Project[1] Number: 787100

Project Acronym

CCI

Project title:

Cutting Crime Impact:

Practice-based innovation in preventing, investigating and mitigating high impact petty crime

Periodic Technical Report

Part B

Period covered by the report: from 01/04/2020 to 31/12/2021

Periodic report: 2nd – Final

[1] The term 'project' used in this template equates to an 'action' in certain other Horizon 2020 documentation

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1. Explanation of the work carried out by the beneficiaries and overview of the progress

1.1 Objectives

Cutting Crime Impact (CCI) addresses high-impact 'petty crime'—non-organised crimes against persons and property that take place in towns and cities. Petty crime has a significant negative impact on European citizens' quality of life, community cohesion and the safety and security of the urban environment. Those from deprived neighbourhoods and vulnerable groups are most seriously affected. In some instances, petty crime is linked to radicalisation and organised crime. Prevention is the optimum approach for reducing harm, resulting in less victims of crime, fewer individuals introduced to offending behaviour and less demand on criminal justice systems — especially Law Enforcement Agencies (LEAs)—and on other public authorities.

Overall, the CCI project resulted in greater openness to innovation and design approaches amongst LEAs and security policymakers across Europe, as well as demonstrated the value of practitioner-led approaches to EU- funded research and innovation projects.

Objective 1

The first objective of CCI was to enable LEAs and security policymakers to adopt a preventative, evidence-based and sustainable approach to tackling high-impact petty crime, through development and implementation of toolkits tailored to their needs.

- ***Achievement against objective –*** CCI partner LEAs have been trained in requirements capture to develop an evidence-based approach to problem-framing and identification and taken through a structured analysis and solution generation process (CCI DesignLab) in each of the CCI focus areas. The LEA partners have selected a tool concept for design development, produced a detailed Tool Specification and completed a design and prototyping process to resolve a practical, end-user focused design outcome.

  Each LEA partner has demonstrated their Tool, in situ where possible, validating performance through end-user feedback. They have also undertaken research to understand how support and training specific to their Tool is currently delivered.

  The eight CCI Tools are all ready to be implemented (D8.6)—and there is evidence of implementation by all six LEA partners. To encourage Tool uptake, LEA partners have developed implementation support materials specific to their Tool and delivered implementation workshops with end-users at a local and national level. Indeed, 1,164 individual end-users (LEAs and security policymakers) participated in local-level and national level implementation support workshops (see D8.8 and Table 8.1 and 8.2).

  Objective ≈100% achieved

Objective 2

The second objective was to enable LEAs and relevant security policymakers to advance knowledge and practice across key responsibilities and operations. Tools were to be developed, promoting: (i) Predictive Policing; (ii) Community Policing; (iii) Crime Prevention through Urban Design and Planning (CP-UDP); and (iv) measuring and mitigating citizens' feelings of insecurity.

- ***Achievement against objective –*** CCI has designed and developed eight Tools — two for each CCI Focus Area. Through CCI, LEAs were supported to develop a Tool that promotes improved practice across the four Focus Areas and to embed Tools within police operations.
- To advance knowledge and practice amongst a wider cohort of LEAs and security policymakers, a 'web-portal' specific to each Tool was designed and launched. The Tool web-portals are designed to provide user-friendly and human-centred means of accessing each LEA Tool. While each web portal has its own, unique branding, all the web portals adopt a standard structure.
- The advancement of knowledge is being supported further through dissemination of: CCI Factsheets, Practice Sheets and Policy Briefings on the four CCI Focus Areas. These CCI outputs are based on reviews of a) the state-of-the art on the four CCI Focus Areas; and b) reviews of relevant ethical, legal and social issues.

  Objective ≈100% achieved

Objective 3

The third objective was to demonstrate the value of a practitioner-led approach to innovation in solution development. Using innovation methods and tools from the design industry, CCI supported LEA practitioners and end users in requirements capture, problem framing, ideation, concept generation, solution design and prototyping.

- ***Achievement against objective –*** CCI has supported LEA practitioners and end users in requirements capture, problem framing, ideation, concept generation and solution design. Innovation methods and tools have been used by CCI partners.
- Innovation tools include: requirements capture training; research methods cards; DesignLabs; and Tool Specification. Furthermore, LEAs and end-users were supported to realise tool concepts, through Tool prototyping, Tool refinement, Tool demonstration and Tool implementation activities.

  Objective ≈100% achieved

Objective 4

The fourth objective was to encourage wider EU adoption of effective approaches to safety and security and will therefore develop an extended European Security Model that includes high- impact petty crime and citizens' feelings of insecurity.

- ***Achievement against objective –*** The CCI consortium has developed a better understanding of the impact of petty crime and citizen's feelings of insecurity through DesignLab 4. CCI Factsheets on the four CCI focus are encouraging wider EU adoption of effective approaches to safety and security.
- CCI aimed to develop an 'extended' European Security Model. However, research revealed that the EU was still working towards a European Security Model and that a model had yet to be developed. In response, CCI developed a new European Security Model that includes high-impact petty crime. The new Model was generated via a creative design process (DesignLab 5) and was informed by desk research and interviews with EU policymakers. Developed in collaboration with end-users, it was validated with end-users.
- The European Security Model was launched and disseminated at the project's final conference *"Designing Security Futures – Framing European Security Through Human-Centred Innovation"* on 24–25 November 2021 in Brussels. The event was opened by keynote speakers: Andrea De

Candido (DG HOME European Commission) and Johannes de Haan (UNODC), see programme here. The CCI *Designing Security Futures* conference addressed security policy at the EU, state and local levels. The two-day event was attended in-person by 78 people — mainly from the police, scientific community and policymakers. In addition, the event was streamed live on the CCI YouTube Channel. There were 280 views of the live stream on day one of the conference, and 170 views on day two. To date, the video recording of the two days has been watched by 98 people (D10.10). The Policy Briefing can be accessed via a web-portal on the CCI website. However, further research and innovation is required to embed the new European Security Model within appropriate EU Commission practices and procedures.

Objective ≈90% achieved

Information: Detail on activity against achieving CCI objectives

Further information on the activities undertaken in pursuance of achieving the CCI objectives is provided in sections 1.2.1 to 1.2.12, which details activities undertaken in delivering each CCI work package.

1.2 Explanation of the work carried out per WP

Further details of activities undertaken by the CCI consortium are provided for information throughout the following section in boxes. These boxes provide a range of information — for example, about a design approach, particular research findings or project outputs.

1.2.1 **Work Package 1**: Consortium integration and innovation support

Objectives of WP1

1. To ensure a shared understanding of key concepts relevant to the project amongst CCI consortium partners.
2. To clarify the way in which methods from design and innovation disciplines will inform the project
3. To develop a collaborative innovation support instrument — the DesignLab — that increases consortium innovation capacity and maximises end user acceptance
4. To facilitate five DesignLabs that enable innovation in PIM Toolkit framing, design and development.

NOTE: Reporting Period 2 (RP2)

Deliverables D1.1 to D1.7 for WP1 were submitted in RP1. A brief description of the tasks in this WP is provided for information only.

D1.3 to D1.7 from RP1 were revised and resubmitted as requested by the independent reviewers.

D1.8 and D1.9 were submitted in RP2. Deadlines were amended due to a 3-month project extension to mitigate the impact of Covid-19.

REPORTING PERIOD 1 – Summary of Tasks completed

Task 1.1 Develop common language and understanding around CCI project concepts

As reported in RP 1, this task developed the consortium's shared understanding of key concepts related to the Prevention, Investigation and Mitigation (PIM) of high-impact petty crime. *D1.1 Glossary of Terms* was approved in Reporting Period (RP) 1. The Glossary was extended and updated as appropriate throughout the project.

Task 1.2 Compile directory of key texts and concepts informing practice

As reported in RP1, the consortium created a bibliography of key publications informing practice related to the four CCI four focus areas: (i) predictive policing; (ii) community policing; (iii) Crime Prevention through Urban Design & Planning (CP-UDP); and (iv) measuring and mitigating citizens' feelings of insecurity. *D1.2 Directory of key texts informing LEA PIM practice in Europe* was approved in RP1.

Task 1.3 Develop and trial protocol for DesignLab innovation support session

As reported in RP1, this task developed the protocol for the CCI collaborative innovation support instrument — the DesignLab — which was held at consortium partner locations / venues over the course of the project. *D1.3 DesignLab protocol* was approved in RP1.

CCI method: What is a DesignLab?

The CCI DesignLab is a three-hour workshop to generate ideas based on an understanding of the LEA context and issues / problems that was designed by USAL specifically for CCI. Concentrating on a CCI focus area, each DesignLab helped generate ideas /solution concepts relevant to two LEAs—who acted as the 'client' in the design process.

The DesignLab is structured into five stages — each involving practical activities:

1. ***Stage one*** – to enable DesignLab participants to understand the requirements capture research conducted by the LEA, the two LEA 'clients' give a short presentation of their context and issues/ problems—ending with 6 "Problem Statements". Problem Statements are structured as questions, each beginning *"In What Ways Might We…?"*
2. ***Stage two*** – explores and re-frames Problem Statements identified by the LEA clients using a technique called Abstraction Laddering.
3. ***Stage three*** – supports design solution ideation. For each Problem Statement, participants are given a short amount of time to describe and/or sketch an idea that addresses the problem.
4. ***Stage four*** – supports participants in concept design development, prototyping and design communication.
5. ***Stage five*** – supports evaluation of the developed design concepts. Each concept is explained in a short presentation— a 'pitch'—to all DesignLab participants.

