chances so as to contact members of the group. They resorted to:

- Residents' association;
- Council residents' panel;
- Play scheme;
- Church group of mothers;
- Council youth workers;
- Schools;
- Associations of Bangladesh and Islamic Community;
- Snow ball.

It is relevant, because after the failure of the initial foreseen tool (the letter addressed to the members of the community they wanted to deal with), they were still able to look for alternative ones, to use them and get the necessary information to face the problem.

The same plural approach was followed by the Hungarian Institute of Criminology and the Ministry of interior in order to check the efficiency of the DADA[8] programme for police prevention at schools. They combined:

- All written information about the project;

- Focus groups discussions with the professionals and the founders of the project;

- A survey in 120 schools. The questionnaire was delivered to 2048 students that had participated in the project and to 2150 that had not in order to have a control group for comparison.

Another good example of a combination of different sources and instruments is the evaluation of the New Deal for Communities (NDC) programme carried out by the Centre for Regional Economic and Social Research, Sheffield Hallam University (United Kingdom), from four Household surveys carried out by the Ipsos Mori Institute (with the support of NOP) and crime data provided by police services. The household surveys consisted regularly on interviews of about 15.000 households. Those surveys were addressed to residents in any of the 39 NDC areas declared for the government as the most disadvantaged of the country and a group of people (around 4000) residing in also deprived areas but that hadn't been officially declared as NDC, which constituted a comparison group to be used as a parameter to measure the levels of fear and the possibilities of being victim of a crime in the NDC. Consequently, the target was to ascertain both the probability of been victim of a crime and the fear of crime in the NDC territories and to compare them with similar territories but that had not been declared NDC, That is information that is not facilitated by the England and

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[8] DADA was a project carried out by the Hungarian police to promote crime prevention at school.

Wales Crime Survey (EWCS), since the general survey only offers general indexes of victimisation and fear of crime. Actually the project tried to evaluate the NDC programme set up by the labour government[9]. This study provided information about subjective security and likelihood of being a victim of crime differentiated in relation to groups, gender, age and territories[10].

The diagnosis carried out in France is also quite noticeable within the framework of the National plan of fight against sexual harassment and sexual violence on public transport[11], by the French National Observatory for criminality (ONDRP) and other partners that participate in it. They used different sources and methodologies such as:

- Working groups among the Ministry of Interior, the Ministry of Transport, the Ministry of Women's rights and transport companies.

- A study on violence carried out under the responsibility of the ONDRP.

- An exploratory walk in a Parisian train station (users, transport's companies and Ministry of Women Rights).

- Meetings with two women's associations.

The results allowed for a detailed plan with a large variety of measures to prevent those crimes, to facilitate reaction and support to victims in case they took place[12]. The idea of drafting the plan as direct consequence of the diagnosis is, without any sort of doubt, one of the strong points of this experience that should be kept in mind.

Another different way to try to obtain data on the consumption of alcohol and drugs among youngsters was the "Alcohol Abuse among Adolescents in Europe"[13], which was based on reports, literature review and statistical data.

3.3 Diagnosis based on a powerful instrument

As fore mentioned there are instruments that, depending on the circumstances of any case, can offer enough information to have an adequate idea about how to tackle a particular security problem. There are plenty of experiences where a single tool has provided useful information to reach a deeper knowledge of the reality of particular groups and to set up public polices to mitigate their needs. Let's have a look at some of them:

The ESCAPAD survey carried out by the French Monitoring Centre for Drugs and Drug addiction (OFDT) addressed teenagers[14]. They take advantage of the *la journée d'appel et de preparation à la défense* in which all 17 year old French individuals are obliged to participate so as to deliver a questionnaire on the use of psychoactive substances among teenagers. The sample is composed of 26.000 respondents and the answer rate is practically 100%, with an

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[9] http://ndcevaluation.adc.shu.ac.uk/ndcevaluation/home.asp

[10] Vid. Annex I.

[11] http://stop-violences-femmes.gouv.fr/Le-plan-national-de-lutte-contre.html

[12] Vid. Annex II

[13] Vid. http://www.aaaprevent.eu /

[14] Vid. Annex III

extremely accurate degree of representation. The only gap is that the youngsters who reside in France and don't hold French nationality[15] don't participate in it. The cost is reduced because the target group has been summoned by somebody else.

Exploratory walks have been considered as very helpful in understanding the feeling of insecurity women experience and are going to be used with other special vulnerable groups such as seniors and youngsters. From the first experiences in the nineties in Canada, where they were set up, the methodology used has evolved and consolidated. Nowadays there are at least two quite relevant documents available:

- The *Guide méthodologique des marches exploratoires* published by the French Ministry of Interior provides us with orientations about the items to be taken into account when using this tool. It is available on line at the link below http://www.ville.gouv.fr/IMG/pdf/sgciv-guidemarcheexploratoire.pdf
- Exploratory Walks, Safety and security walks. Experiences – Examples. EFUS https://efus.eu/files/fileadmin/efus/secutopics/audits___methodologies/Exploratory_walks1.pdf

To sum up, once you have identified a group with special needs and particular perceptions of security in public spaces, you take a small sample of them and go together to visit the places where they carry out their routine activities and see where, when and why they feel unsafe. The fact of being in the field allows the organiser to put further questions to the participants in order to get the best possible information about the factors that favour their feeling of insecurity. Obviously it is advisable that the participants represent different sectors or subgroups of the target group (for example, healthy and wealthy seniors are not likely to identify the feeling of insecurity of those seniors with few resources and poor health).

The School Victimisation Survey in Catalonia is a good example of a single tool aimed at getting information on a specific age-group of the population. The last edition (2016) implied about 9.000 Computer Assisted Web Interviews to youths aged 12 to 18[16]. It is aimed at detecting negative actions such as harassment, victimisation, bullying, loutish behaviour or use of drugs and alcohol. Opinions about security are also included. If the sample of chosen schools is properly selected, you can get quite a representative panorama of violent incidents at school at quite an affordable price. The students and the computers are already there, you only have to design the questionnaire, organise the event in order to allow the youngsters to answer it and then to process the results. In this case the survey is been repeated every five years from the year 2000, with which the tendencies are well registered. Other similar tools are the "Encuesta Nacional de Violencia en el ámbito escolar" in Chile and the "Cuestionario de Convivencia 2015" in Galicia (Region in the North West of Spain).

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[15] Vid. http://www.ofdt.fr/enquetes-et-dispositifs/escapad/
[16] Vid. Annex IV.

The editions of the Public Security Survey devoted to violence against women in Catalonia[17] are also a good example of how just one unique, yet well-designed instrument, can provide an accurate landscape in a sensitive field. So far there have been two editions with about 15.000 and 10.000 computer assisted telephone interviews. About 90% of the interviews are with women and 10% with men being asked about women victimisation from any man, their partners and ex-partners and suffered violence even before being 15 years old. Although there are certain aspects regarding the interviewee's voices that question whether or not telephone interviews are the most adequate instrument to ask about an issue as sensitive as violence against women, the results show that the fact of not having personal contact between the interviewer and the interviewee may make it easier to talk about such private and sensitive issues.

In the field of racism and discrimination, the Police of the Generalitat/Mossos d'Esquadra introduced a Specific Police Data Collection in their registers to relate any common crime (assault, battery, homicide, injuries) with racist motives. Police officers should not only include the type of crime but also whether there is evidence to affirm that it was committed on racist grounds. So, Police are now able to identify the number of crimes committed with the intention of humiliating people due to their gender, race, nationality, age or on any other grounds. Otherwise this information gets lost. NGOs, private associations and other public and private agencies have been involved in this programme.

3.4 Policies and Strategies

The number of public security policies addressed to improve the perception of security of vulnerable groups is already quite high. As mentioned before, policies addressing specifics groups currently have more possibilities of success than the general ones that may show gaps in coping with the needs of specific groups. The target groups that most commonly are the objective of these policies are women, youngsters, seniors, migrants and tourists.

In the area of women, a lot of resources have been focused on protecting them from gender violence. Quite often public actions have been addressed in two main directions:

- To define clearly the risk of gender violence from the particular circumstances of any woman that has been in touch with the police due to some unfair conduct from a current or a previous partner. In Spain, both the National Police and the Generalitat Police-Mossos d'Esquadra have worked out such Risk Assessment Systems that allow them to assess the risks that women are facing and to decide on the protective measures that need to be taken. They introduce all the information on every victim (antecedents, partners' behaviour, etc.) and the programme provides an assessment of the risk the woman is facing (the programme has been designed in cooperation with psychologists and previous data bases on gender violence cases). The level of risks requires the correspondent level of police protection.

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[17] Vid.
http://interior.gencat.cat/ca/el_departament/publicacions/seguretat/estudis_i_enquestes/enquesta_de_violencia_masclista/

- To prevent violence against women by providing women with the necessary instruments that allow them to warn the police if they think they are at risk because the hypothetical aggressor (partner or ex-partner) may be in the vicinity. In France there is a nationwide project, Serious Danger Mobile Phone (*Téléphone grave danger*) that, after an order of the Public Prosecutor, provides women at risk of victimisation by their partners or ex-partners, with a cell phone that has an emergency key that connects the women to a helpline in case she thinks she is being threatened by someone. The prerequisites are: the women should live with the author (partner or ex-partner) and he should be subjected to judiciary measures that forbid him from approaching the woman[18]. Before the generalisation of cell phone there were other experiences in some countries, for example, in Catalonia, with electronic bracelets that have the same warning function and that had to be ordered by the judge[19]. Lately an innovation at the 112 (emergency calls service) that consists of an APP for smart phones allows women at risk of violence to get immediately in contact with the police.

All these instruments are quite helpful, but they depend on the existent cases of protection and the available resources to support women. If there are a lot of cases at the same time, we can run out of devices or not have enough police officers to send them to all the cases. The woman's attitude is fundamental, because if she doesn't use the device at the correct moment, the arrival of the police would be useless in preventing an incident.

There is also a new area on gender issues that has already been taken into consideration and it is the introduction of gender (women) perception of security within local security plans. Taking into account that women have a different perception of security, it is important to foster policies that focus on women's needs. Along these lines, The *Guia per a l'elaboració de diagnostics de seguretat amb visió de gènere a l'àmbit rural i urbà*, published by the Department of Interior of Catalonia may be a good example[20].

Tourism has become quite an important area in our societies, because most people are tourists at some point, it has extremely relevant economic consequences; it implies the mobility of millions of people and some inconveniences for the people that reside in cities with a high degree of visitors/tourists. Security of tourists has become a core issue of the phenomenon, for different reasons:

- Tourists are an attractive object for some kind of criminals, since they have money, valuable objects, don't know the country and will leave soon;

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[18] You can get on line information about the project in
http://www.justice.gouv.fr/aide-aux-victimes-10044/un-nouvel-outil-pour-proteger-les-femmes-victimes-de-violence-27491.html
http://www.justice.gouv.fr/art_pix/fichetgd2_20160101.pdf
https://www.seine-saint-denis.fr/IMG/pdf/bilantgd6ans.pdf

[19] However in Catalonia the cellular is distributed by decision of the social services.

[20] Vid. http://interior.gencat.cat/ca/el_departament/publicacions/seguretat/guia-per-a-lelaboracio-de-diagnostics-de-seguretat-amb-visio-de-genere-a-lambit-rural-i-urba/

- It affects the general security of the cities that tourists visit. Leisure areas for tourists can be difficult to manage in terms of incivilities, noise, cleaning, drunkenness, etcetera;
- Cities that tourists visit can also be affected (burglaries in empty houses when owners or renters are away as tourists);
- An unsafe city can lose its appeal for tourists.

Concerned about the importance of tourism for cities, the European Forum for Urban Security set up a working group with representatives from cities with a high volume of tourism in order to search for public policies that could contribute to improve security and conviviality in those cities. The consequence was the publication of a bilingual (French and English) guide: "Security and Tourism: Concerted Local Policies"[21]. It contains experiences of management security in touristic cities, by designing guides (Barcelona), promoting volunteers to support tourists (Munich, Alba, Brasov), management of crowded events, nightlife (Rome, Saint Denis), and the problems related to drugs and sex tourism. The guide stresses the importance of building cooperation, assessing the local situation, how to prevent victimisation and how to support the victims and the way in which new technologies could be used to improve security in touristic contexts.

The French Gendarmerie and National Police in the early steps of modern tourism set up the "Operation Tranquillity Holidays". This campaign was addressed to protect houses and properties of holiday makers during their absence of home due to their holidays (it also included people being absent for extended periods from their homes). Police advised them before leaving about the security measures they could take (security doors, alarm devices).

In this context the Police of the Generalitat/Mossos d'Esquadra, in cooperation with municipal police services in Catalonia started a project, Tourist Security Prevention Programme, addressed to identify the particularly sensitive areas in the field of tourism. Within this framework they instructed all police officers to fill out a particular checkbox that identifies tourists as the people who are victims of a crime. Otherwise reports only show the amount of the different crimes but without any information about what kind of person was the victim. This measure has allowed the Police to clearly identify which crimes tourists are most likely to be victims of and to draft strategies and police addressed to prevent tourists from being victims of a crime and, in case they eventually are victims, to support them as much as necessary. They also produced a leaflet giving advice to visitors about prevention measures to be taken so as to prevent them from being victims of crime. Tour operators and travel agencies were also involved in the project.

A group that is raising a growing concern about its security is the senior population. Since, due to the improvement of living conditions, our societies are becoming older, the number of seniors is increasing and the risks they have to face too. Public bodies have started to draft policies and strategies in order to better protect their security. A relevant case is one in the city of Brno (Czech Republic). The police in cooperation with the municipality have

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[21] A summary of the recommendations of the project are available in eight languages in
https://efus.eu/en/topics/places-and-times/tourism/efus/10182/

established what they call "The Senior Police Academy"[22]. In that "Academy" the senior population are trained how to prevent themselves from becoming victims of crime, how to support their peers, and even how to cooperate with the police. At the end of the course they get a formal diploma certifying their completion of the course. The aim is actually to be a system of life-long learning for senior citizens comprised of four levels of educational programmes and two levels of schemes of community voluntary work. The ground programme is focused on crime prevention. A further advanced programme provides seniors with skills to be reporters and witnesses. Graduate programmes are intended for seniors who have passed through the two preceding schemes. Partners of the project are also the Courts, the Region, the Ombudsman, Fire Brigade, Probation and Mediation services among others. These kind of academies are also quite popular in the United States of America (in cities such as, Washington DC), where the principle of self-protection is widely promoted, also among senior citizens. The training they get reassures them when dealing with risks they may face in daily life. The fact that they can identify the dangers and know how to act provides them with a high level of subjective security.

The proper maintenance of urban spaces (good lighting and pavement) and the promotion of open areas (without hidden spaces from the people) are also good practices being carried out in Italy (Cervia), The United Kingdom and most European countries that increase the feeling of security among old people.

Youngsters are usually related to security issues. It is not that they are more prone to cause trouble but that their hyperactivity and sometimes unorthodox behaviour (in the eyes of the public) may cause some concern among senior citizens. The security and crime issues concerning youngsters should be properly addressed because of their vulnerable position. No matter how strong and self-confident they can appear to be, a wrong policy to face the irregularities of their conduct can cause a lot of inconveniences for their lives and, consequently, for the whole community. It is important to draft integrative policies that are able to modify the annoying conduct of youngsters without sending them outside of the main group. Public policies should not confirm them on the idea that, since the system is unfair, they have legitimacy to carry on with their negative conducts. First of all, it is important to stress that most security incidents that involve youngsters are not criminal ones. It is important to insist on the fact that being a youngster is not synonym of being a criminal. Public policies can't be developed from such an absurd principle. Public policies should focus on providing acceptable alternatives for antisocial youngsters, without letting them get away with everything they do. It's important to make them aware of the need to respect norms at the same time that they are provided with alternatives to their deviant conduct. In this sense the experience in Bella-igea Marina (Italy) is important where they combined surveillance and law enforcement actions, with the creation of a youth centre and the organisation of public events in order to reverse the degradation of an area with special attention to youngsters.

Furthermore, even when youngsters go into gangs, it is important to be able to combine policies and strategies that pay attention to both: punish the deviant behaviour at the same

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[22] http://www.mpb.cz/en/seniors/senior-academy

time as offering ways and instruments to channel youngster's adrenaline in a positive way making them feel an important part of society. Although it is true that when this kind of gangs become too violent it is not easy to keep both ways open. A very clear case of that difficulty is the case in El Salvador, where the scope of gangs, (integrated already not only by youngsters), has become so big that they are a very hot political issue (the policies to face them were the centre of the last electoral campaign) and a matter of national security. However it is still possible to combine punishment with integration and to get positive results in the mid and long term. That was the case which the Creation of Cultural Associations for the Latin Kings and Ñetas Gangs in the city of Barcelona in 2006. The municipality set up a programme to integrate quite violent gangs made up of Latin Kings and Ñetas. The target was to transform them into cultural associations, which would allow them to hold Latin concerts and cultural events with the support of the municipality, provided that there was no violence involved. The Catalan Institute of Human Rights, the *Ombudsman* and *Fedelatina* (Federation of Latin America Associations of Catalonia) were also involved in the project[23]).

Victims of crime are also an interesting group that frequently suffer from a second victimisation during the procedure to ascertain the responsibilities of the crime they were victims of. They are faced to experience the victimisation again during the judiciary procedure and most times the actors involved don't support them in the way they should do. It increases the effects of crime on them and leaves them with very poor subjective security. That's the reason why setting up programmes addressed to support victims after suffering the crime can be of great assistance to diminish the consequences of the on them. Various interesting experiences in this field took place in Italy:

a) VIS Network- Victim Supporting Project: a Network to support and Aid Crime Victims[24]. It was carried out by the province of Livorno and the support of the European Commission. It was an extremely transversal project since it involved the province, the region (Tuscany), the University of Pisa, different research centres, charities, police services, the municipality of Mantova and a hospital. The approach of the project was not restorative but focusing on attending victims' special needs and supporting them through the judicial and compensation procedures. The projected managed to work out new guidelines to take care of victims and set up the basis to create two centres to support victims in the cities of Livorno and Mantova.

b) Dafne Network. This project was managed by the municipality of Turin. The aim was to establish a network capable of giving support to victims of crime in all necessary areas: social, psychological, sanitary and legal. The project involved the Prosecution

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[23] Vid. http://www.crime-prevention-intl.org/uploads/media/FINAL__100_PROMISING_PRACTICES_ON_SAFER_CITIES_-_WORK_IN_PROGRESS_04.pdf , pages 11 and following.

[24] Vid. http://www.visnetwork.eu

Service, the municipality of Turin, the Local Department of Mental Health and different associations.[25]

c) Emilia-Romagna Foundation for the support of the victims of crime. This Foundation comes from a project that attempted to give a voice to victims, integrating their point of view into policies addressing the fields of security and prevention of crime. Obviously they also give support to victims and families once they have suffered the crime[26].

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[25] Vid. http://retedafnetorino.it

[26] Vid. http://www.regione.emilia-romagna.it/fondazione-per-le-vittime-dei-reati

4. Territory focused practices

Crime and insecurity are usually related not only to special groups of people but also to particular characteristics of situations within the territory. Quite often projects that have not taken into account the characteristics of the territory or the places where incidents take place are bound to fail. Infrastructures (roads, railways, buildings and equipment), activities carried out in the territory (industry, commerce, agriculture, leisure, sport and culture) or mobility have paramount relevance in security and security perception. The fact of having or not having a motorway, railway station, school, theatre, or more or less industry is going to draft quite a different landscape with completely diverse worries and problems. Environment is so important that it is quite common in criminology to talk about the ecology of crime (Vozmediano and San Juan, 2010). From this point of view, crime would be determined by the context, type of population, activities, social resources and urban spaces. Although quite similar environments exist, there are not two exactly identical ones in existence, it is crucial to take into account the special characteristics of each one in order to get a diagnosis that corresponds to every particular reality.

One of the problems of the territorial approach of some public administrations is that they tend to focus on administrative divisions, such as districts or "official" neighbourhoods. Sometimes the areas are too large and it is even difficult to draft a deep diagnosis to that level or a diagnosis that allows for useful particular strategies and policies. Quite often the parts of the territory that should be identified are much more concrete (and normally smaller) than a neighbourhood (Bottoms, 2012), because the unsafe and degraded areas don't coincide always with a whole district or neighbourhood. The point is to detect the problematic spaces, no matter in which administrative areas they are situated. That is, for instance, the point in the New Deal for Community Areas in The United Kingdom[27], that selected 39 deprived areas in which residents were between two and three times more likely to be victims of crime.

In France the Local treatment groups against crime work from what they consider "no-go areas". So, the individualisation of the territory doesn't come from an administrative division but by the fact that is an area where people don't want to go, because they perceive it as unsafe and dangerous[28].

In other cases, it is the same transport network that constitutes the territory. Actually it includes different fixed spaces (railway stations, bus stations, airports, harbours) and mobile ones (trains, buses, planes, ships). This "special territory" could sometimes be combined with a particular group that faces particular risk in a level that is not likely to affect any other group. It is the case, for instance, of sexual harassment and sexual violence in public transport. Women are the ones who are most likely to be victims. There is quite an

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[27] Vid. http://extra.shu.ac.uk/ndc/downloads/general/A%20final%20assessment.pdf

[28] Vid. http://www.lagazettedescommunes.com/telechargements/circulaire-ZSP.pdf
http://psychocriminologie.free.fr/wp-content/uploads/Anne-Wyvekens_Le-souci-du-territoire.pdf
http://www.gip-recherche-justice.fr/wp-content/uploads/2014/07/97-31-NS.pdf
http://www.rtl.fr/actu/societe-faits-divers/asnieres-7669741220
http://www.besancon.fr/gallery_files/site_1/346/8344/8345/9548/bvvdec1.pdf

interesting experience in France in order to draft a diagnostic of the situation in this field. The National Observatory for Delinquency and Penal Response in cooperation with the Ministry of Women's rights started in 2014, within the framework of the National Plan to fight against sexual harassment and sexual violence in public transport, a process to audit the situation in this field. It included working groups with members of:

- The ministry for transports;

- The Ministry for women's rights;

- Transport companies;

- A study on violence against women on public transport;

- An exploratory walk in a Parisian train station;

- The audition of two feminist associations;

- The recommendations of the High Committee for equality between women and men (HCEFH). With such different and complementary sources they were able to draft a proper diagnosis that allowed for the proper plan to face the risks that women face when they use public transport[29].

This practice is also relevant for the immediate connection between diagnosis and policies. The result of the first is immediately translated into particular strategies and policies.

4.1 Diagnosis

Most documents pointing at recommending good practices in the field of security audits insist on the need of auditing locally, taking into account local peculiarities. The most recent publication in this area is "Methods and Tools for a Strategic Approach to Urban Security"[30], published by the European Forum for Urban Security (EFUS) in 2016, as a consequence of the work within the Audits project. This publication deals not only with the instruments and sources to be taken into account in order to work out a local security audit, but also which are the areas from which we need information It also lists what are considered as protective and as risk factors concerning urban security. This work updates and complements the previous "Guidance on Local Safety Audits. A Compendium of International Practice" also published by EFUS in 2007[31]. Most of the relevant experiences in the field of auditing at local level are included in these two publications. Any methodology or any source that may be useful to determine the level of security at the local level is included in both documents. This last one includes a chapter devoted to special areas and groups such as "children and youth", "interpersonal violence", "alcohol, illicit drugs and substance abuse" or "High crime neighbourhoods", providing with instruments to carry out a proper local diagnosis on them (and with good practices as well).

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[29] Vid. http://stop-violences-femmes.gouv.fr/Le-plan-national-de-lutte-contre.html

[30] Vid. https://issuu.com/efus/docs/publication_a_en

[31] Vid. https://efus.knowledgeplaza.net/tile/view/312

In France there are different experiences in local auditing that are in the line proposed by the EFUS guide. Firstly, the quite well known "Local Security Contracts", set up at the end of the nineties required, as a first step, a local safety diagnosis to determine the problems to be dealt with, for which a local security plan should be drafted. The improvement of security diagnosis is one of the crucial aims of these "contracts". However the importance of the contracts goes further than the diagnosis: they should also contain the proposed measures to tackle the detected gaps or deficiencies.

In the same way following a mandate of Parliament, in France it is compulsory to carry out a Public Safety and Security Study before the approval of specific urban projects[32]. The aim is to promote situational prevention though urban design, promoting spaces that facilitate social control and avoiding spaces that hamper any sort of situational prevention because they are out of reach of any possible "guardian" (to say it in criminological terms[33]). The first legislation has been updated and has framed those studies within the framework of the National Plan for Prevention of the Criminality[34], widening the cases where the studies should be carried out and pinpointing the criteria to submit the urban planning to the requirements of security established by the corresponding study. That implies to place the studies in quite a superior situation, as the compulsory reference of any urban development is intrinsically linked to them.

Between 2002 and 2014, the Municipality of Rotterdam monitored the safety situation in the neighbourhoods, the districts, and the city as a whole, using the Safety Index, which included police statistics data and crime victimisation data. Those sources allowed them to qualify the degree of insecurity in every neighbourhood. However, over the years the importance of an integral approach – and with it an integral monitor – has become increasingly clear. It is evident that the safety issues can't be tackled by simply focusing on safety. Social and psychical indicators should be taken into account in order to get a more comprehensive picture of the environment and the roots of the problems. It was from this perspective that the new integral tool *Wijkprofiel* (neighbourhood profile) was developed and introduced in 2014[35]. *Wijkprofiel* combines the Safety Index, Social Index and Physical Index. It's a bi-annual flagging tool that monitors the safety, social and physical situation in every neighbourhood of the city of Rotterdam. Neighbourhoods are qualified depending on what those three indicators say and the results are published on the municipality website[36]. The sources used to draft the neighbourhood profile are multiple: Two large surveys among the citizens of Rotterdam with 15.000 respondents per survey, police statistics, fire department statistics, unemployment statistics, schooling statistics, welfare statistics……

The municipality of Rotterdam works with universities in order to analyse the underlying data further. For instance, in order to investigate the discrepancy between objective and

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[32] Vid. Annex V.

[33] Vid. http://archive.wikiwix.com/cache/?url=https%3A%2F%2Fwww.amazon.fr%2FEtudes-suret%2525C3%2525A9-s%2525C3%2525A9curit%2525C3%2525A9-publique-demploi%2Fdp%2F2701319056

[34] Vid. https://www.legifrance.gouv.fr/eli/decret/2011/3/24/DEVL1106698D/jo

[35] Vid. Annex VI.