***Source**: CCI D1.3 DesignLab Protocol*

Task 1.4 Deliver 5 x DesignLabs with CCI consortium partners

As reported in RP1, DesignLabs were delivered to support improved problem framing around requirements capture and contextual data for each of the PIM Toolkit areas. Delivered by USAL, sessions guide consortium participants through a structured innovation and concept generation process, including initial feasibility testing of tool ideas. The aim of the DesignLabs was to ensure that development of the four PIM Toolkits is evidence-based and end-user-led, maximising tool uptake and successful implementation.

In RP1, four of the five DesignLabs were delivered. DesignLabs 1 to 3 were delivered 24 and 25 September 2019 in Salford (USAL). DesignLab 4 on measuring and mitigating citizens' feelings of insecurity was held on 28 January 2020 in Barcelona (INT). Based on a conceptual model of feelings of unsafety (rather than requirements capture research), DesignLab 4 was designed specifically for Focus Area 4 see box, below.

CCI method: DesignLab 4 – generating ideas for measuring & mitigating feelings of

insecurity

CCI DesignLab 4 was a four-hour workshop to generate ideas based on a conceptual understanding of feelings of insecurity and some insight into LEA context and issues in relation to practical scenarios. Facilitated by USAL, DesignLab 4 helped generate ideas / solution concepts relevant to two LEAs — who acted as the 'client' in the design process. INT and LKA identified real real scenarios where feelings of insecurity (rather than crime victimisation) were the issue. DesignLab 4 was structured as follows:

1. ***Stage one*** – to enable DesignLab participants to understand the practical problems/ issues facing the LEA and related stakeholders, the two LEA clients gave a short presentation summarising a specific demographic group and positive activity deterred by feelings of insecurity. Each LEA client described:
   - Scenario A
   - Scenario B.
2. ***Stage two*** – to help participants understand feelings of insecurity in a holistic way, the USAL design team presented the *CCI Feelings of Unsafety Model* developed specifically for the project
3. ***Stage three*** – to help participants frame the issues /problems presented by the client LEAs in a holistic way, participants were facilitated by USAL in exploring and discussing the use scenarios presented by the client LEAs with regard to potential impact on citizens' feelings of insecurity. Using the CCI Feelings of Unsafety Model, participants were tasked with identifying:

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

   (ii) Factors that might mitigate / decrease citizens' feelings of unsafety.
4. ***Stage four*** – to help participants develop an evidence-based, holistic intervention, participants were asked as a team to discuss, classify and group together factors they generated using the model (e.g. group together; draw boundaries around coherent sets of factors and draw links between similar categories of concepts).
5. ***Stage five*** – to support development of a holistic intervention that addresses the various causes of feelings of insecurity.
6. ***Stage six*** – to support evaluation of the developed design concepts. Each concept is explained in a short presentation— a 'pitch'—to all DesignLab participants.

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

Results from each DesignLab were written up in four deliverables (D1.4 to D1.6):

- Report on results of DesignLab 1 – Predictive Policing (D1.4)
- Report on results of DesignLab 2 – Community Policing (D1.5)
- Report on results of DesignLab 3 – CP-UDP (D1.6)
- Report on results of Design 4 – Measuring & mitigating citizens' feelings of insecurity (D1.7).

Revision & resubmission requested by RP1 reviewers

RP1 Reviewers reported that: the reports on DesignLabs 1 to 4 comprised pictures of the outcome sheets created in DesignLabs, but they did not provide any description and analysis of the content

and results (General Project Review Consolidated Report, Overall assessment, section 4, p. 2). As requested, CCI revised and resubmitted D1.4, D1.5, D1.6 and D1.7. The revised reports include a description and analysis of the content and results. Furthermore, in RP2, a report (D1.9) on the DesignLab Process and outcomes for DesignLabs 1–4 was prepared and submitted.

REPORTING PERIOD 2 – Details of Tasks completed

Task 1.4 *(continued)* DesignLab 5

In RP2, DesignLab 5 *Expanding the European Security Model* was designed and delivered on 24 June 2021. Originally planned as a face-to-face meeting, it instead had to be held online due to Covid-19 restrictions. To enable creative working of attendees despite not being co-located, DesignLab 5 made use of a digital workspace for visual collaboration named MURAL (www.mural.co). This provided an adequate proxy for the ideal of face-to-face group working, enabling the DesignLab to go ahead despite Covid-19.

Participating in the DesignLab 5 were the CCI Consortium members, as well as four CCI Advisory Board members — twenty-six participants in total. The DesignLab was facilitated by USAL.

The purpose of DesignLab 5 was to explore aspects related to the development of an extended European Security Model. The three specific aims were:

- To enable participants to explore the underpinning characteristics, concepts and ideas of 'security' in the European context
- To explore 'security' from multiple perspectives, including policing, security policymaking and citizens' experiences of security. This would involve drawing on ideas resulting from WP9 interviews, for those who had conducted them.
- To abstract and refine useful components – that is underlying concepts, ideas, priorities and challenges. These were to be used to design European Security Model prototypes for testing and validation.

In activity 1, USAL instructed participants to consider "What do people mean by 'security'?" and to identify the characteristics of security from three perspectives: (i) policing; (ii) security policy and policy making; and (iii) citizens' experiences of security. In activity 2, participants were asked to identify a 'dimension' or 'scale' for the eight most important characteristics they had identified.

In activities, 3–6, DesignLab 5 supported participants in discussing and developing a conceptual framework for a European Security Model. This was achieved by taking the teams of participants through a series of three structured activities. These enabled the teams to collaboratively answer questions around a European Security Model in terms of: (i) Challenges; (ii) Aspirations, Focus Areas, Guiding Principles and Activities; and (iii) outcomes.

DesignLab 5 results were analysed by USAL to support the development of a European Security Model. The results of Activities 1 – 3 were reviewed, related concepts were grouped together and structured around emergent themes. Activities 4 – 6 results were reviewed, and concepts grouped together in relation to: (i) Challenges and Obstacles; and (ii) Guiding Principles. The process and results are described in *D1.8 – Report on results of DesignLab 5*, while the resulting concepts for a European Security Model are presented in D9.2 and D9.3.

Report on DesignLab process and outcomes (RP2)

While D1.5 to 1.7 describe the results of DesignLabs 1 to 4 *, D1.9 Report on DesignLab process and outputs* produced in RP2 details the ideas generated by DesignLabs 1–4, and how the DesignLab fitted within the design development process.

Deliverable D1.9 shows that the method generated a range of innovative ideas and provided participants with practical experience of the design innovation. For community policing, for example, ideas ranged from: strategies aiming to increase awareness of community policing within and outside the police; tools for facilitating partnership working and enhancing communication; to joint training courses for police officers and non-police stakeholders.

USAL researchers observe that input from LEA requirements capture research was crucial to the success of DesignLabs. Feedback from LEA partners suggest that DesignLabs were challenging and exhausting, but ultimately energising and insightful for the majority of participants (see CCI newsletter article by GMP – available on the CCI Website).

It should be noted that 'winning' ideas were not simply adopted for the LEA Toolkits — but were used to support ideation. USAL analysed the results for each LEA client — from abstract laddering, through individual ideas for solutions to team ideas / concepts 'pitched' to the consortium. On behalf of each LEA client, USAL critiqued the results, identified insights, noted creative concepts and interesting ideas — as well as discarded many less-interesting ideas. Finally, in collaboration with LEAs, USAL identified one to three 'Concept Directions' for each LEA — explained in WPs 4–6 results. USAL felt able to identify better quality Concept Directions when an LEA client had undertaken in-depth and insightful requirements capture.

Results contributing to WP objectives – WP1

- **Objective 1:** To ensure a shared understanding of key concepts relevant to the project amongst CCI consortium partners.
  - [***100% achieved***]. CCI project kick-off event, compilation of glossary of terms (D1.1) and identification of key texts (D1.2) ensured shared understanding of key concepts by consortium. Deeper insight into key concepts gained from participation in DesignLabs 1–4 (D1.4, D1.5, D1.6).
- **Objective 2:** To clarify the way in which methods from design and innovation disciplines will inform the project.
  - [***100% achieved***] Design of communication materials for the Kick-off event and DesignLabs (D1.4, D1.5, D1.6) enabled USAL to identify methods from design and innovation disciplines to inform the project. Design concepts utilised by CCI include: Design Council Double Diamond model; New Product Development (NPD); Abstract Laddering; and the Design 'Crit'.
- **Objective 3:** To develop a collaborative innovation support instrument — the DesignLab — that increases consortium innovation capacity and maximises end user acceptance.
  - [***100% achieved***] The DesignLab 1–3 and 4 (D1.4, D1.5, D1.6 and D1.7) developed and used to support innovation capacity, and generation of idea/solution concepts that tackle identified needs. Report on DesignLab process and outcomes completed (D1.9; DesignLab 5 used to develop a new European Security Model (D1.8).
- **Objective 4:** To facilitate five DesignLabs that enable innovation in PIM Toolkit framing, design and development.

– [***100% achieved***] Four DesignLabs facilitated LEA Tool development (D1.4–7). Fifth DesignLab to develop European Security Model held (D1.8).