[36] Vid. www.wijkprofiel.rotterdam.nl.

subjective safety, the Erasmus University Rotterdam has carried out quantitative analysis of data from the *Wijkprofiel*. The aim of the analysis is to determine what factors (social or infrastructural) from the neighbourhood profile are related to feelings of insecurity.

Sometimes the spaces can be extremely particular or concrete. It is the case of Spaces of male fear. A lot has been said about security in public toilets, but there is extremely scarce research on it. However there is a very interesting research[37] based on the structured observation of 20 public toilets in London and Bristol that was complemented with several in-depth focus groups and interviews with single sex groups. There were groups of young mothers, of university students, young professionals, of gay people between 30-40 years old and a group made up of members of a sports team. The study also used covert participant observation. The study is interesting not only because it addresses quite a controversial and sensitive space, but also because it involved a very wide range of different users with meant to pick up quite diverse perceptions[38].

A quite interesting experience was the Burglary risk assessment of Hungarian buildings with the cooperation of offenders, carried out by the Hungarian National Council for Crime Prevention, seven correctional institutes in the country and 139 inmates[39]. Throughout six months inmates that had been involved in burglaries were asked about the characteristics they took into consideration when they selected targets and which the criteria to make their mind were (deterrent situations or conditions, appealing ones). They followed the way paved by some previous research in the United States. The results of the project were used to draft burglary prevention strategies from all points of view (buildings locks, windows and doors, environmental design, neighbours' conducts)[40].

The main information about fear of crime is frequently obtained from quite wide surveys. Normally, their sample does not allow for identification of very small places where people are afraid of being victims of crime. The information we get is normally about whether people feel comfortable walking alone in their neighbourhoods at different times of the day or whether they feel safe in the public transport system. Normally you cannot pinpoint that corner or that particular park as being a source of fear of crime. Since the more concrete the information about the places that cause more fear among citizens is, the better we can design proper policies and strategies to cope with it, if we knew where and when exactly people feel unsafe or are afraid of being the victim of a crime, we could look for answers to that. In this way, the University of Central London experimented with an APP (Fear of Crime Application, FOCA) that could be used in Android mobile devices[41]. The participants in the experiment were asked four times per day at random times about their feeling of security

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[37] Vid. Moore, S.E.H., & Breeze,S. (2012). "Spaces of male fear: The sexual politics of being watched". In *British Journal of Criminology*, 52, 1172-1191. doi: 10.1093/bjc/azs033. Vid. an abstract of it in https://www.ncjrs.gov/App/Publications/abstract.aspx?ID=263062

[38] Vid. http://bjc.oxfordjournals.org/content/52/6/1172

[39] Vid. Annex VII.

[40] Vid. : http://www.okri.hu/images/stories/pdf_files/2015_intbeszamolo.pdf and http://www.okri.hu/index.php/publikacio/egyeb-kiadvanyok/okri-kotetek

[41] Vid. Annex VIII

and fear of crime. The results showed how the fear of crime and the feeling of security varied according to where the participants were at every moment they were asked[42].

There are several experiences in this field. *safetipin* type APPs[43] are being used by quite a lot of cities in order to facilitate the citizens that download them into their mobiles send a notification about the places and the times that they feel unsafe in the city. The Android Application "inseguridApp" designed by *Crimina*, Centre for the study and prevention of criminality[44] in Elche (Spain) in 2016 allows their users to inform about the places in which they feel comfortable or unsafe, or afraid of being victim of a Crime[45]. They designed not only the App, but also a guide for users[46]. That information could be extremely relevant to provide a proper response to the causes of citizens' fear.

4.2 Policies and Strategies

As consequence of the importance of the territory as a manageable framework of conflicts and incidents, public policies and strategies usually focus on this. Even sometimes special groups to whom public policies are devoted are situated in particular territories. That is to say, it can be the case that groups and territories coincide. Be that as it may, the territorial dimension of crime is significant because public administration is territorially organised. That means that defining a particular territory as the object of public policies and strategies means to identify quite clearly who should be involved in them. The identification of the particular territory also implies identifying degrees of complexity and particular problems (Bottoms, 2012), and what can assist in deciding priorities and the kind of strategies to be used. The most common situation is that where there are no resources to focus on all detected gaps. Consequently it is paramount to focus on the fundamental issues,that should be prioritised (Wikström, 2007).

That's the point in several experiences in France. First of all, they have even drafted a document about the territorial security strategies in France, which takes into account the interventions that should be carried out in different territorial levels[47]. Furthermore, when we have talked about diagnosis we have already referred to the French Local Security Contracts which are located in particular municipalities and are the base for policies and strategies to cope with the detected security problems. In the same way the French Government has identified what they qualify as Priority Security Zones (*Zones de Sécurité Prioritaire*[48]), which require a concentration of public resources in order to combat crime and the underlying problems. They are zones with high levels of criminality, most of the answers consist of police actions and it is concentrated on underground economy, drugs and

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[42] Vid. http://onlinelibrary.wiley.com/doi/10.1111/lcrp.12076/pdf

[43] Vid. http://www.safetipin.com

[44] Vid. http://crimina.es/sobre-crimina and
http://www.umh.es/contenido/PDI/:uor_5145/datos_en.html

[45] Vid. https://mapc.edu.umh.es/2016/07/05/un-estudio-de-la-umh-analiza-los-patrones-espacio-temporales-de-distribucion-del-miedo-al-crimen-en-elche

[46] Vid. http://crimenydelito.com/guiausuario.pdf

[47] www.interieur.gouv.fr/content/download/78910/580533/file/strategies-vedit.pdf

[48] Vid. http://www.gouvernement.fr/action/les-zones-de-securite-prioritaires-zsp

arms trafficking, robbery and burglary, nuisance on public roads, wide groups of people in front of buildings and incivilities in general.

The same principles feed the French strategy called "Local Treatment Group against Crime" They are created to cope with special criminal problems and consequently they should be previously identified as such. It is the Prosecution service that has the initiative to create them and usually it also integrates a representative of the Police and/or the Gendarmerie, any councillor of the local administration concerned and can also count on representatives of the National Education Service, of the Treasury, Customs, Consumption, etc. depending on the nature of the problem to be tackled. The idea is to identify particular criminality phenomena and design specific strategies and policies taking into account their characteristics. Otherwise the measures may not be efficient. There is no criminality in general, but particular crimes with special modus operandi, background, motivation, etc. When those are not precisely taken into account the possibilities of success are drastically reduced.

Safer Hastings Partnerships worked out an interesting action plan to cope with subjective insecurity in the city. The different instruments they had to measure fear of crime (Citizens' Panel Surveys and Fear of Crime surveys) showed that one third of citizens kept feeling unsafe, no matter that criminality had kept descending in the previous years. Citizens did not seem to have noticed it, since the media kept talking about high and dangerous levels of criminality. In order to clarify these differences they designed a strategy that included different actions:

a) A bi-monthly four page dossier in the local newspaper spreading public reassurance initiatives;

b) An 11-screen community TV-network broadcasting more than 3, 5 million informational films per year;

c) A competition with the assistance of a local voluntary group for disaffected teenagers. Two films won awards because they dealt with issues that affected the perception of security: adults that buy alcoholic drinks for minors and being active. Both clips were broadcasted by SHP-TV for three months;

d) A booklet to raise awareness about the importance of crime police interventions.

From the moment those actions were started the subjective security of inhabitants began to increase steadily. This strategy has even won the Tilley Award[49].

Rotterdam City Marines (*stadsmariniers*). Problems related to security and crime are normally caused by diverse and mixed factors. Consequently the answers should also be multiple. Different entities should be involved in order to get a successful result. Public Administration divides its different areas of material and work into departments. That means that the interventions needed to cope with security issues should come from different entities that quite often are not too well coordinated among themselves or can even ignore each other. So as to avoid this gap, the City of Rotterdam has set up the city

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[49] Vid. http://www.emeraldinsight.com/doi/pdfplus/10.1108/17578043200700029

marines structures[50]. They are single persons (eight at the moment), appointed by the Mayor, responsible for particular problems or neighbourhoods. They report directly to the mayor and can mobilise as many public resources as necessary, no matter under which municipal department they are placed. They should also deal with and involve entrepreneurs, citizens or associations in order to deepen on the root of the problems and make them taking the necessary actions to improve the neighbourhoods and, consequently, the city. They can set up very different measures depending on the nature of the problem. These measures may be:

a) Demolishing problematic buildings;
b) Improving street lighting;
c) Promoting citizens participation through mobile APPs that facilitate the communication of dirty places;
d) Installing CCTV systems;
e) Courses for young ethnic rotterdamers;
f) Campaigns to discover talents;
g) The exclusion of rack renters.
h) Screening newcomers.

Every measure should be taken by the one who is in the better position to carry it out successfully. In the case of municipality actors, the city marine has the power to order it. In the case of private actors, he/she should convince them and facilitate things in order for them to take the correct measures.

City marines should be aware of the evolution of the problems they are in charge of tackling at any moment, so they should always keep an eye on how everything is evolving. So far, after 14 years of city marines' work the results show a certain efficacy, since there are not unsafe neighbourhoods (under 3,9 in the Index), Security levels have been increased, the number of dirty places have notably been reduced and drug trafficking has practically disappeared.

If we consider the territory as the space that surrounds us when we carry out our activities, we should pay attention to the possibilities of creating and modifying those spaces in order to make them safer, both in terms of subjective (perception) and objective security. There exists a lot of experience in this field. An international association exists that promotes the safe design of urban spaces, the International "Crime Prevention Through Environmental Design" (CPTED) Association[51]. Their goal is to promote safer environments and improve the quality of life through urban design. They do that in different ways: certifying experts on CPTED's principles, publishing white documents about how CPTED's principles should be applied in different fields (for instance, the last one is related to CPTED's principles in the framework of homelessness[52]), organising seminars and conferences on the topic. They also

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[50] Vid, http://www.rotterdam.nl/stadsmariniers

[51] Vid. http://www.cpted.net/

[52] Vid.
http://www.cpted.net/resources/Documents/ICA%20Resources/White%20Papers/White%20Paper_%202016_Homelessness%20and%20CPTED.pdf

publish a newsletter[53], periodical journals and E-Guidebooks[54]. They base their approach on the framework of the routine activities theory, although they have some divergences. According to this theory crime takes place because of the coincidence of basically three elements: a suitable target of crime (appealing object and a vulnerable victim), a motivated criminal and the lack of any efficient guardian[55]. The main idea behind it is to make the target not suitable through diverse ways: making the object not appealing (because it is difficult to get money from them later), making the victim less vulnerable in the eyes of the potential criminal and/or providing efficient guardians, which can be achieved by making the potential criminal's actions very visible through urban design. That is the first generation of CPTED's measures that focuses on situational prevention. They also deal with a second level of measures that are mainly addressed to look for the roots of criminals' motivation. If there are environments (not only physical, but also social ones) that pave the way to delinquency those should be transformed into more positive ones.

Concerning Leisure or festive spaces, the Action of prevention, mediation and risk reduction during festive events carried out by the French municipality of Brest had as its main objective to ensure tranquillity during festive events[56]. It tried to make different actors (public and private) cooperate in order to make festivities possible without side effects for neighbours and participants themselves. It implied wide range cooperation between different actors:

- Municipality services;
- Police services (National Police and Gendarmerie);
- Several Associations (Red Cross, risk prevention associations, environment protection associations);
- Mediators between neighbours and participants in events;
- Volunteers.

They focused basically on two areas:

a) The incivilities that could rise as consequence of the festive event and their side effects on residents of the areas where the event took place;

b) The risks they faced when consuming alcohol or drugs during festive events.

All actors are summoned normally a week after every relevant event in order to make a debriefing and to think of modifying the measures in next events so as to answer better to the particular needs. Furthermore, annually there is a meeting with all entities involved. There they check the different indicators set up to assess the situation. According to the results of this evaluation they modify the actions and strategies for the future.

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[53] Vid. http://www.cpted.net/newsletters

[54] Vid. http://www.cpted.net/CPTED-JournalsandE-Guidebooks

[55] Vid. https://webfiles.uci.edu/ckubrin/Branic_Routine_Activities_Theory_Entry.pdf

[56] Vid. Annex IX and http://www.interieur.gouv.fr/content/download/78094/574787/file/fbp-prevention-evenements-festifs.pdf

In the area of looking for compatibility among leisure, security and alcohol, there is an interesting publication, Safer Drinking Scenes. Alcohol, City and Nightlife, result of a project managed by the European Forum for Urban security. It was quite a wide project with participation of cities of six different European Countries (France, Belgium, U.K., Italy, The Netherlands and Germany), the French Observatory for Drugs and Drug-Addictions, the University of Leeds and diverse National Forums for Urban Security. The last aim of the work carried out to draft the book is also to get better knowledge about the combination of leisure and alcohol, when, where and under which circumstances it takes place, who takes part in it, and which are the foreseeable consequences for the participants, the neighbours and the city. Again, the same as in the experience in Brest there are two main objectives: how to maintain tranquillity around these events and how to promote awareness about alcohol consumption.

5. Methodologies and strategies to be taken into account

So far this document has already dealt with different tools and policies to audit the subjective security of groups or territories. However, there exist other ones (in all fields) that are not that focused but are still relevant because they can be used for particular groups or territories or because they try to measure or to improve subjective security in general: territories and groups. They can provide us with quite useful information for our targeted special groups and territories. This chapter will be devoted to those practices.