Summary of deliverables and milestones – WP1

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D1.1	Glossary of Terms	USAL	30 Nov '18	30 Nov '18
Comment	*Submitted on schedule in RP1 and updated during the project.*			DELIVERED: **RP1**
D1.2	Directory of key texts informing LEA PIM practice in Europe	DSP	30 Dec '18	01 Feb '19
Comment	*Short extension to submission date requested – tasks being conducted in December.*			DELIVERED: **RP1**
D1.3	DesignLab protocol	USAL	28 Feb '19	29 Nov '19
Comment	*Correction of scheduled submission date requested (DesignLab planned for September 2019). Accepted RP1.*			DELIVERED: **RP1**
D1.4	Report on results of DesignLab 1	USAL	31 Oct '19	11 Nov '19
Comment	*Submitted on schedule in RP1. Revisions required. Resubmitted in RP2.*			DELIVERED: **RP1**
D1.5	Report on results of DesignLab 2	USAL	31 Oct '19	13 Nov '19
Comment	*Submitted on schedule in RP1.*			DELIVERED: **RP1**
D1.6	Report on results of DesignLab 3	USAL	31 Oct '19	13 Nov '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D1.7	Report on results of DesignLab 4	USAL	29 Feb '20	31 Mar '20
Comment	*Short extension to submission date requested – to finalise deliverable*			DELIVERED: **RP1**
D1.8	Report on results of DesignLab 5	USAL	30 Jul '21	21 Aug '21
Comment	*Three-month project extension due to Covid-19. Short extension to submission date requested – to finalise deliverable*			DELIVERED: **RP2**
D1.9	Report on DesignLab process and outcomes	USAL	31 Dec '21	Feb '22
Comment	*Three-month project extension due to Covid-19. Short extension to submission date requested – to finalise deliverable*			DELIVERED: **RP2**

Table 1.1. *Work package 1 deliverables submitted during the project period (RP1 & RP2).*

No.	Milestone title	Lead	Due	Achieved
MS1	Directory of key texts complete	DSP	31 Jan '19	01 Feb 19
Comment	*Achieved on schedule*			ACHIEVED: **RP2**
MS5	DesignLab 1, 2 and 3 completed	USAL	30 Sep '19	30 Sep '19
Comment	*Achieved on schedule*			ACHIEVED: **RP2**
MS6	DesignLab 4 completed	USAL	31 Jan '20	31 Jan '20
Comment	*Achieved on schedule*			ACHIEVED: **RP2**

Table 1.2. *Relevant milestones achieved during the project period (RP1 & RP2).*

Summary of exploitable results – WP1

1. *Wider adoption of design approach and DesignLab protocol*

EFUS used the first diamond (Discover) from the Triple Diamond presented in Amsterdam in one of its EU-funded projects — LOUD: Local young leaders for inclusion. The LOUD project aims to carry out a diagnosis on the phenomenon of discrimination in territories of partner cities. In one of the first phases of the diagnosis, it is necessary to identify key problematics that will guide diagnosis and help identify the relevant actors that impact on social cohesion and are involved in fighting against discrimination and intolerance. For this purpose, EFUS used the first diamond (Discover) to: a) capture the needs of the partners; and b) map actors in a less conventional way than is usually done. EFUS worked with USAL on the incorporation of the CCI methods and results into the EFUS *Security, Democracy & Cities* Conference 20–22 October 2021. In addition, CCI design methods will be integrated within the EU-funded IcARUS project led by EFUS (see Section 1.3, *Expected Impact 2*).

2. *Wider exploitation*

The outputs from WP1 are being used by USAL to deliver current research and to develop new research and innovation opportunities—including within Horizon Europe.

1.2.2 **Work package 2**: Review of relevant tools in current practice and 'what works'

Objectives of WP2

1. To ensure that the CCI project builds on (i) knowledge developed by EU-funded security research projects; and (ii) good practice by LEAs across Europe, including consortium LEA partners, on tackling high impact petty crime
2. To develop a comprehensive understanding of what tools are available to prevent, investigate and mitigate high impact petty crime in the four CCI focus areas
3. To understand the state of the art and 'what works' across a range of criteria — including practicality, appropriateness and acceptability (including ethical considerations)
4. To identify factors to improve end-user adoption of toolkits developed by the CCI project.

As reported in RP1, the consortium reviewed methods to prevent, investigate and mitigate high impact petty crimes relevant to law enforcement agencies (LEAs) and security policy makers — from toolkits, through practical guidance to the key texts informing practice.

NOTE: Reporting Period 2 (RP2)

As all deliverables for WP2 were submitted and accepted in RP1, a brief description of the tasks in this WP is provided for information only. D2.3 to D2.7 were revised and resubmitted at the request of the independent reviewers.

REPORTING PERIOD 1 – Summary of Tasks completed

Task 2.1 Review of relevant EU-funded research projects that have produced toolkits

To ensure that the CCI project builds knowledge developed by EU-funded security research projects, EFUS led a review of projects funded by the European security research programme. The report: *'Inventory & review of toolkits developed through EU-funded research'* (D2.1). D2.1 was accepted in RP1.

Task 2.2 Review of existing toolkits in use by LEAs and security policymakers

The CCI consortium identified practical toolkits used by LEAs and/or security policymakers. The results of this task were presented in a report: *'Inventory & review of existing PIM toolkits in use by LEAs & security policymakers'* (D2.2). This report was accepted in RP1.

Task 2.3 Review of state of the art in LEA predictive policing practice

To understand the state of the art and 'what works' in predictive policing, interviews and surveys were conducted with key stakeholders and identified experts on the extent to which existing toolkits are implemented and useful, and academic literature reviewed. The results of the research were analysed by the LKA and published in a report: *State of the art in predictive policing* (D2.3).

Revision & resubmission requested by RP1 reviewers: RP1 Reviewers reported that: A section 'lessons learned' should be included or further be elaborated with a clear discussion and analysis of the state of the art and lessons learned (General Project Review Consolidated Report, Expert opinion on deliverables, p. 10). The revisions were made as requested and the report resubmitted.

Task 2.4 Review of state of the art in LEA community policing practice

To understand the state of the art and 'what works' community policing, interviews were conducted with key stakeholders and identified experts on the extent to which existing toolkits are implemented and useful, and academic literature reviewed. The results of the research were analysed by USAL and published in a report: *State of the art in community policing* (D2.4).

Revision & resubmission requested by RP1 reviewers: RP1 Reviewers reported that: A section 'lessons learned' should be included or further be elaborated with a clear discussion and analysis of the state of the art and lessons learned (General Project Review Consolidated Report, Expert opinion on deliverables, p. 10). The revisions were made as requested and the report resubmitted.

Task 2.5 Review of state of the art in LEA CP-UDP practice

To understand the state of the art and 'what works' in CP-UDP, interviews were conducted with key stakeholders and identified experts on the extent to which existing toolkits are implemented and useful, and academic literature reviewed. The results of the research were analysed by DSP and USAL and published in a report: *State of the art in CP-UDP* (D2.5).

Revision & resubmission requested by RP1 reviewers: RP1 Reviewers reported that: A section 'lessons learned' should be included or further be elaborated with a clear discussion and analysis of the state of the art and lessons learned (General Project Review Consolidated Report, Expert opinion on deliverables, p. 10). The revisions were made as requested and the report resubmitted.

Task 2.6 Review of state of the art in measuring & mitigating citizens' feelings of insecurity practice

To understand the state of the art and 'what works' in measuring and mitigating citizens' feelings of insecurity, interviews were conducted with key stakeholders and identified experts on the extent to which existing toolkits are implemented and useful, and academic literature reviewed. USAL led a review of academic and LEA operational literature on measuring and mitigating citizens' feelings of insecurity, drawing on the Eurobarometer and the International Crime Victimisation Survey (ICVS). The results of the research were analysed by USAL and published in a report: *State of the art in measuring & mitigating citizens' feelings of insecurity* (D2.6).

Revision & resubmission requested by RP1 reviewers: RP1 Reviewers reported that: A section 'lessons learned' should be included or further be elaborated with a clear discussion and analysis of the state of the art and lessons learned (General Project Review Consolidated Report, Expert opinion on deliverables, p. 10). The revisions were made as requested and the report resubmitted.

Task 2.7 Conclusions reporting

To ensure relevance and improve adoption of the PIM toolkits developed by the CCI project an Analysis Report (D2.7) synthesised all of the obtained data and results of WP2. The report summarises the four CCI Focus Areas and provides insight on LEA delivery structures and approaches across Europe. D2.7 was submitted in RP1.

Revision & resubmission requested by RP1 reviewers: RP1 Reviewers reported that: A section 'Analysis' at the end of the report should be included as this deliverable is supposed to provide an analysis of the lessons learned from the deliverables 2.3–2.6 (General Project Review Consolidated Report, Expert opinion on deliverables, p. 10). The revisions were made as requested and the report resubmitted.

Results contributing to objectives – WP2

- **Objective 1:** To ensure that the CCI project builds on (i) knowledge developed by EU-funded security research projects; and (ii) good practice by LEAs across Europe, including consortium LEA partners, on tackling high impact petty crime
  - [***100% achieved***] Knowledge from EU-funded projects summarised (D2.1); good practice by LEAs identified (D2.2).
- **Objective :** To develop a comprehensive understanding of what tools are available to prevent, investigate and mitigate high impact petty crime in the four CCI focus areas.
  - [***100% achieved***] Tools in use identified from workshop at Kick-off meeting and review of existing toolkits (D2.2). Note: GMP identified toolkits in use after delivery of D2.2.
- **Objective 3:** To understand the state of the art and 'what works' across a range of criteria — including practicality, appropriateness and acceptability (including ethical considerations).
  - [***100% achieved***] State of the art and 'what works' presented in deliverables (D2.3, D2.4, D2.5, D2.6).
- **Objective 4:** To identify factors to improve end-user adoption of toolkits developed by the CCI project.
  - [***100% achieved***] Factors to improve end-user adoption identified from review of EU-funded projects (D2.1), as well as design literature when developing CCI methods.

WP2 was completed July 2019 — however, the development and dissemination of ***CCI Factsheets*** has continued. CCI Factsheets on ethical, legal and social issues are underway.

Summary of deliverables and milestones – WP2

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D2.1	Inventory & review of toolkits developed through EU-funded research	EFUS	31 Dec '18	31 Jan '19
Comment	*Short extension to submission date requested – tasks being conducted in December*			DELIVERED: **RP1**
D2.2	Inventory & review of existing PIM toolkits in use by LEAs & security policymakers	DSP	31 Jan '19	01 Feb '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D2.3	State of the art in predictive policing	LKA	31 Mar '19	02 May '19
Comment	*Extension to submission date requested – additional time required*			DELIVERED: **RP1**

D2.4	State of the art in community policing	USAL	31 Mar '19	04 July '19
Comment	*Extension to submission date requested – additional time required*			DELIVERED: **RP1**
D2.5	State of the art in CP-UDP in Europe	DSP	31 Mar '19	10 May '19
Comment	*Extension to submission date requested – additional time required*			DELIVERED: **RP1**
D2.6	State of the art in measuring & mitigating citizens' feelings of insecurity	USAL	31 Mar '19	14 May '19
Comment	*Extension to submission date requested – additional time required*			DELIVERED: **RP1**
D2.7	Analysis Report	DSP	30 Apr '19	15 Jul '19
Comment	*Extension to submission date requested – additional time required*			DELIVERED: **RP1**

Table 2.1. *Work package 2 deliverables for reporting period.*

No.	Milestone title	Lead	Due	Achieved
MS3	Review of relevant tools in current practice complete	DSP	30 Apr '19	01 Feb '19
Comment	*Achieved after submission of D2.2*			ACHIEVED: **RP1**

Table 2.2. *Relevant milestones for reporting period.*

Summary of exploitable results – WP2

1. Advancement of knowledge across four focus areas

The results of WP2 were analysed by EFUS in order to identify lesson learned and good practice examples relevant to Efus members — 250 municipalities across Europe. The CCI Factsheets covered the four CCI focus areas, and were published in various languages.

- Factsheet 1 – Predictive Policing *(English; French; German)*
- Factsheet 2 – Community Policing *(English; French; German)*
- Factsheet 3 – CP-UDP *(English; French; German)*
- Factsheet 4 – Measuring and mitigating citizens' feelings of insecurity *(English; French; German)*

Each CCI Factsheet documents technical elements of each of the focus areas, for example: What is Predictive Policing? What is Community policing? The origins of Crime Prevention through Urban Design and Planning (CP-UDP); Why do policymakers want to measure citizens' feelings of insecurity? How have feelings of insecurity been measured? Factsheets also summarise experiences of the use of these approaches in Europe: Measuring victimisation and insecurity in Catalonia; the process of Crime Prevention through Design and Planning in Greater Manchester; Community policing in Lisbon; Predictive Policing in Lower Saxony. Factsheets include an ethical, legal and social analysis impacting each focus area, as well as the Key Messages provided by CCI in the field. The Factsheets were also disseminated by:

- DPT via the DPT Congress attended by 2,000 participants from Germany and internationally

- DSP worldwide via the ICA and CEN standardisation working groups.
- CCI website and disseminated through the project's social media channels and newsletters.

The deliverables on the state-of-the-art were shared with a wider network of policymakers, practitioners and security searchers by CCI Advisory Board member, Jaap de Waad, from the Ministry of Justice (The Netherlands).

CCI published resource: Review of predictive policing

Jaap de Waard (2019) *Cutting Crime Impact, Practice-based innovation in preventing, investigating & mitigating high-impact petty crime: A selection of major knowledge sources on predictive policing.*

This resource can be downloaded from Research Gate, here.

CCI published resource: Review of community policing

De Waard, Jaap (2019). *Cutting Crime Impact, Practice-based innovation in preventing, investigating & mitigating high-impact petty crime: A selection of major knowledge sources on Community-oriented policing / Neighbourhood policing*.

DOI: 10.13140/RG.2.2.28338.86729.

This resource can be downloaded here.

2. *CCI partner develops new crime prevention database*

Inspired by Task 2.1 on EU-funded research projects (led by Efus), DPT developed a new database on crime prevention and criminology research projects — *Krimdex* — launched in March 2020 on the DPT website (see box, below).

CCI output: Krimdex – new database launched by DPT

Krimdex records university as well as non-university, current and completed, national and international scientific projects from various agencies and institutions. With this new online offer, the DPT is providing practitioners, policy makers and experts an overview of relevant research activities. The DPT notes that: *"The database facilitates access to scientific knowledge, promotes the absolutely necessary trialogue between research, politics and practice, as well as the knowledge transfer and exchange of scientists" (translated from German)*.

***Source**: DPT website, current projects (in German), available at: https://www.praeventionstag.de/nano.cms/institut-projekte*

3. *CCI results benefit EU-funded research projects*

In the PRoTECT work package report submitted to the European Commission, EFUS mentioned CCI findings. For the effective protection of public spaces, the report recommends a more human-centred approach, involving more collaborative working and broad engagement with all parts of the community in the landscape of tackling terrorism and also raising awareness. Currently, risk management processes are deployed and security professionals in charge of counter-terrorism

use other crime prevention techniques — but they are now becoming more aware of the human-centred approach. In addition, DSP is exploiting the CCI state of the art review to support the PRoTECT project by communicating how crime prevention approaches can enhance counter-terrorism protective security measures in public spaces.

4. *Integration of CCI results into European Standards*

DSP is using this insight gained from WP2 in its work with the European Standards Agency (CEN) to update and revitalise the existing CEN standards on crime prevention, CEN/TR14383-2 and CEN/EN 14383-1.

1.2.3 **Work package 3**: Enabling Requirements Capture for Partners

Objectives of WP3

1. To enable LEAs consortium partners to investigate the needs, requirements and constraints of end users and the multi- agency partnerships in which they operate and ensure PIM Toolkits can be tailored to their needs and policy contexts
2. To research and design requirements capture research methods and tools for use CCI consortium
3. To develop and deliver training in requirements capture research methods and tools to the CCI consortium.

Requirements capture is recognised as critical to ensuring the appropriateness and end user acceptability of tools developed by the CCI project.

NOTE: Reporting Period 2 (RP2)

As all deliverables for WP3 were submitted and accepted in RP1, a brief description of the tasks in this WP is provided for information only.

REPORTING PERIOD 1 – Summary of Tasks completed

Task 3.1 Research and design CCI requirements capture research methods and tools

USAL researched and designed a collection of requirements capture research methods and tools for use by CCI consortium partner LEAs (D3.1). D3.1 was accepted in RP1.

Task 3.2 Deliver training on CCI requirements capture research methods and tools

USAL, together with DSP, delivered a training event to consortium partners on applying the CCI requirements capture methods and tools developed in task 3.1. The training was delivered over four sessions and is outlined in D3.2. D3.2 was accepted in RP1.

Results contributing to objectives – WP3

- **Objective 1:** To enable LEAs consortium partners to investigate the needs, requirements and constraints of end users and the multi- agency partnerships in which they operate and ensure PIM Toolkits can be tailored to their needs and policy contexts
  - [***100% achieved***] Support provided for LEAs (using method cards and training provided to support partners in requirements capture (D3.1); structured support process developed by USAL (recorded on boards in Trello—private to LEA). LEA capacity to undertake requirements capture depended on a range of factors.
- **Objective 2:** To research and design requirements capture research methods and tools for use CCI consortium

- [***100% achieved***] Method cards and training methods designed to support partners in requirements capture; presentation materials developed (D3.1); Sheets designed support and record results of training (D3.1; D3.2); structured support process for LEAs developed.

- **Objective 3:** To develop and deliver training in requirements capture research methods and tools to the CCI consortium.
  - [***100% achieved***] Training in requirements capture delivered to all CCI LEAs (D3.2); methods cards printed and distributed during requirements capture training sessions .

Summary of deliverables and milestones – WP3

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D3.1	CCI requirements capture research methods and tools	USAL	28 Feb '19	28 Feb '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D3.2	Training event on applying requirements capture research methods and tools	DSP	28 Feb '19	01 Mar '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**

Table 3.1. *Work package 3 deliverables for reporting period.*

No.	Milestone title	Lead	Due	Achieved
MS2	Partners trained for Requirements Capture	USAL	31 Mar '19	31 Mar '19
Comment	*Achieved on schedule*			ACHIEVED: **RP1**

Table 3.2. *Relevant milestones for reporting period.*

Summary of exploitable results – WP3

1. Exploitation of requirements capture cards

Task 3.1 resulted in the development of the Requirements Capture method card tool — designed by USAL with support from LOBA (see D3.1 and Figure 3.1, below). The method cards include:

- The 'double diamond' design process model developed by the UK Design Council, detailing the series of divergent and convergent stages (Discover; Define; Develop; and Deliver). The CCI Requirements Capture method cards support activities within the ‘Discover’ stage of the design process.
- The CCI Requirements Capture method cards summarise various design research methods, including process mapping; observation; journaling; focus groups; etc.
- Contained in a plastic pack, the CCI Requirements Capture method cards also a separate sheet detailing the research ethics procedures relevant to each research method.

***Figure 3.1**. CCI Requirements Capture Methods Cards.*

CCI Requirements Capture Method Cards were disseminated to practitioners and policymakers interested in better understanding needs and requirements as follows:

a) EFUS in relation to their EU-funded project IcARUS that began September 2020

b) DSP for use within the NPN Predictive Policing CCI Tool

c) INT for use within the INT measuring and mitigating citizens' feelings of insecurity CCI tool.

2. *Exploitation of requirements capture methods*

It is anticipated that the three workshop sessions developed for the requirements capture training will be used to support innovation in the EU-funded IcARUS project:

- Workshop 1 – Process mapping
- Workshop 2 – Stakeholder mapping
- Workshop 3 – Research planning

CCI method: What is a stakeholder mapping workshop?

New products and services must be tailored to the needs of users. Designers dedicate time to understanding key stakeholders during the requirements capture phase.

This workshop supports LEAs in identifying a list of stakeholders for their related CCI focus area. The aim being to produce an exhaustive list of stakeholders to potentially engage with during their requirements capture research. Groups were given a worksheet (template available in D3.2 Appendix G) and asked to organise their stakeholders against dimensions (for example, internal to external; core to peripheral), as well as answer the following questions:

- What do stakeholders have in common?
- What attributes do they share?
- What do they want from this CCI Focus Area?
- Does doing this reveal stakeholders you've not considered? If so, add them?