5.1 The MARGIN database as a good practice within knowledge-based initiatives for crime prevention

The MARGIN database is concerned with the comparison between sources of information covering two different dimensions of the social phenomenon of insecurity. The first, *victimisation*, can be measured through two sources: police recorded crime data and responses to questions regarding victimisation in a crime victimisation survey. This dimension of insecurity is known in the MARGIN project as the *objective dimension* as it attempts to capture individuals' actual experiences with crime. The second, *perceived insecurity*, relates to questions in the crime victimisation survey surrounding respondents' thoughts about crime, safety, and how their perceptions about crime alter their habits. This aspect is known as the *subjective dimension*.

Police recorded crime data (hereinafter, PRC) and crime victimisation surveys (hereinafter, CVS) are two data sources that enable a measurement of the amount of crime in a particular area over a period of time. PRC data contains all crimes that are reported to and recorded by the police. In different countries, police have different reporting and recording practices, as well as different definitions of particular crimes, making international comparison of PRC data difficult. CVS, on the other hand, do not depend on how the police define and record crime in different countries and instead rely on respondent experience. Asking questions such as whether each respondent has been a victim of a particular crime enables a researcher to estimate the extent of that particular crime problem by comparing the number of respondents who have been a victim to the number who have not over the same time period. The limitation with estimating the crime problem from CVS data is that respondents may have different interpretations of a particular crime or victimisation experience.

The MARGIN database includes official police recorded crime and victimisation survey data, both related to the five countries involved in the MARGIN project:

- Spain (with a focus on the Autonomous region of Catalonia);
- France;
- Italy;
- Hungary;
- UK (namely, England and Wales).

The creation of the database took up the idea of a "smart aggregation" of crime-related information as defined by Hunt and colleagues (2010), which refers to the need of knowing how crime trends influence perception of insecurity along with other factors (whether demographic, cultural or environmental) and to determine what actual needs are expressed by people feeling unsafe. The database is the result of a process undertaken under an agreed *modus operandi* for data collection of CVS and PRC in the five national scenarios mentioned above. Firstly, the research team defined a set of categories for the harmonisation of CVS and PRC data collection at the national level. Secondly, a questionnaire was created requiring information about the content and structure of the CVS and PRC used in Catalonia, France, Hungary, Italy, England and Wales. The questionnaire helped to share opinions and information about the sources and, in particular, to select a set of questions (for CVS) and indicators (for PRC) to be addressed during the data collection. Two types of documents were gathered: on the one hand, information about methodologies used to collect data through the national CVS and, on the other hand, information about the practices used by national police forces in order to collect PRC statistics.

With regard to CVS data, the surveys analysed were the following:

- *The Crime Survey for England and Wales* (UK);
- *Sicurezza dei cittadini* (Italy);
- *Cadre de vie et sécurité* (France);
- *Enquesta de Seguretat Pública de Catalunya* (Spain);
- *Victims and opinion research* (Hungary).

Concerning PRC data, the information gathered focused on offences against personal safety or property, with or without violence, which are the most likely to influence perception of insecurity according to the literature. The sources of PRC data were the databases of the police forces responsible for public safety in the five countries involved in the Consortium, with a focus on the local police in five cities: London, Milan, Paris, Barcelona and Budapest.

A difficulty encountered was that each of the five surveys addressed has specific conceptions and definitions of insecurity (for instance, feeling of safety at home or in the neighbourhood, fear of being the victim of a crime, risk assessment, worry about criminality in general, fear of walking alone at night, etcetera). In the case of the PRC data, there was a similar concern as some data is too general while other data is very detailed (vehicle theft versus bicycle theft, motorcycle theft, car theft, etcetera). Accordingly, when it came to gathering data, the approach chosen was expected to be as broad as possible, in order to counterbalance data heterogeneity and the different national traditions in assessing insecurity. Therefore, it was deemed necessary to not restrain the data collection to common CVS and PRC data, but to instead gather a wider scope of data. In other words, while the common questions/indicators have been outlined, the data collection was not restricted to them but oriented to the collection of a wider scope of data.

Data was collected at a national level as well as an urban level (whole municipality, districts and, where available, neighbourhoods). The database focuses on five years (2010–2014). Data for 2015 has also been collected where available. Nevertheless, there were two

exceptions since the last available CVS in Hungary and Italy go back to 2005 and 2009, respectively.

The process that led to the creation of the MARGIN database as well as the database itself represents a rigorous contribution towards unlocking the full potential of objective and subjective measures of crime-related issues as a tool for developing evidence-based public policies. This approach is clearly endorsed by the aforementioned *Handbook of the UNODC* (2010), which considers the exploitation of data sources on crime (PRC) and related problems (CVS) as essential in order to implement a knowledge-based approach to the reduction of insecurity. As stated by the International Centre for the Prevention of Crime report (ICPC, 2014), knowledge-based crime prevention initiatives "encompass a number of concepts, but principally entail the application of good research principles and theory, and well-constructed evaluation methods" (p. 28).

The MARGIN database has the added value of disclosing a huge amount of information that usually is not available to the general public. Furthermore, by comparing the PRC data to the CVS data it enables the investigation of the so-called 'dark figure' of crime identifying the amount of crime that exists in the general population but is not reported to or recorded by police and therefore is not reflected in official police statistics. At the same time, cross-country comparison of questions asked in CVS allowed for outlining potential lacks in existing surveys.

CVS are considered an important resource for the integration and supplementation of police recorded crime but they would only interest policymakers if they help to understand differences and trends in terms of crime, victimisation and the perception of insecurity (Killias, 2010). Under this perspective, the gaps identified during the creation of the MARGIN database represent solid ground to go further with a process of standardisation allowing for the conceptualisation of analytical definitions of the perception of insecurity. In particular, the results obtained have been used to inform a participatory design of a set of items to be included in a new thematic survey called the MARGIN survey. The final draft of this survey consisted of a module including a set of items enabling the assessment of how demographic, socio-economic and socio-geographic variables might influence public and personal perceptions of insecurity. A further module includes standardised questions on victimisation and perceptions of insecurity derived from existing CVS. Lastly, the exploitation of the MARGIN database enhances substantial progress in terms of knowledge on the perception of insecurity by collecting information about the quality of life and social cohesion, the assessment of police work and citizens' expectations in relation to public security policies and carrying out a survey specifically targeted to specific social groups and, particularly, those most at risk of social exclusion.

5.2 Participatory design of a new survey to study the social determinants of perceived insecurity

Based on the conclusion of a desk-based review on five Crime and Victimisation Surveys conducted at an EU level, a panel of international experts on the topic of insecurity assessment has been involved in an iterative design process in order to define a number of

indicators enabling the assessment of insecurity among different social groups. In the victimisation surveys analysed, there were two types of variables whose availability would have substantially improved the insights that could have been obtained. Firstly, there was a lack of independent variables containing information about the survey respondents, which were desirable in order to test a number of hypotheses concerning perceived insecurity. Secondly, there was a lack of consistency and comprehensiveness in the range of possible measures of perceived insecurity available in the surveys.

The Delphi method has been chosen as the most appropriate technique in order to obtain a reliable consensus among the participants included in the panel of international experts. Gender balance arose as one of the primary concerns during the selection of participants for the panel of experts involved in the Delphi method. The participants were chosen for their certified expertise on the topic of insecurity assessment. A convenience heterogeneous sample (n= 12) of experts has been involved in the Delphi process, which is in line with the suggestion of Delbecq, Van de Ven, and Gustafson (1975) concerning the appropriate number of subjects to be included in a panel (i.e. ten to fifteen). Three rounds of the Delphi method were conducted entirely online and the working language was English. A final round took place in a face-to-face meeting.

The results obtained through the Delphi method represent an agreed framework that informs the selection of a set of items to be included in a new thematic survey called the MARGIN survey. The full version of the questionnaire is available at: http://marginproject.eu/wp-content/uploads/2016/10/MARGIN-questionnaire-on-perception-of-insecurity.pdf

5.3 Criteria to turn diagnosis into policies and strategies

As mentioned some chapters previously, it is important to know which criteria should be followed in order to translate an appropriate diagnosis into a workable action plan. Even research has proved the difficulty of what some call "mainstreaming knowledge into application" (Ekblom, 2011). There are several documents that provide good guidance for this purpose. We could quote, among others:

- *The Beccaria Standards*[57] was published by the State Prevention Council of Lower Saxony (Lower Saxony Ministry of Justice) in the framework of the AGIS program and the ISECS program of the EU. They include measures and requirements for quality planning, execution and assessment of crime prevention programmes and projects.

- *Methods and Tools for a strategic approach to Urban Security*, published by the European Forum for Urban Security in 2016[58].

- *The Guide for the elaboration of local security plans,* elaborated by an Experts Group on behalf of the Department of Interior of Catalonia[59].

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[57] Vid. http://www.beccaria.de/nano.cms/en/Beccaria_Standards/Page/1

[58] Vid. Bibliography at the end of the Agenda.

They coincide on the need to:

a) Establish priorities. It is not that strange that all detected problems cannot be tackled at the same time since resources are always limited;

b) Design clear and specific objectives that focus on the problems that are defined as priorities. Objectives are the final goals to be achieved and they should be elaborated in such a way that makes them measurable, not in an abstract or generic way. For instance, not reducing traffic accidents, but reducing 20% of traffic accidents with casualties. They should also be affordable (realistic) with the available resources. A determined time framework (deadline) to reach them (a year, two years, eighteen months) is also necessary;

c) Include concrete actions that are adequate to achieve the proposed goals (Wikström, 2007). Actions are not ends by themselves, just means to reach them. For instance, making bars close up earlier, or sending police patrols to school entrances are actions that can try to improve the noise pollution of the neighbours that live in the area where there are lots of bars and the security of children that attend the school. It is important that the action can assist in reaching the objective. A good example: random police patrols are not likely to reduce any sort of crime (although they may have other beneficial effects[60]). So, when the aim is to reduce crime in particular hot spots police patrols should be focused (smart policing). Consequently it is also research based knowledge that is required in order to know which actions are good in order to achieve different goals;

d) It is important to specify who will be responsible for every action. Every action should be correlated with an entity. Otherwise it will not be possible to mobilise or to make the foreseen entities accountable for the success or the failure;

e) Evaluation should be foreseen in order to know whether it worked or failed. There should be two different areas of evaluation: activity (whether the foreseen actions have been carried out as they were designed); and impact (whether the established goals were or not achieved and in which degree), being the latter the most important, provided that actions are only relevant to the extent that they serve to achieve the goals that had been planned.

A quite small and simple example about how tight diagnosis and strategies should go is the creation of the Listening and grievances unit (*Cellule d'écoute et de traitement des doléances*) set up within the Police Headquarters for the 19th district (*arrondissement*) of Paris (now extended to the 20th district). They created a group to deal with all complaints from citizens and District City Hall coming through different ways (phone calls, letters or e-mails) in order to draft a weekly strategy to tackle the underlying problems emerged by the complaints[61]. They analysed the grievances of every week on Fridays and drafted an

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[59]Vid.http://interior.gencat.cat/ca/arees_dactuacio/policia/coordinacio_de_la_policia_de_catalunya/guia_per_a_l_elaboracio_de_plans_de_seguretat

[60] Vid. https://notesdeseguretat.blog.gencat.cat/category/english

[61] Vid.http://www.mairie19.paris.fr/mairie19/jsp/site/Portal.jsp?page_id=201 http://www.mairie20.paris.fr/mairie20/jsp/site/Portal.jsp?document_id=20985&portlet_id=656

operational answer for the following one. The link between diagnosis and strategies is very clear in this case.

5.4 General Security measure tools

In general we could identify two different kind of instruments used as security measure tools. General ones that could be adapted to particular groups or issues, for instance with particular chapters adapted to them, and very particular and precise instruments addressed to very particular questions or topics.

The large victimisation surveys in Europe are good examples of how to look for the fear of crime, insecurity and opinions on security. Without doubt the British Crime Victimisation Survey (now divided between the Crime Survey for England and Wales[62] and the Scottish Crime and Justice Survey[63]) is the leader that has paved the way, but the current "*Cadre de vie et sécuritè*"[64] in France begins to have a consistent and long background, not only for the large sample of individual face to face interviews, but also for the quality of its analysis. Following the pace of those we find the Public Security Survey of Catalonia, that since 1999 has interviewed annually about 14.000 persons on issues concerning security, and from 2013 a slighted reduced sample in biannual terms. All of them have in several editions included modules dealing with various special topics, such as incivilities, gender violence, and fear on public transport or drug consumption. In 2009 the Department of Interior of Catalonia, as a celebration of the tenth anniversary of its survey organised an international seminar, with the participation of experts involved in crime and security surveys in most West European countries (even from Eurostat), whose contributions were collected in quite an interesting publication available on line[65]. It was a great opportunity to check the different surveys that are being used and to compare them.

Another very interesting and useful document that provides advice in the whole process of elaborating (questionnaire design) interviewing, data processing, dissemination and evaluation is the Manual on Victimisation surveys published by the United Nations Office for Drugs and Crime and the United Nations Economic Commission for Europe[66].

It is true that those surveys give us extremely useful information but that in most cases it is very difficult to concretise which the points are, the spaces that cause more victimisation, fear of crime or insecurity. The samples, although quite wide, do not allow for such spatially detailed information. We can know, for instance, how afraid of crime the people of London are, but not to what extent or in particular spaces or neighbourhoods or the precise times of

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[62]Vid. http://www.crimesurvey.co.uk/

[63] Vid. http://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/crime-and-justice-survey

[64]Vid. https://www.insee.fr/fr/metadonnees/definition/c1877

[65] Vid.
http://interior.gencat.cat/web/.content/home/010_el_departament/publicacions/seguretat/estudis_i_enquestes/enquesta_de_seguretat_publica_de_catalunya/docs/10-years-espc_en.pdf

[66] Vid. http://www.unodc.org/documents/data-and-analysis/Crime-statistics/Manual_on_Victimization_surveys_2009_web.pdf

the day where they feel more or less safe. The necessary samples to be able to detect fear of crime in concrete spaces should be much more numerous and would cost too much money.

To solve those difficulties some interesting attempts have been carried out. For instance, the 2003/4 edition of the British Crime Survey included new measures of fear in a module administered to 5000 respondents. They tried to concretise the respondents' everyday concerns over personal safety. The traditional general questions about worries of been victim of a crime represented more the perception of risk or anxiety of the respondents than a true concern of being victim of a crime. The new module introduced questions such as:

Q1: 'In the past year, have you ever felt worried about….' (car theft/ burglary/ robbery)
Q2: [if YES at Q1] 'How frequently have you felt like this in the last year' [n times recorded]
Q3: [if YES at Q1] 'On the last occasion how fearful did you feel?' [not very worried, a little bit worried, quite worried, very worried or cannot remember]

Forcing the respondent to concretise the type of crime they were afraid of being victim to or the frequency at which it happened provides with a better knowledge about how insecurity or fear of crime may affect the daily routine activities of the citizens. Normally such questions prevent from overestimating general worries that have not concrete grounds in daily terms.

Concerning the difficulties in interpreting how those worries are placed in the territory there are some projects that are trying to solve the problem: how survey results could be extrapolated to small parts of the territory in a similar sense as police statistics that is able to present the exact crime location almost in routinely terms. One of these projects, Small Area Estimation for Targeting Hot-Spot Policing Interventions, is being carried out at the University of Manchester by the criminologist David Buil, under the direction of professors Juanjo Medina and Natalie Shlomo. The project aims to design a system that allows for small areas estimation. That is to say, to develop statistical techniques which produce efficient and precise estimates on a small area level (also when the sample is not large enough to support direct estimates). In order to calculate estimates of adequate precision for small areas, indirect estimation methods make use of auxiliary information from other sources of data (e.g. Census) and produce linking models that borrow strength from related areas or time periods. Thus, this type of statistical inference is 'model-based'[67].

It's also interesting to have an instrument that allows for measuring the impact of crime victimisation. The spontaneous answer within the Public Security Survey of Catalonia has, from the very beginning, been a question that has provided quite an adequate barometer. The questionnaire begins with a question about the experiences of victimisation in the last year, without quoting from the side of the interviewer any kind of crime in popular terms. Once the respondent says "yes" or "no", he/she is asked about particular types of crimes (have you had your mobile stolen? Have you been victim of a burglary? Have you had any

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[67] Vid. https://bscpolicingnetwork.com/2016/12/20/small-area-estimation-for-targeting-hot-spot-policing-interventions/

illic attack against your car? Etc.). After such concrete questions the figure of people that affirm to have been victim of a crime increases, since some remember facts that they had forgotten when been asked in general terms with what has been named as "spontaneous answer". This answer correlates very well with feelings/opinions on security. That is to say in the editions with a high level of positive spontaneous answer there is a high level of insecurity and/or fear of crime. Although the prevalence figure (the one closer to reality) is the last one (once the respondent has been informed of the different types of crime) the one that has more influence in the subjective security is the spontaneous one, because the level of it shows the level of impact of the victimisation in the respondent that makes him/her remember spontaneously.

As evaluation of effectiveness of any policy or strategy that attempts to reduce fear of crime is paramount in order to know whether we are going about things in the correct way or whether we should look for alternatives it is absolutely necessary not to take for granted that a strategy is going to work necessarily, even though it may have worked in different places. So, the collection of good methodologies for evaluation is paramount to be able to carry out a precise and in depth evaluation of every policy and strategy. There is quite a useful document, Environmental interventions to reduce fear of crime: systematic review of effectiveness, elaborated by Theo Lorenc and others that may provide with ideas in this area[68], since the document synthesises the literature on the effectiveness on interventions in the built environment.

The Heidelberg Audit Concept for Urban Security[69] (HAKUS according to its German name) was set up by the local safety partnership. It was developed and implemented by the Institute of Criminology of the University of Heidelberg. It aims at evaluating the overall impact of the whole set of community crime prevention measures against crime and fear of crime in Heidelberg and its surrounding Rhein-Neckar county. It does so firstly by comparing the development of these two explained variables - crime and fear of crime – in Heidelberg/Rhein-Neckar-County with that of other territories, such as the state of Baden-Württemberg, the German Federal Level and other comparable European territories. Secondly, it empirically tests the underlying theoretical model of the Heidelberg approach to community crime prevention through structural equation modelling (SEM). However, its use is not limited to evaluation of preventative strategies and policies, but also a preventative approach, cause oriented, with theoretical bases and empirical grounded for municipalities. This approach implies joint intervention of the municipality, the Police, the civil society and the academia.

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[68] Vid. http://systematicreviewsjournal.biomedcentral.com/articles/10.1186/2046-4053-2-30
[69] Vid. https://efus.eu/files/2016/06/Heidelberg_HAKUS_ENG.pdf

The document under the title 100 Promising Practices on Safer Cities. Collation of Urban Safety Practices [70] is very useful because the practices are grouped in function of the addressed population or the topic they deal with. So we can found inside it:

a) Youth safety practices (21);
b) Seniors safety practices (10);
c) Urban development safety practices (10);
d) Community mobilisation safety practices (29);
e) Policing & security safety practices (16);
f) Governance safety practices (15).

The document includes the main elements of every practice: objective, target population, actors/partners, contents, actions, duration, outcomes and normally any source to widen the information on it. Actually, some of the practices included in this document are also collected in this UN-Habitat publication[71].

The Community Oriented Policing Services within the U.S. Department of Justice published a guide in 2010 titled Reducing Fear of Crime. Strategies for Police[72], that may be very relevant when coping with subjective insecurity. First of all, there is good clarification about the importance of targeting fear of crime, which may be useful to convince key actors that only focus on criminality. Afterwards, it deals with the ways in which police may contribute to reduce fear of crime, the tools for targeting, to reduce it and to make the reduction sustainable. It deals with both, measures territorially addressed and those addressed to special groups or people. It does not include only American experiences but also European ones.

5.5 Relevant general security strategies

There are general security strategies that, although general, without focusing on particular groups or territories, may give us criteria to improve our focused diagnosis or strategies. Actually instrument of diagnosis and strategies are not totally linked with the focused or general approach.

The National Crime Prevention Strategy of Hungary is a totally transversal one, since it includes a lot of national public and private institutions[73]. It is led by the National Crime Prevention Council and co-chaired by the Ministers of Interior (with special influence of the National Police Headquarters) and the one of Public Administration and Justice. Concerning its objectives is relevant for two reasons:

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[70] Vid. http://www.crime-prevention-intl.org/uploads/media/FINAL__100_PROMISING_PRACTICES_ON_SAFER_CITIES_-_WORK_IN_PROGRESS_04.pdf

[71] The International Centre for the Prevention of Crime and The European Forum for Urban Security have also participated in the collection of the promising practices.

[72] Vid. http://www.popcenter.org/library/reading/pdfs/ReducingFearGuide.pdf

[73] Vid. Annex X.

a) It does not focus only on criminality, but also on subjective security;
b) It tries to diminish the negative effects of crime.

The strategy that results from the objectives is concentrated in four areas:

a) Settlement security, by improving the guardians (police) and the environmental conditions;
b) Child and Juvenile Protection, by working at an education level, leisure time, handling conflicts, alcohol and drugs prevention and education on media and internet;
c) Protection of victims. Creation of information sites, special programmes for seniors, maintaining the national wide volunteer victim assistance programme, psychological services;
d) Prevention of recidivism. Establishing measures to integrate former criminals.

The strengths of this strategy are promoting a transversal approach of crime, introducing new tools to deal with criminal phenomena and the later evaluation of it. Precise evaluations show that an important difficulty in such a large and comprehensive strategy is that the level of cooperation between the different actors should be highly improved.

The National Reassurance Policing Programme (UK) was a strategy initially developed in Surrey, and lately extended to the whole country. It tried to cope with the gap between the fall of crime and the public belief that it was still rising. The Association of Chief Police Officers thought of a plan to combat that gap. It was based on Martin Innes construction of "signal crimes" (Innes, 2004). According to this perspective there are crimes and incivilities that are crucial to determine the level of security of the population. Those crimes should be heavily combatted because they constitute the ground for subjective security. The established aims were:

- Reduction of anti-social behaviour;
- Reduction of fear of crime;
- Increase public satisfaction in the Police;
- Improve social capacities.

In order to achieve these goals they focused police work on crimes and incivilities are committed in certain neighbourhoods, they tried to involve communities in identifying their security priorities and Police visibility was increased in order to make the public aware that they were there to protect them. Some trials for reassurance policing were carried out with The Surrey Police and The Metropolitan Police Service. The evaluation showed that there was scarce impact on indicators of fear of crime. However the programme was very successful in making people aware that graffiti on walls or property damage had no connection with the risk of being victims of a burglary, vehicle crime or robbery.

Furthermore the social cohesion indications showed higher levels of cohesion. The number of people that affirmed that they had trust in many of their neighbours increased notably.

6. Conclusions

At the end of the process of looking for and collecting good practices there is a lot of material to reflect on. First of all, we should reconsider how the project planned the collection of the good practices. As mentioned above, the members of the project were asked to send two different examples: those that were concerned diagnosis and those that dealt with policies and strategies. The basis for it was that they (diagnosis and policies) were not always necessarily linked. There are cases in which a reliable instrument of diagnosis is not accompanied by efficient policies or strategies. Although in some cases that may still be the reality, the process of elaboration of this agenda has provided with some remarkable conclusions in relation to this issue:

a) In some cases it is extremely difficult to make the difference between the diagnosis and policies because they are intimately connected. In some of the quoted practices it was difficult to say whether they should be classified as good diagnosis or good policies;

b) This connection shows that security is being more and more rooted on reliable diagnosis, that knowledge is more present than it used to be;

c) The number of good diagnosis that are not taken into account for policy makers is diminishing, although there is still a way to go;

d) Knowledge and training in properly translating diagnosis into actions that are able to cope with detected gaps should be improved. The gap between knowledge and operational practice could be higher;

e) The objective of any research, diagnosis or any theoretical elaboration on security should be thought with the last aim of being transformed in actions that improve the levels of security of the population.

Another field to which serious attention should be paid is evaluation. Thorough evaluation of instruments of diagnosis and policies is still scarce. It is not easy to find cases where a scientific evaluation has been carried out. Since at the beginning of drafting this agenda there was some suspicion about that[74], the question on replication of experiences was asked. As already mentioned in the introduction, the MARGIN project looked for evidence-based references that could be used as positive evaluation of the practice to be assessed. The replication of a practice can be taken as a sign of success, but it is not bound to be. There is still a possibility of experiences being replicated because they are considered as fashionable, on the move. Sometimes it may also be the kind of institution that does it,

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[74] There is a quite wide awareness about the fact of the scarce evaluation in the field of security and crime prevention and the difficulties that it implies. As an evidence of that worry, the French Ministry of Interior has published a guide to evaluate local policies on crime prevention (vid. http://www.ladocumentationfrancaise.fr/rapports-publics/124000120/index.shtml) in order to offer tools and criteria that assist in evaluation.

when it is a very well-known and famous institution (London or Paris municipalities, for instance) there may be a tendency to follow what they do without very critical previous analysis.

Most cases included as good practices are there because they fulfil some of the requirements mentioned in our State of Art Report as good practices. They target special groups or territories, they use instruments that technically are well designed, they use different methodologies and sources or, in the case of policies, they are based on good diagnosis or take into account different factors and actors to tackle the perception of insecurity.

The evaluation reflected in the questionnaires represents in some cases the satisfaction of the immediate user, more than the final efficacy of the tool. It seems, for instance, the case in the ESCAPAD survey or in the School Victimisation Survey of Catalonia. The French monitoring centre for drugs and drug addiction (OFDT) in relation to ESCAPAD and the two Catalan ministries involved in the School Survey are satisfied with what they got. They think that the tools produce the expected information and, for that point of view, the evaluation should be positive[75]. The survey on violence against women in Catalonia would also be the case. However, the results of the policies drafted from that are unknown. The same situation can be observed in the case of the Burglary risk assessment in Hungary. It gets a positive evaluation because it provides information that allow for drafting a plan against burglaries, but whether burglaries are really reduced at the end is unknown (although it is reasonable to think that it has some impact). The Hungarian Crime Prevention Strategy is also evaluated positively because it has facilitated to build up new mechanisms for prevention (such as the unit to support victims) and, furthermore, it involves quite a large range of institutions. How it influenced people's subjective security is unknown (although is presumable that it has had some effect).

In other cases, the true evaluation is that the practice is promising because it brings new and useful information, as it is the case of the FOCA App. It is clear that it provides spatial and temporary information that previously didn't exist. However, it is not proven that it could work on a higher scale.