1.2.4 **Work package 4**: Development of PIM Toolkit 1: Predictive Policing

Objectives of WP4

1. To understand and address the ethical, legal and social factors impacting the delivery of predictive policing by LEAs across Europe
2. To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
3. To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
4. To generate robust design concepts for predictive policing tools that address high impact petty crime for PIM Toolkit 1
5. To iteratively prototype test and refine predictive policing tools with end users and, where possible, within their operational environment
6. To produce two tools for PIM Toolkit 1, tailored to the needs and requirements of end users
7. To identify relevant training requirements for implementing predictive policing PIM Toolkit 1.

NOTE: Reporting Period 2 (RP2)

As all deliverables for WP4 were submitted and accepted in RP1, a brief description of the tasks in this WP is provided for information only.

REPORTING PERIOD 1 – Summary of Tasks completed

LEA contexts

Predictive policing refers to the application of predictive and analytical techniques across large datasets to enable early identification of potential crime problems. Since its inception in 2008, Predictive Policing (D4.1) is increasingly employed by LEAs across Europe. WP4 developed predictive policing tools for LEAs, in two LEA contexts:

- Netherlands – NPN
- Lower Saxony, Germany — LKA

Task 4.1 Review ethical, legal and social issues impacting predictive policing

As reported in RP1, CCI conducted research to understand and address the ethical, legal and social factors impacting the delivery of predictive policing by LEAs across Europe. This task resulted in a report – *PIM Toolkit 1: Ethical, legal and social issues* (D4.1). D4.1 was accepted in RP1.

Task 4.2 Undertake predictive policing requirements capture research — The Netherlands (NPN)

Understanding the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate is central to CCI — differentiating it from technology-led

projects. CCI allowed four months of requirements capture research for LEAs working on three focus areas, involving: (i) identifying key stakeholders; (ii) semi-structured interviews and focus groups; (ii) observational research (e.g. job / task shadowing); (iv) online surveys; (v) evaluations of technical / system constraints; and (vi) process mapping. USAL developed a structured process for supporting the six LEAs.

As reported in RP1, NPN embarked on a structured process of requirements capture, using the research method and tools developed in WP2. The requirements capture research provided insight into stakeholder attitudes, but less information about what was happening on the ground. Later in WP4, further information about use of CAS emerged from an NPN evaluation.

Task 4.3 Undertake predictive policing requirements capture research – Lower Saxony, Germany (LKA)

As report RP1, LKA undertook research to understand end-user and related stakeholder needs, requirements and operating context, using the research method and tools developed in WP2 and outlined in 4.2. The observations across the duration of a shift provided real insight into the implementation of PreMap within police operations.

Task 4.4 Analyse research findings, write initial report and prepare materials for DesignLab 1

USAL established a structured process to support LEA partners in the critical review of requirements capture research and definition of 'Problem statements' for input to DesignLabs 1, 2 & 3—see box below. This process approach was adopted with all six CCI LEAs.

NPN and LKA identified key themes arising from the requirements capture process using the structured report format developed by USAL, each identifying six “Problem Statements”. Two summary reports on LEA context and requirements for NPN (D4.2) and LKA (D4.3) were produced for internal circulation to consortium partners ahead of DesignLab 1 – predictive policing (M12). The confidential deliverables D4.2 and D4.2 were accepted in RP1.

Presentation content was developed by NPN and LKA (PowerPoint; PDF) for use in DesignLab 1 on predictive policing (D4.4 and D4.5) using a template developed by LOBA and USAL.

Task 4.5 Design, prototype and produce NPN predictive policing tool for PIM Toolkit 1

As reported in RP1, the purpose of this task was to transform the ideas and solution concepts from DesignLab 1 into a discrete, specified tool that could meet the particular requirements and contextual constraints identified by the LEA. An agile, iterative development approach was adopted. The iterative design and prototyping of the LEA Tool followed a development process designed by USAL—see box below.

CCI Approach: Supporting effective design, prototyping and development of tool specification

USAL established a structured process to support each LEA in designing, prototyping and developing a tool specification. This involved:

Idea generation (DesignLab)

- DesignLab to support LEAs in: (i) creative reflection of LEA needs and requirements; (ii) problem abstraction and reframing; (iii) ideation; and (iv) concept generation and development; (v) design communication and solution 'pitch'.

Critical design review and development of potential concept directions

- Critical review of DesignLab results by USAL (abstract laddering; ideas and concepts; final design 'pitch').
- Definition of 1–3 “concept directions” for each LEA tool by USAL, and presentation to LEA partner

Selection of concept direction

- LEA review and discussion of concept directions with key stakeholders / end-users / decision-makers, and selection of final concept direction for tool design and development

Identification of required design development tasks

- LEA meeting with USAL to review tool concept and explore actions / information needed for definition of detailed Tool specification
- Work undertaken to capture data that might resolve design specification

Development of design specification for LEA tool

- Development of Toolkit Specification template by USAL, and provision to LEA
- Iterative development, review and refinement of Toolkit design specification by LEA — supported by USAL and in consultation with end users, stakeholders, experts, etc.
- Development of Toolkit Specification into short (20 minute) design pitch (PowerPoint presentation), with communication design support from LOBA
- Toolkit specification 'pitch' presentation to CCI Advisory Board and consortium (including ethics experts, RUG).
- Development of final Toolkit Specification document deliverable (including next steps for WP8 and potential training requirements).

The technology-focused nature of predictive policing meant that NPN’s work included task 4.5.1 to develop a system architecture model—i.e a model that defines the structure, behaviour, and views of a system.

Task 4.5.1 Design and validate system architecture model for NPN tool

As reported in RP1, the CCI requirements capture research revealed validity and acceptance issues with the predictive policing data used by NPN — as well as resistance by end users (police officers) to employing the outputs of predictive policing during their work. In response, DSP and NPN worked to develop revised models for the use of data to inform wider organisational practices and procedures, conceptualising: (i) a revised approach to crime prevention (*"Predictive Crime Prevention"*)

incorporating stakeholder data; (ii) improved processes for multi-agency working and action with stakeholders; and (iv) leadership cultures for fostering stakeholder commitment.

Task 4.5.2 Design, prototype and produce NPN predictive policing PIM tool

As reported in RP1, an agile, iterative development approach was adopted that started by analysing the results of the DesignLab. DesignLab 1 on predictive policing produced four ideas for solutions to the problem statements identified by NPN. NPN proposed focusing on providing intelligence to *Buitengewoon Opsporingsambtenaar* (in English, Special Enforcement Officers) or BOAs working for local authorities, rather than to police officers routinely responding to incidents. The resulting Tool Concept Direction for NPN is a process for multi-agency working that will support BOAs and other municipal stakeholders in tackling high impact petty crime by integrating and providing access to relevant publicly available data, as well as enabling improved partnership working.

Task 4.5.3 Production of final NPN predictive policing PIM tool

As reported in RP1, USAL worked with each LEA to develop, test and refine their concepts — summarising the results in a Toolkit Specification. NPN developed the content for their Toolkit Specification in collaboration with DSP. With support from LOBA, the Toolkit Specification was translated into a PowerPoint presentation to 'pitch' the design concept to the Advisory Board.

The NPN Tool was presented in *D4.6 PIM Toolkit 1 – NPN Tool*. This deliverable comprises the LEA Toolkit Specification and the PowerPoint presentation, as well as feedback from Advisory Board on the Tool concept.

Task 4.6 Design, prototype and produce LKA predictive policing tool for PIM Toolkit 1

Task 4.6.1 Design, prototyping and development of LKA tool

As reported in RP1, an agile, iterative development approach was adopted that began by analysing the results of the DesignLab. DesignLab 1 on predictive policing produced four ideas for solutions to the problem statements identified by the LKA. All the ideas from DesignLab 1 and the results of the 'Abstraction Laddering' exercise were analysed by USAL, resulting in the identification of a clear Concept Direction — an enhanced briefing tool.

Task 4.6.2 Production of final LKA predictive policing PIM tool

The LKA and USAL worked on the LKA Toolkit Specification to develop, test and refine the concept. With support from LOBA, the Toolkit Specification was turned into a PowerPoint presentation to pitch the design concept to the Advisory Board. The LKA Tool is presented in *D4.7 PIM Toolkit 1 LKA Tool*.

Task 4.7 Identify relevant training requirements to support PIM Toolkit 1 implementation

As reported in RP1, this task identified relevant training requirements to support PIM Toolkit 1 implementation by LEAs and security policymakers. Led by DSP, with input from LEAs, this task resulted in a report (D4.8) for input to WP8 (Task 8.3: Develop PIM Toolkit implementation support materials). D4.8 was accepted in RP1.

Results contributing to objectives – WP4

- **Objective 1:** To understand and address the ethical, legal and social factors impacting the delivery of predictive policing by LEAs across Europe
  - [***100% achieved***] PIM Toolkit 4.1 Ethical, legal and social issues submitted; presentation on ethical issues by RUG; Ethical issues presented at Advisory Board meeting.
- **Objective 2:** To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
  - [***100% achieved***] LKA understands needs and requirements and operational constraints of end users due to research (including significant observation); NPN understands issues regarding CAS and constraints of end-users.
- **Objective 3:** To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
  - [***100% achieved***] Reports created D4.2; D4.3) and presentations (D4.4).
- **Objective 4:** To generate robust design concepts for predictive policing tools that address high impact petty crime for PIM Toolkit 1
  - [***100% achieved***] Robust design concepts developed from analysis of DesignLab1 results
- **Objective 5:** To iteratively prototype test and refine predictive policing tools with end users and, where possible, within their operational environment
  - [***100% achieved***] Toolkit concepts developed, iteratively tested and refined
- **Objective 6:** To produce two tools for PIM Toolkit 1, tailored to the needs and requirements of end users
  - [***100% achieved***] LKA Tool (D4.7) and NPN Tool (D4.6) developed for PIM Toolkit 1, tailored to LEA needs and requirements.
- **Objective 7:** To identify relevant training requirements for implementing predictive policing PIM Toolkit 1.
  - [***100% achieved***] D4.8 Report on training requirements submitted.