It is also not rare that the criterion in order to give a positive evaluation is not that of the tool efficacy having been proven, but the number of times it has been used (actually the replication again). It is evidently the case of the public safety and security studies (ESSP) in France. They follow criteria established by the research (knowledge based urbanisation), which is highly advisable. It makes the projects of urbanisation take into account security parameters and these are important reasons to qualify the practice as positive, but it doesn't yet prove that the security of citizens is higher.

A clearer case of interaction between diagnosis, policies and evaluation may be the case of *Wijprofil.* Precisely it was thought because the previous instrument, *Safety Index*, had failed

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[75] Vid. Annex XI.

to give the necessary information to intervene properly in every neighbourhood in the city. In this case evaluation is directly linked with the efficacy of the tools and strategies in the daily life of neighbourhoods. In the same direction the "action of prevention, mediation and risk reduction during festive events" carried out by the municipality of Brest in France also has a feed-back mechanism after every event that implies a strict evaluation of the impact of the dispositive. In case of failure of some aspects they are modified for the next ones.

As a last conclusion, all practices included in this document have some positive elements that makes them promising. So no doubt they bring new perspectives to combatting perception of insecurity. However the evaluation of their efficacy could be improved in most cases.

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Annexes

Eventually, we wanted to include questionnaires with representative experiences as they were sent by members of the project in order to provide more information than what was included in the text, which is, for space reasons, very summarised. Moreover, the reader can check the information we asked for and how members of the project sent it to us. It does not mean that those practices whose questionnaires are included in the annexes are the best ones; they are meaningful for different reasons.

ANNEX I

Fear of Crime in New Deal for Communities areas: How do perceptions relate to reality?

Identification	Fear of Crime in New Deal for Communities areas: How do perceptions relate to reality?
Partner	UCL
Contact	Centre for Regional Economic and Social Research Sheffield Hallam University.
E-mail	

Reason(s)	Reducing levels of crime and fear of crime are important strands in government policy and have been adopted as outcomes by many NDC Partnerships. Two data sources analysed by the national evaluation team allow for a detailed exploration of a range of crime related issues: the 2002 and 2004 MORI/NOP Household Survey and administrative data on crime provided by all English Constabularies and analysed by the Social Disadvantage Research Centre at The University of Oxford.
	Residents of NDC areas are between two and three times more likely to be victims of crime than is suggested by national averages drawn from the British Crime Survey.
	This is potentially of considerable significance to Partnerships because other evidence has consistently shown strong relationships between crime and other manifestations of deprivation including poor health and environmental impoverishment.
Actors involved	Analysis conducted by a team of researchers based at a British university. The project is funded by the government.
Description of sources	In the main, analysis is based on the 2004 MORI/NOP Household Survey to explore these issues. This sample contains the responses of approximately 500 residents in each of the 39 NDC areas, a total of 19,633 residents in all. Where possible, comparisons are made with findings from a 'deprived but non NDC' comparator survey, carried out by MORI / NOP at the same

time as the main survey, and national data from the British Crime Survey. The comparator sample consisted of just over 4,000 residents drawn from 39 deprived neighbourhoods which were socioeconomically consistent with the 39 NDC areas but were not part of, or contiguous with, these NDC localities. Use is also made of administrative data available from police forces on actual levels of recorded crime which has been collated and analysed by the Social Disadvantage Research Centre at the University of Oxford. A number of analytical techniques are employed to shed light on the relationships emerging from the data including logistic regression modelling and multilevel modelling.

Description of indicators	Crime, fear of crime, health, quality of life, social capital and cohesion, trust and satisfaction with police.
Population affected	The NDC Programme aims to reduce the gaps between some of the poorest neighbourhoods and the rest of the country. The gap between NDC areas as a whole and the national average in relation to crime is considerable. Data from the MORI/NOP Household Survey indicates that NDC residents are more likely to have been a victim of crime in the past year than is suggested by the British Crime Survey (BCS) for the nation as a whole (NRU 2003, p148). Fear of crime is also more prevalent amongst NDC residents than BCS statistics would indicate.
Differential treatment	This study compares NDC areas with British average.
Territorialisation	'UNKNOWN'
Duration	'UNKNOWN'
Evaluation	At the programme level there is not a particularly strong relationship between fear of and experience of crime. Some NDC areas have lower levels of fear of crime than actual crime figures might suggest, whilst for others the reverse is true. However at the level of the individual resident the relationship does hold: individuals who have been victims of crime are more fearful of it. Across the Programme fear of crime is related to a composite index of 'dereliction and lawlessness' based on factors such as drug use, vandalism and so on. 'Signs of crime' such as vandalism appear to increase anxiety about crime.

There is very considerable variation across the 39 areas in relation to both feeling unsafe when out after dark and more explicit fear of crime levels. Though not to be overstated, there is perhaps a 'London effect' in relation to experience of crime.

Residents from the London NDCs are not significantly more likely to experience crime than the NDC average, yet fear of crime is perhaps higher in London.

Although they are only slightly more likely to have experiences of crime, women are much more fearful of crime than are men and are much more likely to feel unsafe out alone after dark.

Younger people are more likely to have been victims of crime than older people. Older people are generally less fearful of crime than their younger cohorts, but they are far more likely to feel unsafe after dark.

Black residents are less likely to have been victims of crime and less likely to feel unsafe after dark than white or Asian residents. Asian residents are the most likely to feel unsafe after dark.

Those in local authority housing are more likely to feel unsafe and to feel that lawlessness and dereliction are problems.

| **Available public information** | http://extra.shu.ac.uk/ndc/downloads/reports/Fear%20of%20crime_perceptions%20relate%20to%20reality.pdf |
| | http://ndcevaluation.adc.shu.ac.uk/ndcevaluation/home.asp |

ANNEX II

The "national plan to fight against sexual harassment and sexual violence on public transport"

Identification	National plan to fight against sexual harassment and sexual violence on public transport (plan national de lutte contre le harcèlement sexuel et les violences sexuelles dans les transports en commun).
Partner	INHESJ / ONDRP
Contact	Ministry of women's rights
E-mail	cab-fed-cc@feddf.gouv.fr

Detection	A long process started in December 2014, when a national committee for violence against women on public transport was created. In 2015, this phenomenon was assessed thanks to:
	- Working groups between the Ministry of Interior, the Ministry of transports, the Ministry of women's rights, and transport companies (January 2015).
	- A study on violence against women on public transport, conducted by the National observatory of crime ~~in~~ on public transport (ONDT) (March 2015) Note: in fact, the ONDT did not carry out the study, but asked the International Centre for the Prevention of Crime (ICPC) to do it; only a synthesis was published, both ONDT and ICPC refused to publish the rest of the study - a participative walk in a Parisian train station, with users, transport companies and the Ministry of women's rights (March 2015).
	- The audition of 2 feminist associations (March 2015).
	- The recommendations of the High committee for equality between women and men (HCEFH) on how to tackle sexist harassment and sexual violence.

Actors	Ministry of Interior
	Secretary of State in charge of transports
	Secretary of State in charge of women's rights
Objectives	Developing prevention, reaction, and victim support
Description	The plan is composed of a dozen measures:

Prevention:

- Participative walks: developing the use of participative walks including users, transports companies, associations, and local institutional entities.
- Awareness campaign: launch of an awareness campaign during autumn 2015, in order to remind people that harassment is punishable; campaign in transports, on the internet, in middle and high schools.
- Billposting: harassment is included in the billposting of applicable laws on public transport.
- On-demand stops for night buses: experimentation of on-demand stops for night buses in the urban area of Nantes.

Reaction:

- Emergency phone number: development of emergency phone number for victims and witnesses for the RATP (transport company in Paris) et the SNCF (transport company in France)
- Alerts by texting: for the SNCF, it is also possible to send a message to the emergency phone number (if afraid of calling)
- Other digital applications: development of an entry form to report the offence after it's committed.
- Assessment: 5 studies would be conducted by several institutions (transport companies and observatories) in order to assess more precisely the phenomenon.

Victim support:

- Training: communication tools will be developed for the training of transport personnel.
- Gender diversity: gender diversity will be promoted among transport personnel.

- Sexist messages on public transport: sexist ads will be eliminated in transport settings, thanks to a more rigorous selection process.

Target group	Female users of public transports.
Territory	Country
Resources	2,700 police officers in charge of security on public transport, including a group specialised in sexual offences on public transport for the Ile-de-France region. 3,900 agents of transport companies in charge of security. 70,000 cameras on public transport.
Available public information	Information is available online: http://stop-violences-femmes.gouv.fr/Le-plan-national-de-lutte-contre.html

ANNEX III

The ESCAPAD survey

Identification	ESCAPAD (Enquête sur la santé et les consommations lors de la journée d'appel et de préparation à la défense)
Partner	INHESJ / ONDRP
Contact	Stanislas Spilka (French monitoring centre for drugs and drug addiction, OFDT)
E-mail	ofdt@ofdt.fr

Reason(s)	The ESCAPAD survey was developed in 2000 for three reasons: • Creating a tool in order to regularly analyse the use of psychoactive substances among teenagers. • Filling the gap in France concerning epidemiologic data on this topic. • Detecting quickly the appearance of new substances and new uses.
Actors involved	The main actor involved in developing and conducting the ESCAPAD survey is the OFDT. The Department of national service (DSN) is also associated in financing and conducting the survey.
Description of sources	Anonymous self-administered survey, including around thirty questions.
Description of indicators	Use of legal and illegal psychoactive substances: tobacco, electronic cigarettes, alcohol, medicine, cannabis, hallucinogenic substances, poppers, inhalers, ecstasy, amphetamines, cocaine, LSD, crack, heroin, buprenorphine (also known as "bupe" or

"Subutex"), ketamine, GHB…

Experimentation: having used a substance at least once during the course of life.

Use:

- during the year (at least once during the last 12 months)
- during the month (at least once during the last 30 days)
- regular (at least 10 times during the last 30 days)
- daily (at least once a day during the last 30 days)

Alcohol intoxication:

- during the year (at least once during the last 12 months)
- repeated (at least 3 times during the last 12 months)
- regular (at least 10 times during the last 12 months)

Significant punctual alcoholisation:

- drinking at least 5 glasses of alcohol during the same occasion; similar to the concept of binge-drinking
- during the month (at least once during the last 30 days)
- repeated (at least 3 times during the last 30 days)
- regular (at least 10 times during the last 30 days)

Individual characteristics:

- gender
- familial background
- school background

Population affected	Teenagers are the target population: 17 year old French individuals participating in the Defence and Citizenship Day (JDC), in metropolitan France and overseas territories.

In 2014, the sample was composed of more than 26 000 respondents, most of them living in metropolitan France.

As the JDC is a mandatory event for French teenagers, the advantage is that the survey also covers individuals who have dropped out of school. It is estimated that the answer rate is higher than 99 %, allowing the survey to cover more than 90 % of the target population.

The main drawback is that the survey does not cover teenagers living in France but who do not hold French nationality.

Differential treatment	No differential treatment.
Territorialisation	Results are only available at the national and regional levels.
Duration	The survey was conducted yearly between 2000 and 2003, and has been conducted every three years since 2005. Therefore, 8 surveys are available.
Evaluation	The OFDT mentions that data is weighted and recoded according to international methodological recommendations, so the results are representative of the population.
	The OFDT also mentions that the survey allows to analyse precisely use and poly-use (combined use of at least two substances among tobacco, alcohol, and cannabis) and the emergence of new uses (notably electronic cigarettes).
Available public information	Information is available on the OFDT website: http://www.ofdt.fr/enquetes-et-dispositifs/escapad/

ANNEX IV

Identification	School Victimization Survey in Catalonia 2016-17
Partner	Department of Interior and Department of Education
Contact	Toni Pérez Salichs
E-mail	Toni.Perez@gencat.cat

Reason(s)	The School Victimisation Survey in Catalonia 2016-17 measures the problematic actions (harassment, victimization experiences, negative actions carried out by the same students or drug use) of about 10,000 youths at school aged 12 to 18 and measure its evolution over time.
Actors involved	The Ministry of Interior and The Ministry of Education as main partners and a private company that developed the CAWI program are involved. IDESCAT, as an official statistical agency of Catalonia, is also involved because it validated the sample design.
Description of sources	The School Victimisation Survey in Catalonia 2016-17 is a CAWI survey of about 9,000 youth at school aged 12 to 18.
Description of indicators	Victimisation experiences, negative actions carried out by the same students and drug use.
Population affected	Students aged 12 to 18.
Differential	No different treatment was used on different territories and population.

treatment	
Territorialisation	The sample is statistical and representative by educational areas, ownership (public or private) and educational level. So can therefore provide territorialised results whenever there are enough individuals and crossover with the results.
Duration	The survey takes about one week and is planned over a five years period.
Resources	The budget for the current School Victimisation Survey in Catalonia is approximately €18,000.
Evaluation	The information from any official survey supplemented with information from administrative registers can help to design the proper strategies and policies.
Following experiences	There are many surveys that follow the same model. i.e.: Encuesta nacional de violencia en el ámbito escolar (Chile), Cuestionario de convivencia 2015 (Galicia)
Available public information	Public information of previous surveys is available on the website of Ministry of Interior. Information from the current survey has not yet been published (it is still in process).

ANNEX V

The public safety and security studies (ESSP)

Identification	Public safety and security studies (études de sûreté et de sécurité publique, ESSP)
Partner	INHESJ / ONDRP
Contact	Guillaume Farde (deputy director of Spallian, a company specialised in consultancy and data analytics; deputy director of Althing, a company specialised in consultancy related to security; specialist of ESSPs; good relationships with Christophe Soullez and the ONDRP)
E-mail	guillaume.farde@spallian.com

Reason(s)	ESSP are mandatory preliminary studies for specific urban projects.
	In theory, ESSP are created in 1995, when the legislator wanted to develop situational prevention in France. The objective is to conduct preliminary studies before projects that "can have incidences on the protection of people and goods against threats and aggressions".
	But in practice, due to political divergences, ESSP could not be conducted until 2007 (law n°2007-297 of the 5th March and decree n°2007-1177 of the 3rd August). This tool was then enhanced in 2010 (circular MTSV101947003C of the 6th September) and 2011 (decree n°2011-324 of the 24th March)
Actors involved	The main actors involved are: • The contracting authority in charge of the project • A consultancy office, if necessary

	• The departmental sub-commission of public security (SCDSP): mayor, departmental director of public security, head of the departmental gendarmerie forces, departmental director of public equipment, head of the departmental service of fire and rescue • Local partners, depending on the project and its context: police and gendarmerie services, social services, architects, shopkeepers, residents…
Description of sources	Although leaving large room for manoeuvre, ESSP are supposed to include three types of content: Diagnostic: • Understanding the social and urban context of the project • Understanding the risks for people and goods A circular mentions that quantitative and qualitative tools can be used for this diagnostic: (in)formal interviews with local actors, analysis of previous studies, analysis of official data Analysis of the project: • Understanding what risks the project could create. • Understanding how the projects deals which risks identified during the diagnosis. The analysis of the project should lead to recommendations that prevent and reduce the risk identified, and that ease the mission of the police and emergency services. Measures: • Architectural and / or urban: for instance, preventing the privatisation of the public space, enhancing visibility and natural surveillance, organising coherently flux of people and vehicles. • Technical: for instance, CCTV, entry codes, lighting, vegetation, use of specific materials • Organisational: notably, defining clearly in which spaces local actors are responsible for enforcing security
Description of	It is mentioned that, for the diagnostic, "the risks to consider concern potentially a large panel of facts and events, going from

indicators	the feeling of insecurity and incivilities to the most serious crimes."
	Entities involved are supposed to have access to data concerning offences committed in the public space, within the city, during the last 4 years (excluding the current year). Depending on the project, actors involved can access more precise data, as long as the identification of victims is not possible (even indirectly).
Population affected	In cities of more than 100 000 inhabitants, ESSP are mandatory for:
	• Construction and planning of surface higher than 70,000 m²
	• Construction and planning of specific public-access establishments (from 700 persons)
	Apart from this demographic threshold, ESSP are mandatory for:
	• Construction of specific public-access establishments (train stations, bus stations, ferry ports)
	• Specific urban renewal projects (when it implies destroying 500 housings)
	Prefects can also ask for ESSP that do not fall into these categories.
Differential treatment	It is reasonable to think that the steps are the same (diagnostic, analysis of the project, and measures) but that the methods used for these steps are different for each ESSP.
Territorialisation	As ESSPs concern specific urban projects, the information is supposed to be available at a sub-city level.
Evaluation	In 2014, a research centre (CEREMA) published a short quick assessment of ESSP conducted between 2005 and 2012:
	• More than 640 studies were examined by SCDSP, most of them being conducted in 5 departments
	• Most of them (89 %) are related to public-access establishments, principally shops and schools, and to a lesser extent cultural, sports, and religious, health, administrative, and transports infrastructures
	• 10% are related to very specific urban areas (ZAC) or projects of the National agency of urban renewal (ANRU)
	• ESSP are conducted by 4 types of actors: control offices, consultancy offices specialised in security (specific), consultancy offices in public space quality (general), and the contracting authorities themselves

	In 2014, the Club prevention and security mentioned that, if ESSP themselves are mandatory, the recommendations from these studies are not mandatory.
Following experiences	According to the CEREMA, the number of ESSP conducted since 2007 has been increasing. The number of ESSP conducted is doubling each year (more than 240 in 2012, more than 100 in 2011).
Available public information	Information on ESSP are available on the internet: https://www.google.fr/search?q=essp&ie=utf-8&oe=utf-8&gws_rd=cr&ei=wx7IV-PNNsjMgAau0qXAAw#q=etude+de+suret%C3%A9+et+de+s%C3%A9curit%C3%A9+publique
	In 2016, Guillaume Farde edited a book on this topic:
	http://boutique.berger-levrault.fr/collectivites-locales/ouvrages/les-indispensables/les-etudes-de-surete-et-de-securite-publique.html

ANNEX VI

Identification	Wijkprofiel (Neighbourhood Profile)
Actor	Municipality of Rotterdam
Contact	Suzanne van den Berge
E-mail	vandenberge@rotterdam.nl

Reason(s)	Between 2002 and 2014, the Municipality of Rotterdam monitored the safety situation in the neighbourhoods, the districts, and for the city as a whole, using the Safety Index. Over the years, the importance of an integral approach – and with it an integral monitor – has become increasingly clear. You cannot resolve the safety issues by simply focusing on safety, you also have to look at social and psychical indicators. It was from this perspective that the new integral tool Wijkprofiel (neighbourhood profile) was developed and introduced in 2014.
	Wijkprofiel combines the Safety Index, Social Index and Physical Index. It's a bi-annual flagging tool that monitors the safety, social and physical situation in every neighbourhood of the city of Rotterdam. Based on this monitor actions can be taken to improve the situation when necessary.
Actors involved	Their roles (leader, partners involved)
	The municipality of Rotterdam is the main entity involved. The municipality hires a research company to carry out the fieldwork for the large survey among the citizens of Rotterdam. The municipality also works with the police, fire department and national statistics bureau in order to use their registrations as indicators in the Wijkprofiel.
	Wijkprofiel is a flagging tool. Like a thermometer, it shows which neighbourhood has a fever, but it will not give you a diagnosis and it will not provide you the right medicine. In order to interpret the results the municipality needs to work closely with the

housing corporations, local professionals and most importantly, the citizens, to reach a complete diagnosis and find the right solution.

The municipality of Rotterdam also works with universities in order to analyse the underlying data further. For instance, in order to investigate the discrepancy between objective and subjective safety, the Erasmus University Rotterdam has carried out quantitative analyses of data from the Wijkprofiel. The aim of the analysis was to determine what factors from the neighbourhood profile are related to feelings of unsafety.

Description of sources	• Two large surveys among the citizens of Rotterdam with 15.000 respondents per survey. • police statistics • fire department statistics • unemployment statistics • schooling statistics • welfare statistics
Description of indicators	Wijkprofiel is an online tool which includes hundreds of indicators. The tool can be found via www.wijkprofiel.rotterdam.nl
Population affected	The target population is the whole population. Wijkprofiel uses 2 surveys: Safety Monitor (for the safety aspect of the Wijkprofiel) and Neighbourhood Monitor (for the social and physical aspect of the Wijkprofiel). Both surveys have 15,000 respondents.
Differential treatment	The survey needs to be a good representation of every neighbourhood and every large population group in Rotterdam. To ensure that, every neighbourhood needs a minimum amount of respondents. And to ensure a good representation of the large population groups, the survey is available in multiple languages and people can participate via internet, paper or telephone.
Territorialisation	Wijkprofiel is an instrument that monitors the situation for Rotterdam as a whole, the 14 districts and 71 neighbourhoods. With the Wijkprofiel, you can easily monitor the progress of each neighbourhood, each district and the city as a whole. You can also

easily compare neighbourhoods and districts with each other. In order to compare neighbourhoods, Wijkprofiel uses a classification of neighbourhoods by using context indicators such as the number of residents, the economic value of properties, income and balance between offices and residences. By denominating similar neighbourhoods, the comparisons are relevant and consistent. Comparing a busy neighbourhood displaying high levels of activity to a neighbourhood with a village-like nature makes no sense, since these neighbourhoods are not comparable.

Duration	Ø How long did the diagnosis take? In order to prevent the influences of the seasons and incidents, the large survey is divided into 2 parts. The survey is carried out in the spring and the fall. Ø Is some type of continuity foreseen? Wijkprofiel is a bi-annual monitor.
Resources	The fieldwork for both surveys costs 600,000 euro.
Evaluation	Wijkprofiel is a flagging tool. Like a thermometer, it shows which neighbourhood has a fever, but it will not give you a diagnosis and it will not provide you the right medicine. In order to interpret the results the municipality needs to work closely with the housing corporations, local professionals and most importantly, the citizens, to reach a complete diagnosis and find the right solution. Wijkprofiel is also used administratively. Specific targets are attached to the Wijkprofiel and must be reached within the mayoral term. This ensures that extra attention is given to the neighbourhoods that need it the most. However, this also raises a warning regarding the use of the tool. It's a flagging tool, but in practice it's often used as a management tool and thus as a means of accountability. Using it in this way can have adverse effects. Improving the score becomes the aim, rather than improving the situation in the neighbourhood in the first instance.
Following experiences	The Rotterdam Safety Index was introduced in 2002 and was the first of its kind. After the introduction, several municipalities in The Netherlands followed and introduced their own version of a Safety Index and used The Rotterdam Safety Index as

	inspiration. The Municipality of Rotterdam also used The Safety Index as inspiration for developing a Social Index in 2008. In 2014, The Rotterdam Safety Index (and the Social Index and newly developed Psychical Index) was integrated into The Wijkprofiel. The Rotterdam Wijkprofiel is the first of its kind.
Available public information	Wijkprofiel is an online tool and is available to everyone: www.wijkprofiel.rotterdam.nl. Everything is available from the index scores through the indicator scores. The description of the methodology is available in Dutch through the website.

ANNEX VII

Identification	Burglary risk assessment of Hungarian buildings with the cooperation of offenders
Partner	OKRI
Contact	Tünde A. Barabás
E-mail	barabas@okri.hu

Reason(s)	The research entitled "Burglary risk assessment of Hungarian buildings with the cooperation of offenders". The National Institute of Criminology conducted an empirical survey in 2014 regarding the risks associated with and prevention methods against burglaries
Actors involved	National Council for Crime Prevention, seven correctional institutes in Hungary, 139 inmates.
Description of sources	Conducted in seven correctional facilities for the first time in Hungary, the research involved interviews with 139 inmates sentenced for burglary: they were asked about the crimes they had committed and they were shown photographs of 100 buildings (grouped into 9 categories), police crime statistical data.
Description of indicators	The characteristics a burglar considers when selecting the target and what the key criteria are to consider, i.e. the things that scare them off or attract them to a certain building.
Population affected	The respondents of the survey serving time in prison for burglary.
Territorialisation	Yes, according to the answers we identified the most dangerous places of the Hungarian residential areas.

Duration	Ø How long did the diagnosis take? six months
	Ø Is some type of continuity foreseen? It was a one-time research.
Resources	7 million HUF, 14 researchers, cameras, 100 pictures, laptops, SPSS software, audio recorders
Evaluation	Yes, the results of the project could support planning prevention strategies.
Following experiences	Yes, previous research from the USA had used the same system. See eg.: Blevins, K. R. – Kuhns, J. B. – Lee, S. (2013): /Understanding decisions to burgle from the offender's perspective/. Department of Criminal
	Justice & Criminology, UNC Charlotte
	Cromwell, P. F. – Olson, J. N. (2013): The Reasoning Burglar Motives and
	Decision-Making Strategies. In: Cromwell, P. (ed.): /In Their Own Words: Criminals on Crime An Anthology./ 6th Edition. Roxbury, Los Angeles
	Johnson, S. D. (2014): How do offenders choose where to offend? In Perspectives from animal foraging. /Legal and Criminological Psychology/, 19, 193–210.
Available public information :	http://www.okri.hu/images/stories/pdf_files/2015_intbeszamolo.pdf

ANNEX VIII

Mapping fear of crime as a context-dependent everyday experience that varies in space and time

Identification	Mapping fear of crime as a context-dependent everyday experience that varies in space and time
Partner	UCL
Contact	Reka Solymosi
E-mail	r.solymosi.11@ucl.ac.uk

Reason(s)	Currently, fear of crime information is collected using retrospective surveys such as Transport for London's attitudes to safety & security survey, or the Crime Survey for England and Wales, which result in inaccurate measures segmented over various stages of the entire journey experience, unable to cover people's entire activity space. To correctly identify 'fear hotspots' in place and time, experience sampling method applied to a mobile phone application can be used to collect information on people's perceptions along with GPS and time-stamp data. By applying this novel approach to measuring dynamic events on the move as they happen, problem areas can be identified based on empirical evidence.
Actors involved	This study was carried out as part of Solymosi's doctoral research.
Description of sources	The fear of crime application (FOCA) was developed in Java programming language, for use on Android mobile devices. It was written and tested by the author and is not based on code from any other mobile application. It was created using the Android Software Development Kit in the Integrated development environment for Java, Eclipse. It was designed to be simple, efficient, and usable and to be able to call built-in applications, such as the GPS sensor, using intents, in order to fully make use of the capabilities of the mobile phones. Learning how to do this eliminates the need for using separate GPS trackers and paper surveys

or diaries that users may forget at home or find taxing to wear or use.