Summary of deliverables and milestones – WP4

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D4.1	PIM Toolkit 1: Ethical, legal and social issues	RUG	30 Apr '19	04 Jun '19
Comment	*Submitted on schedule*		DELIVERED: **RP1**	
D4.2	PIM Toolkit 1: Report on NPN context and requirements	DSP	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*		DELIVERED: **RP1**	
D4.3	PIM Toolkit 1: Report on LKA context and requirements	LKA	30 Sep '19	01 Oct '19

Comment	*Submitted on schedule*			DELIVERED: **RP1**
D4.4	NPN presentation for DesignLab 1	NPN	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D4.5	LKA presentation for DesignLab 1	LKA	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D4.6	PIM Toolkit 1: NPN tool	NPN	29 Feb '20	26 Mar '20
Comment	*Delay requested. NPN required additional time and support*			DELIVERED: **RP1**
D4.7	PIM Toolkit 1: LKA tool	LKA	29 Feb '20	25 Feb '20
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D4.8	Report on training requirements to support Toolkit 1 implementation	DSP	29 Feb '20	27 Mar '20
Comment	*Delay requested. NPN required additional time and support*			DELIVERED: **RP1**

Table 4.3. *Work package 4 deliverables for reporting period.*

No.	Milestone title	Lead	Due	Achieved
MS4	100% requirements capture completed for PIM Toolkits 1, 2 & 3	USAL	10 (Jul '19)	23 Aug '19
Comment	*Short delay. USAL visited each LEA to review requirements capture findings*			ACHIEVED: **RP1**
MS5	DesignLab 1, 2 and 3 completed	USAL	30 Sep '19	30 Sep '19
Comment	*Achieved on schedule*			ACHIEVED: **RP1**
MS7	PIM Toolkits 1, 2 & 3 development complete	DSP	17 (Feb '20)	27 Mar '20
Comment	*Toolkits 1 (LKA tool), Toolkits 2 & 3 on schedule. Short delay to NPN Tool*			ACHIEVED: **RP1**

Table 4.4. *Relevant milestones for reporting period.*

Summary of exploitable results – WP4

1. Uptake of CCI results by LEAs

LKA adopted the Design Thinking-Approach within its scientific portfolio as a method to support openness in the research process. The Design Thinking-Approach was presented by the LKA at several security conferences and has led to a collaboration with the National Council for Crime Prevention in Sweden (Brå).

The insight gained from the requirements capture research for the predictive policing toolkit was implemented in the LKA's current predictive policing approach — *PreMAP.* Findings regarding the opportunities and constraints that come with implementing new technologies and approaches within the police were published in an internal report of the Federal Criminal Police Office. The intention is to publish findings in scientific articles in year three of the project.

2. *Exploitation of results by universities*

RUG exploited the results of CCI through the publication of academic and popular-scientific articles. In addition, RUG held a congress on 11 February 2021 on law enforcement and other public sector bodies working on predictive practices, entitled *'Data and the public order: From descriptive to prescriptive practices'*. Several CCI partners, including DSP, USAL AND EFUS, participated in this event through a keynote address and presentations.

1.2.5 **Work package 5**: Development of PIM Toolkit 2: Community policing

Objectives of WP5

1. To understand and address the ethical, legal and social factors impacting the delivery of community policing by LEAs across Europe
2. To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
3. To examine community policing from the perspective of an advanced use case (Greater Manchester, GMP) and an emerging use case (Lisbon, CML)
4. To understand operational context of LEAs delivering community policing, including resource-limitations and engaging hard to reach communities
5. To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
6. To generate robust design concepts for community policing tools that address high impact petty crime for PIM Toolkit 2
7. To iteratively prototype test and refine community policing tools with end users and, where possible, within their operational environment
8. To produce two tools for PIM Toolkit 2, tailored to the needs and requirements of end users
9. To identify relevant training requirements for implementing community policing PIM Toolkit 2.

NOTE: Reporting Period 2 (RP2)

As all deliverables for WP5 were submitted and accepted in RP1, a brief description of the tasks in this WP is provided for information only.

REPORTING PERIOD 1 – Summary of Tasks completed

LEA contexts

Community policing is about fostering trust, confidence and legitimacy. Community policing traditionally involves providing a visible police presence (i.e. uniformed officers patrolling on foot), as well as actively engaging with local citizens and addressing their concerns. This WP is delivering two tools for two LEA contexts:

- Greater Manchester, UK (GMP) – an established use case, experiencing limited resources
- Lisbon, Portugal (CML) – an emerging use case practice, looking to sustain its unique approach

Task 5.1 Review ethical, legal and social issues impacting community policing

As reported in RP1, CCI conducted research to understand and address the ethical, legal and social factors impacting the delivery of community policing by LEAs across Europe. This task resulted in a report – PIM Toolkit 2: Ethical, legal and social issues (D5.1). D5.1 was accepted in RP1.

Task 5.2 Undertake community policing requirements capture research – Greater Manchester (GMP)

As reported in RP1, GMP undertook a structured process of requirements capture. GMP's requirements capture research was conducted over four months and comprised seven interviews with different stakeholders and twenty-three observations—with police officers and Police Community Support Officers (PCSOs) over an 8-hour shift prior to the DesignLab.

Task 5.3 Undertake community policing requirements capture research – Lisbon, Portugal (CML)

As reported in RP1, CML undertook a structured process of requirements capture. GMP's requirements capture research was conducted over four months and comprised nine interviews / focus groups, as well as four observations. The requirements capture research explored views on community policing from different stakeholders—from senior managers in CML, through community police officers to social partners.

Task 5.4 Analyse research findings, write initial report and prepare materials for DesignLab 2

GMP and CML analysed research findings from tasks 5.2 and 5.3, supported by USAL. Information about ethics, legal and social issues impacting community policing was provided by RUG. The two summary reports on LEA context and requirements for GMP (D5.2) and CML (D5.3) were circulated to consortium partners ahead of DesignLab 2 – community policing (M12). In addition, presentation materials were developed (PowerPoint, PDF) for use at DesignLab 2 on community policing (D5.4 and D5.5). D5.2–D5.5 were accepted in RP1.

Task 5.5 Design, prototype and produce GMP community policing tool for PIM Toolkit 2

Task 5.5.1 Design, prototyping and development of GMP tool

As reported in RP1, the purpose of this task was to transform the ideas and solution concept outputs from DesignLab 2 into a discrete, specified tool that met the identified needs of the LEA. All the ideas from DesignLab 2 and the abstraction laddering were analysed by USAL, resulting in the identification and development of four Concept Directions. The Concept Direction selected by GMP was a handover tool for police officers and PCSOs.

Task 5.5.2 Production of final GMP community policing PIM tool

With support from LOBA, the Toolkit Specification was turned into a PowerPoint presentation to support GMP in pitching the design concept to the Advisory Board. The GMP Tool component of PIM Toolkit 2 is presented in D5.6 PIM Toolkit 2: GMP Tool. GMP is developing a handover tool for police officers and PCSOs that is innovative and appears unique in the UK.

Task 5.6 Design, prototype and produce CML community policing tool for PIM Toolkit 2

Task 5.6.1 Design, prototyping and development of CML tool

DesignLab 2 on community policing produced four ideas for solutions to the problem statements identified by the CML. After reviewing the results, USAL identified and developed two Concept Directions. The Concept Directions were reviewed by CML, and the decision taken to focus on a strategic engagement process for community policing.

CML and USAL worked on the LEA Tool Specification to develop, test and refine the concept, using the standard template produced by USAL. With support from LOBA, the Toolkit Specification was turned into a PowerPoint presentation to support CML in pitching the design concept to the Advisory Board. The CML Tool component of PIM Toolkit 2 is presented in D5.7 PIM Toolkit 2: CML Tool. The final deliverable includes feedback from the Advisory Board and next steps for practical prototyping and demonstration in WP8. The final production of the tool may involve further support from LOBA, as well as purchase of print, media and audio-visual and/or software resources.

The work with CML has revealed unique characteristics related to the design and delivery of community policing. Community police officers are recruited with support from the local community, before servicing that community over the longer term (engaging with citizens, working in partnership with local stakeholders). CML is seeking to formalise and sustain its unique community policing approach within traditional policing.

Task 5.7 Identify relevant training requirements to support PIM Toolkit 2 implementation

As reported in RP1, this task identified relevant training requirements to support PIM Toolkit 2 implementation by LEAs and security policymakers. This task resulted in a report (D5.8) for input to WP8 (Task 8.3: Develop PIM Toolkit implementation support materials). D5.8 was accepted in RP1.

Results contributing to objectives – WP5

- **Objective 1:** To understand and address the ethical, legal and social factors impacting the delivery of community policing by LEAs across Europe
  - [***100% achieved***] (D4.1) PIM Toolkit 4 Ethical, legal and social issues submitted; presentation on ethical issues by RUG; Ethical issues presented at Advisory Board meeting.
- **Objective 2:** To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
  - [***100% achieved***] GMP understands needs and requirements and operational constraints of end users due to research (including significant observation) (D5.2); CML understands issues regarding community policing and constraints of end-users (D5.3)
- **Objective 3:** To examine community policing from the perspective of an advanced use case (Greater Manchester, GMP) and an emerging use case (Lisbon, CML)
  - [***100% achieved***] Community policing understood in Greater Manchester (D5.2) and Lisbon (D5.3); USAL visited GMP and CML.
- **Objective 4:** To understand operational context of LEAs delivering community policing, including resource-limitations and engaging hard to reach communities
  - [***100% achieved***] GMP and CML operational contexts understood through requirements capture (D5.2, D5.3), as well as USAL's face-to-face visit to LEAs.