Description of indicators	'In this moment, how worried are you about becoming a victim of crime?' is the exact question from the BCS, but with the 'past 12 months' replaced with 'in this moment'. Respondents choose an answer, and the app submits their answer along with their GPS location, and the time they sent the response, as well as a unique identifier to later link back with information from the pre experiment questionnaire. The pre-experiment questionnaire collects information about the participant's age, gender, ethnicity, home and work neighbourhood, and asks two questions taken from the BCS to establish a baseline fear of crime level (general attitudes towards risk) and about previous experience with victimisation.
Population affected	In an initial exploration of feasibility of FOCA, six people (from a university setting) were asked to download and use it for the duration of just over 1 month. The results were analysed and participants informally interviewed to determine whether the app was easy to use, and whether the information collected reflected their actual everyday experiences with fear of crime.
	Participants were pinged up to 4 times a day at random times, which provides a representative insight into participants' experiences over time, eliminating issues with sampling-specific regular activities only or with participants anticipating the questionnaire (MacKerron, 2011). The random pings can be administered either considering the day as a whole or by stratifying by breaking the day into segments. To determine the best approach, both these methods were considered. The first segmented the day into four time slots, based on peak travel times as identified by Transport for London: Morning commute (6:30–9:30 hr), daytime (9:31–15:59 hr), evening commute (16:00–19:00 hr),and night-time (19:01–6:29 hr). In this scenario, people would be pinged at a random time within the bounds of each time slot, having equal number of pings in each one. The second option was to take the day as a whole, and ping people at entirely random times each day.
Territorialisation	This study is a small scale trial
Duration	This study was funded by the EPSRC

Evaluation	Results from a data collection pilot demonstrate significant
	spatiotemporal variation in individuals' fear of crime levels and hence illustrate the viability of such approaches. While small, the trial of the FOCApp described here suggests firmly that fear of crime is indeed a dynamic variable that changes within a person over place and time as well as between people. Any data collection procedure that does not recognise this is subject to averaging and aggregation bias and if enquiring about feelings too far in the past, many other forms of survey bias.
Available public information	http://onlinelibrary.wiley.com/doi/10.1111/lcrp.12076/pdf

ANNEX IX

The "action of prevention, mediation and risk reduction during festive events"

Identification	Action of prevention, mediation and risk reduction during festive events (action de prévention, de médiation et de réduction des risques lors d'événements festifs)
Partner	INHESJ / ONDRP
Contact	Luc-Etienne Mollière (in charge of risk prevention and urban tranquillity, Brest City Hall)
E-mail	Luc-etienne.molliere@mairie-brest.fr

Detection	The municipality of Brest notes that festive events often generate tensions between inhabitants and participants: incivilities, noise pollution, degradations, alcohol intoxication…
Actors	Municipality services (mediation teams, culture, urban tranquillity, cleaning services)
	Institutions (subprefecture, police / gendarmerie, fire department)
	Associations (Red Cross, risk prevention associations, environment protection associations)
	Other actors, if relevant (for instance, private security companies)
Objectives	Global objective: Ensure public tranquillity during the event
	Sub-objectives:
	• Alcohol intoxication: make participants - notably young people - fully aware of the risks related to intoxication; make them learn the good reflexes in case of intoxication; make them be watchful and concerned towards their peers.

- Environment: raise awareness among participants concerning waste and the respect of the environment
- Cleaning: make public space cleaning easier and quicker
- Cooperation: reinforce cooperation between institutions, participants, and residents

Description	4 main measures:

Shared headquarters:

- Fully operational in-site headquarters, so the action is centralised.
- Gathers all actors.

Mediation:

- Several teams composed of municipal mediators and volunteers. Prerequisite for volunteers: formation in risk reduction and conflict management.
- Teams get in touch with young people in-site and off-site in order to assess the type of individuals, alcohol consumption, and substance use.
- Teams get in touch with all participant at the end of the event in order to ease the evacuation of the site.

Risk reduction:

- Teams remind participants (or make them learn) the correct reaction in case of any problems, notably alcohol intoxication and substance use.
- Teams distribute bottles of water, notably to young people.
- Flyers concerning risks are distributed when accessing the event, and during the event.
- Several stands are set up for risk reduction (intoxication, substance use, HIV…) and water distribution.

Situational prevention:

- Bins are set up where gatherings are observed, notably to prevent degradations.
- If necessary, public lighting is reinforced.

Target group	All participants in-site during the event (mediation, risk reduction, situational prevention) and at the end of the event (evacuation). Emphasis on young people in-site but also off-site.
Territory	Event's site. Not mentioned for areas off-site.
Duration	During the event. Not mentioned for the duration before and after the event.
Resources	Approximately €3,000.00 for each event, financed by the municipality and the interministerial crime prevention fund (FIPD). Not mentioned for human resources (municipality, institutions, associations…).
Results	3 main expected results: • Reappropriation of the public space. • Improvement of relations between residents, participants, and institutions. • Reduction of anti-social behaviour, aggression, and at-risk behaviour. Limits: • Results depend on the preparation of the festive event and the actors' capacity to work together. • Several participants can disturb the action of mediation teams. • The cost requires exterior funding (from the FIPD). According to a document available online, this process has several positive results: • Mediation teams are identified by participants, notably young people who agree to communicate with them. • Waste is significantly reduced, thanks to the identification of bins. • The evacuation of the site at the end of the event is significantly quicker, as participants move out more easily. • Off-site gatherings are controlled and do not degenerate.

Evaluation	The week after the event, a punctual meeting is organised with the involved entities. The programme consists of a debriefing and modifications to implement for the next event.
	An annual meeting is also organised, with the involved actors of all the events.
	Several criteria are used to evaluate the action during the event:
	• Number of conflicts managed by mediation teams
	• Number of cases managed by emergency services
	• Number of hospitalisations
	• Volume of waste in waste bins
	• Time for cleaning the site
	• General state of cleanliness
Available public information	A PDF document is available online:
	http://www.interieur.gouv.fr/content/download/78094/574787/file/fbp-prevention-evenements-festifs.pdf

ANNEX X

Identification	National Crime Prevention Strategy (Hungary)
Partner	OKRI
Contact	Gratzer-Sövényházy Edit (head of secretary)
E-mail	nbt.titkarsag@bm.gov.hu

Reason(s)	The results of the previous national crime prevention strategy study (2003) were taken into account (It was called "The National Strategy of Social Crime Prevention", it was the first crime prevention strategy in Hungary). International crime prevention experiences and practices, and the recommendations of The European Union also has been taken into account.
Actors involved	Leaders of the project: National Crime Prevention Council
	Head of the Council: dr. Hatala József
	Co-Chair: 1. Minister of Interior
	2. Minister of Public Administration and Justice
	Partners (the delegation of the NBT):
	· Office of the State Secretary of Public Administration and Justice
	· Office of the State Secretary of Human Resources
	· State Secretariat of Employment Policy
	· State Secretariat for Municipal Affairs

· Hungarian Prison Service Headquarters

· Office of Public Administration and Justice

· National Police Headquarters

· The Ministry of State for Infrastructure

· Ministry of Rural Development

· Association of Hungarian Local Governments

· Association of Cities with County Rights

· National Association of County Municipalities

· Nationwide Civil Self-Defence Organizations

· "Fehér Gyűrű" Public Benefit Organization

· National Roma Council

The most important entities in the making of the strategy were the Ministry of Interior and the National Police Headquarters

Objectives	· Improving public security
	· Increasing security of public places
	· Lowering the quantity of crimes
	· Easement of damages and negative effects caused by criminality
	· Assuring sufficient protection for families and individuals
	· In generally improving the subjective security of citizens
	The most important fields of the strategy:
	1. Easement of child- and juvenile delinquency

2. Increasing the settlement security

3. The prevention of victimisation and policies of helping the victims

4. Policies in order to prevent crime repetition

Description of the policy	The main areas of the strategy: 1. **Settlement security** a) creation of public guard (part of the police work, the main objectives: increase the subjective security of local citizens, establish mutual trust with the locals, create public security – method: trainings and education at the police offices) b) architecturally implemented crime prevention (settling public places and settlements, designing buildings, managing the elements of the building safety systems – corporative work of the police, municipalities and the NBT) c) increasing the security of the periphery areas (increasing the number of officers, better communication) d) protection of property (creation of mobile crime prevention centre, education of specialists, exploration of the crime circumstances) 2. **Child and juvenile protection** a) preventive protection of property (education of children and teachers in school, the integration of crime prevention programs into the family and school events) b) promoting active and effective leisure-time (education of P.E. teachers and trainers, the integration of crime prevention programmes into the summer camp activities) c) preventing and handling conflicts and violence (cultural education, personality improvement) d) alcohol and drug prevention (enhancing police control in pubs, clubs etc., drug-prevention program called "Ellen-szer", experiential education for teachers) e) dangers of the media and the internet (education programmes) 3.**The prevention of victimisation and policies of helping the victims** (education of specialists, education programmes, inform the

elderly about potential threats, preventing secondary victimisation: creation of information sites, database of the victims, maintain the nationwide volunteer victim helping programs, psychological services, raising awareness by the media)

4. **Prevention of crime repetition** (helping the reintegration of criminals into society, restorative view, art therapy and creative programs)

Territory	The whole country
Target group	· vulnerable groups: youth and the elderly · criminals in penitentiary institutions
Duration	It was enforced between 2013-2015. This plan is expected to last to 2023, but the NBT revise the policy every two years.
Resources	**Resources for the period of 2013-2015** Monetary: · Central Budget: 694.000.000 Forints ≈ 2,3 million EUR · Human Resource Improvement Program: 11.000.000.000 Ft (for reintegration of criminals) ≈ 36,6 million EUR · NBT budget: 60.800.000 Ft ≈ 202.600 EUR Human: not available. Material: crime prevention information sheets for schools, 3 well-equipped police trucks for mobile centres, 5 new centres for parole supervision.
Results	The results of the National Crime Prevention Strategy between 2003-2013 (there is no data yet from the last 2 years). · In 2003, the system of probation supervision has been reformed (new methods, restorative view). · In 2005, a project started to create an organisation for institutional defence of victims of domestic violence. A 24 hour phone service was created, the "National Crisis Management and Information Phone Service". Also the law institution of restraining has

been created.

· In 2006 the government created the nationwide Victim Support Service (24 hour phone service, psychologists, and volunteer workers)

· Better cooperation between the institutions of law enforcement and the civil society.

· A successful project has been made for the lowering of child and juvenile criminalisation and victimisation.

Evaluation	The areas where the strategy were effective (internal evaluation):
	· victim support
	· mediation in criminal cases
	· law enforcement
	· probation supervision
	Deficiencies of the project (also internal evaluation):
	· sustainability aspects: when the tendering resources run out, many projects stopped
	· because of the new strategic vision, the earlier strategies have been neglected (for example when the cities' public security got into focus, less attention was paid to the security of the periphery, the homestead areas)
	· a deeper level a cooperation is needed between the law enforcement and civil society
	The evaluation takes place every two years
Replicated? Connexion with other practices?	This is the national crime prevention strategy, so there are many elements of the project that have been replicated, but of course the crime prevention strategy has evolved and been reconsidered throughout the last twelve years.
Available public information	The public information on the strategy of 2003-2013 is on the following website: http://www.bitegyesulet.hu/letoltesek/20150824114601/Nemzeti%20B%C5%B1nmegel%C5%91z%C3%A9si%20Strat%C3%A9gia.pdf

ANNEX XI

Violence against women survey in Catalonia, 2016

Identification	Violence against women survey in Catalonia, 2016
Partner	Catalan Women's Institute (ICD), City hall of Barcelona, Bank Foundation La Caixa
Contact	Department of Interior, Generalitat of Catalonia
E-mail	

Reason(s)	This survey is a specific instrument to measure and know about the phenomenon of the violence against women in different areas, as the home, couples, work and public spaces. It's based in a representative sample of women of 16 years old and more, residents in the country. The survey asks them about their perceptions and gender violence experiences that they have suffered in these areas during their life and, especially in the last year.
	Complementarily, the survey asks a little sample of men to compare the perceptions and different values between men and women in this victimization area.
	Accordingly with international experience,
Actors involved	• Generalitat of Catalonia: Security Cabinet. DG of Security Administration. Department of Interior Catalan Women's Institute (ICD) • City hall of Barcelona • Bank Foundation La Caixa

Description of sources	The data is based on computer-assisted telephone interviews of the resident population of Catalonia of 16 years or more. Previously, the Department of Interior conducted a specific survey on violence against women in 2010 and although the format is different, the content has continuity. The survey asks the opinion of a number of behaviours and attitudes in the field of gender violence. These questions are responded by men and women. The women are also asked about their victimisation in four areas: 1. Men who have not had a relationship. 2. Ex-partner 3. Partner 4. During childhood. Before age 15
Description of indicators	Perception's indicators of violence against women. Sexism's indicators. Global victimisation. Great violence's victimisation. Victimisation levels (no partner, ex-partner, partner and childhood). Victimisations by events type.
Population affected	9.449 women and 1.378 men All the people are residents in Catalonia. They're 16 years old and over.
Differential treatment	The women completed the full questionnaire: opinion and victimisation. The men completed a brief questionnaire: only opinion.
Territorialisation	- Surveys women by age and territory: police regions (Barcelona, North Metropolitan, South Metropolitan, Girona, Central Counties, West, Western Pyrenees, Tarragona and Terres de l'Ebre - Surveys men by age group and territory: city of Barcelona and the rest of Catalonia
Duration	The women's questionnaire had an average duration of 20 minutes per interview.

The men's questionnaire had an average duration of 10 minutes per interview.

The fieldwork was conducted between November and December 2016.

Evaluation	Not available yet.
Available public information	Not available yet. Forecast for publication in September 2017.