- **Objective 5:** To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
  - [***100% achieved***] Reports created D5.2; D5.3) and presentations (D5.4; D5.5).
- **Objective 6:** To generate robust design concepts for community policing tools that address high impact petty crime for PIM Toolkit 2
  - [***100% achieved***] Robust design concepts developed from analysis of DesignLab 2 results
- **Objective 7:** To iteratively prototype test and refine community policing tools with end users and, where possible, within their operational environment
  - [***100% achieved***] Toolkit concepts developed, iteratively tested and refined for GMP and CML
- **Objective 8:** To produce two tools for PIM Toolkit 2, tailored to the needs and requirements of end users
  - [***100% achieved***] GMP Tool (D5.6) and CML Tool (D5.7) developed for PIM Toolkit 2, tailored to LEA needs and requirements
- **Objective 9:** To identify relevant training requirements for implementing community policing PIM Toolkit 2
  - [***100% achieved***] D5.8 Report on training requirements submitted

Summary of deliverables and milestones – WP5

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D5.1	PIM Toolkit 2: Ethical, legal and social issues	RUG	30 Apr '19	20 Aug '19
Comment	*Extension to submission date requested – work started on D5.1 after completion of state-of-the-art review*			DELIVERED: **RP1**
D5.2	PIM Toolkit 2: Report on GMP context and requirements	GMP	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D5.3	PIM Toolkit 1: Report on CML context and requirements	CML	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D5.4	GMP presentation for DesignLab 2	GMP	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D5.5	CML presentation for DesignLab 2	CML	30 Sep '19	01 Oct '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D5.6	PIM Toolkit 2: GMP tool	GMP	29 Feb '20	25 Feb '20
Comment	*Submitted on schedule*			DELIVERED: **RP1**

D5.7	PIM Toolkit 2: CML tool	CML	29 Feb '20	09 Mar '20
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D5.8	Report on training requirements to support Toolkit 2 implementation	DSP	29 Feb '20	09 Mar '20
Comment	*Submitted on schedule*			DELIVERED: **RP1**

Table 5.3. *Work package 5 deliverables for reporting period.*

No.	Milestone title	Lead	Due	Achieved
MS4	100% requirements capture completed for PIM Toolkits 1, 2 & 3	USAL	10 (Jul '19)	23 Aug '19
Comment	*Short delay. USAL visited each LEA to review requirements capture findings*			ACHIEVED: **RP1**
MS5	DesignLab 1, 2 and 3 completed	USAL	30 Sep '19	30 Sep '19
Comment	*Achieved on schedule*			ACHIEVED: **RP1**
MS7	PIM Toolkits 1, 2 & 3 development complete	DSP	17 (Feb '20)	27 Mar '20
Comment	*Toolkits 1 (LKA tool), Toolkits 2 & 3 completed on schedule. Short delay to NPN Tool completion*			ACHIEVED: **RP1**

Table 5.4. *Relevant milestones for reporting period.*

Summary of exploitable results – WP5

1. CCI results and insight inform LEA thinking and practice

In RP1, the findings of the requirement capture research were circulated among GMP senior staff and are being used by GMP staff in the "Change Branch" to inform the new GMP Neighbourhood Policing Strategy. To help in this respect, the CCI Researcher consultation with GMP staff in the Change Branch. CCI anticipates that GMP's final handover tool will be relevant to police forces across the UK seeking to ensure and sustain community engagement and partnership working. GMP Chief Superintendent used the CCI requirements capture research to inform the new GMP Community Engagement Strategy. The senior management team is convinced of the benefits of employing a Research Fellow trained and experienced in requirements capture research to better understand current practice.

CML's community policing model in Lisbon was evaluated by an external agency during RP1. The findings of CCI research on CML's community policing model was used to support this evaluation.

CML adapted design thinking approaches used in CCI DesignLabs for use in its projects on police-community partnerships, in which the use of this type of participatory and visual methodologies facilitates joint reflection, design, comparison and selection of alternative and innovative strategies for responding to local security problems identified by the community. In RP2, CCI CML

used CCI outputs to disseminate the CML community policing model to other Portuguese cities as a good practice of co-production of urban security between police and citizens.

CCI findings on community policing and predictive policing are being used by INT to develop proposals for the improvement of the police policies of proximity and to establish a system of predictive policing. The reports on ethical, legal and social issues are informing general police tasks, related to the management of Covid-19 crisis (see CCI Newsletter article, “Policing during Covid-19: An Unprecedented Emergency”, available from the CCI website, here).

1.2.6 **Work package 6**: Development of PIM Toolkit 3: CP-UDP

Objectives of WP6

1. To understand and address the ethical, legal and social factors impacting the delivery of CP-UDP by LEAs across Europe
2. To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
3. To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
4. To generate robust design concepts for CP-UDP tools that address high impact petty crime for PIM Toolkit 3
5. To iteratively prototype test and refine CP-UDP tools with end users and, where possible, within their operational environment
6. To produce two tools for PIM Toolkit 3, tailored to the needs and requirements of end users
7. To identify relevant training requirements for implementing CP-UDP PIM Toolkit 3.

NOTE: Reporting Period 2 (RP2)

As all deliverables for WP6 were submitted and accepted in RP1, a brief description of the tasks in this WP is provided for information only.

REPORTING PERIOD 1 – Summary of Tasks completed

LEA contexts

Crime Prevention through Urban Design and Planning (CP-UDP) addresses vulnerability to crime and related social issues in towns and cities. This WP is delivering two tools for two LEA contexts:

- Greater Manchester, UK (GMP) — an established use case, experiencing limited resources
- Estonia (PKJ) – an emerging use case practice

Task 6.1 Review ethical, legal and social issues impacting CP-UDP

As reported in RP1, CCI conducted research to understand and address the ethical, legal and social factors impacting the delivery of CP-UDP by LEAs across Europe. This task resulted in a report – PIM Toolkit 3: Ethical, legal and social issues (D6.1) — which was accepted in RP1.

Task 6.2 Undertake community policing requirements capture research – Greater Manchester (GMP)

As reported in RP1, GMP undertook requirements capture. GMP's requirements capture research was conducted over four months and comprised interviews / focus groups prior to the DesignLab.

Task 6.3 Undertake community policing requirements capture research – Estonia (PJP)

As reported in RP1, PJP undertook a structured process of requirements capture. PJP's requirements capture research was conducted over four months and comprised interviews / focus groups prior to the DesignLab.

Task 6.4 Analyse research findings, write initial report and prepare materials for DesignLab 3

GMP and PJP analysed research findings from tasks 6.2 and 6.3, supported by USAL. The two confidential summary reports on LEA context and requirements for GMP (D6.2) and PJP (D6.3) were circulated to consortium partners ahead of DesignLab 3 – CP-UDP (M12). In addition, presentation materials were developed (PowerPoint, PDF) for use at DesignLab 2 on community policing (D6.4 and D6.5). D6.2–6.5 were accepted in RP1.

Task 6.5 Design, prototype and produce GMP CP-UDP tool for PIM Toolkit 3

Task 6.5.1 Design, prototyping and development of GMP tool

As reported in RP1, the purpose of this task was to transform the ideas and solution concept outputs from DesignLab 3 into a discrete, specified tool that met the identified needs of the LEA. DesignLab 3 on community policing produced four ideas for solutions to the problem statements identified by the GMP. The Concept Directions were reviewed by GMP for usefulness, feasibility, etc. The Concept Direction selected by GMP was an evaluation tool for Design for Security.

Task 6.5.2 Production of final GMP CP-UDP PIM tool

GMP and USAL worked on the LEA Tool Specification to develop, test and refine the concept, using the standard template produced by USAL. With support from LOBA, the Toolkit Specification was turned into a Powerpoint presentation to support GMP in pitching the design concept to the Advisory Board. The GMP Tool component of PIM Toolkit 3 is presented in D6.6 PIM Toolkit 3: GMP Tool — which was accepted in RP1.

Task 6.6 Design, prototype and produce PJP CP-UDP tool for PIM Toolkit 3

Task 6.6.1 Design, prototyping and development of PJP tool

DesignLab 3 on CP-UDP produced four ideas for solutions to the problem statements identified by the PJP. After reviewing the results, USAL identified and developed four Concept Directions. The decision taken to focus on police engagement in planning / decision making.

Task 6.6.2 Production of final CML community policing PIM tool

PJP and USAL worked on the LEA Tool Specification to develop, test and refine the concept, using the standard template produced by USAL. The PJP Tool component of PIM Toolkit 3 is presented in D6.7 PIM Toolkit 3: PJP Tool — which was accepted in RP1.

Task 6.7 Identify relevant training requirements to support PIM Toolkit 2 implementation

As reported in RP1, this task identified relevant training requirements to support PIM Toolkit 3 implementation by LEAs and security policymakers. This task resulted in a report (D6.8), which was accepted in RP2.

Summary of deliverables and milestones – WP6

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D6.1	PIM Toolkit 3: Ethical, legal and social issues	RUG	30 Apr '19	14 Oct '19
Comment	*RUG started work on D6.1 after review of state-of-the-art – CP-UDP delivered*			DELIVERED: **RP1**
D6.2	PIM Toolkit 3: Report on GMP context and requirements	GMP	30 Sep '19	01 Oct '19
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.3	PIM Toolkit 3: Report on PJP context and requirements	PJP	30 Sep '19	01 Oct '19
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.4	GMP presentation for DesignLab 3	USAL	30 Sep '19	01 Oct '19
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.5	PJP presentation for DesignLab 3	DSP	30 Sep '19	01 Oct '19
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.6	PIM Toolkit 2: GMP tool	GMP	29 Feb '20	05 Mar '20
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.7	PIM Toolkit 2: PJP tool	PJP	29 Feb '20	02 Mar '20
Comment	*Delivered on schedule*			DELIVERED: **RP1**
D6.8	Report on training requirements to support Toolkit 3 implementation	DSP	29 Feb '20	05 Mar '20
Comment	*Delivered on schedule*			DELIVERED: **RP1**

Table 6.1. *Work package 6 deliverables submitted during reporting period RP1.*

No.	Milestone title	Lead	Due	Achieved
MS4	100% requirements capture completed for PIM Toolkits 1, 2 & 3	USAL	10 (Jul '19)	23 Aug '19
Comment	*Short delay. USAL visited each LEA to review requirements capture findings* ACHIEVED: **RP1**			
MS5	DesignLab 1, 2 and 3 completed	USAL	30 Sep '19	30 Sep '19
Comment	*Achieved on schedule* ACHIEVED: **RP1**			
MS7	PIM Toolkits 1, 2 & 3 development complete	DSP	17 (Feb '20)	27 Mar '20
Comment	*Toolkits 1 (LKA tool), Toolkits 2 & 3 completed on schedule. Short delay to completion of NPN Tool* ACHIEVED: **RP1**			

Table 6.2. *Relevant milestones achieved during the reporting period RP1.*

Results contributing to objectives – WP6

- **Objective 1:** To understand and address the ethical, legal and social factors impacting the delivery of CP-UDP by LEAs across Europe
  - [***100% achieved***] PIM Toolkit 3 Ethical, legal and social issues submitted; presentation on ethical issues by RUG; Ethical issues discussed at Advisory Board meeting
- **Objective 2:** To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
  - [***100% achieved***] GMP understands needs and requirements and operational constraints; CML understands needs and requirements and operational constraints
- **Objective 3:** To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
  - [***100% achieved***] Reports created D6.2; D6.3) and presentations (D6.4; D6.5).
- **Objective 4:** To generate robust design concepts for CP-UDP tools that address high impact petty crime for PIM Toolkit 3
  - [***100% achieved***] Robust design concepts developed from analysis of results from DesignLab 3
- **Objective 5:** To iteratively prototype test and refine CP-UDP tools with end users and, where possible, within their operational environment
  - [***100% achieved***] Toolkit concepts developed, iteratively tested and refined
- **Objective 6:** To produce two tools for PIM Toolkit 3, tailored to the needs and requirements of end users
  - [***100% achieved***] GMP Tool (D6.6) and PJP Tool (D6.7) developed for PIM Toolkit 3, tailored to LEA needs and requirements
- **Objective 7:** To identify relevant training requirements for implementing CP-UDP PIM Toolkit 3
  - [***100% achieved***] D6.8 Report on training requirements submitted.

Summary of exploitable results – WP6

1. *Benefits of CCI results to LEAs*

CCI activities have enabled PJP to understand what is happening in the field of CP-UDP in Estonia—prior to CCI, *"PJP did not have a good overview"*. With CCI support, PJP has come to understand the background to CP-UDP and has identified what really needs to be improved within PJP. In addition, participating in CCI has provided PJP with ideas and good practice on 'what works' and 'what does not' and PJP has particularly benefited from learning about GMP CP-UDP practice, as well as from support from USAL and CCI other partners.

Importantly, PJP has managed through CCI to gather all of its partners around one table. This has resulted in a lot of its stakeholders inviting PJP to participate in different actions. Prior to CCI, PJP was not well recognised as a valuable partner.

2. *Integration of CCI results within EU standards and projects*

DSP is involved with CEN standardisation (standard CEN/TR 14383-8:2009 Prevention of crime - Urban planning and building design - Part 8: Protection of buildings and sites against criminal attacks with vehicles). DSP has been able to bring together CEN standardisation work in TC 325 with EU-funded projects including: 'Protect', 'Pactesur' and 'Pericles'. In particular, Paul van Soomeren (DSP) delivered presentations in: Brasov Rumania (ProTect project): and in Brussels, Mechelen/Antwerp (Pericles and Nice Pactesur.

3. *Transfer of knowledge on CP-UDP to prevention and mitigation of terrorism*

CP-UDP is used to prevent terrorist attacks and reduce their impact. During CCI, DSP was able to strengthen links between CP-UDP practitioners and those specialising in addressing terrorism. DSP has been working with and developing ideas from the EU Action Plan to support the protection of public spaces.

1.2.7 **Work Package 7**: Development of PIM Toolkit 4: Measuring and mitigating citizens' feelings of insecurity

Objectives of WP7

1. To understand and address the ethical, legal and social factors relating to the measurement and mitigation of citizen's feelings of insecurity
2. To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
3. To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
4. To generate robust design concepts for CP-UDP tools for the measurement and mitigation of citizens' feelings of insecurity for PIM Toolkit 4
5. To iteratively prototype test and refine 'feelings of insecurity' tools with end users and, where possible, within their operational environment
6. To produce two tools for PIM Toolkit 4, tailored to the needs and requirements of end users
7. To identify relevant training requirements for implementing 'feelings of security' PIM Toolkit 4.

NOTE: Reporting Period 2 (RP2)

Deliverables D7.1 to D7.4 for WP7 were submitted and approved in RP1, a brief description of the tasks in this WP is provided for information only.

D7.5 to D7.8 were submitted in RP2. Deadlines were amended due to a 3-month project extension to mitigate the impact of Covid-19.

LEA contexts

Increased citizens' feeling of insecurity is a serious negative consequence of high impact petty crime. This WP is generating design concepts and developing PIM Tools related to measuring and mitigating citizens' feelings of insecurity in two LEA contexts:

- Lower Saxony, Germany (LKA)
- Catalonia, Spain (INT).

In addition, tools developed for PIM Toolkit 4 are being integrated within EFUS Security Audit for policymakers across Europe.

REPORTING PERIOD 1 – Summary of Tasks completed

Task 7.1 Review ethical, legal and social issues impacting citizens' feelings of insecurity

As reported in RP1, CCI conducted research to understand and address the ethical, legal and social factors impacting the delivery of methods for measuring and mitigating citizens' feelings of insecurity. D7.1 *PIM Toolkit 4: Ethical, legal and social issues impacting the measurement and mitigation of citizens' feelings of insecurity* was accepted in RP1.

Task 7.2 Critically review theories of insecurity and develop conceptual model

As reported in RP1, this task critically reviewed research on the state of the art around measuring and mitigating feelings of insecurity undertaken in Task 2.6. The CCI Insecurity Lifecycle Model conceptualises the experience of insecurity from the perspective of the person's experience: thoughts about a situation in anticipation; experience in a particular situation; experience during and after a threat or victimisation; and longer term impact. *D7.2 Report on Feelings of insecurity – Concepts and models* was accepted in RP1.

Task 7.3 Develop use scenarios and run LEA tool ideation workshop – DesignLab 4

Task 7.3.1 Develop use scenarios for LEA tool ideation workshop

As reported in RP1, the results from tasks 2.6 and 7.2 were analysed, and a number of possible 'use scenarios'— real-world examples — identified where data on citizens' feeling of insecurity might be incorporated into LEA practice. The final scenarios identified by LKA and INT were presented in *D7.3 Potential Use Scenarios for PIM Toolkit 4*, which was approved in RP1.

Task 7.3.2 Workshop for LEA tool ideation (DesignLab 4)

The final scenarios identified by LKA and INT were presented in D7.3 Potential Use Scenarios for PIM Toolkit 4 are summarised in the box below.

Example: LEA use scenarios – feelings of insecurity

LKA use scenarios

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

INT use scenarios

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

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

The CCI Insecurity life-cycle Model was modified by USAL becoming the "CCI Feelings of Unsafety Model". The conceptual model developed in task 7.2 and use scenarios developed in task 7.3.1 (D7.3) were developed into presentation materials (Keynote; PowerPoint; PDF) for use at DesignLab 4. The outcome of DesignLab 4 was documented in a report (D1.7). The process and outcomes of all DesignLabs 1 to 4 are detailed in D1.9.

Task 7.4 Design, prototype and produce Lower Saxony (LKA) 'feelings of insecurity' tool for PIM Toolkit 4

Task 7.4.1 Design, prototyping and development of Lower Saxony (LKA) tool

The purpose of this task was to transform the ideas and solution concept outputs from DesignLab 3 into a discrete, specified tool that met the identified needs of the LEA.

DesignLab 4 applied the conceptual model developed in task 7.2 to address the LKA scenarios (A & B), producing four concept solutions pitched to the CCI consortium. The results were critically reviewed by USAL, who noted that many interventions involved wholescale regeneration of the area using CP-UDP—rather than offering a more targeted approach.

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

In discussion with the USAL, the decision was taken by the LKA to focus on older people using the railway station and to use focus groups to better understand the perceptions, feelings and needs of older people. USAL worked with LKA to develop, test and refine their concepts.

To ensure progress, USAL developed a structure process to support LEAs—see box below.

CCI approach: Supporting effective LEA research

USAL established a structured process to support the LEAs in conducting requirements capture research and complying with research ethics. This involved :

- Developing Trello boards private to the LEA to share research results, documents, etc
- Scheduling and running weekly video conference meetings between LEA and USAL:
  - Two-weekly Review meetings (with the whole USAL design team, using a standard agenda)
  - Weekly 'catch up' meetings (with USAL Research Fellow)
- LEA undertaking research (as per research ethics guidance provided in WP3) and communicating findings in written or verbal form
- USAL, in collaboration with LEA, critically reviewing findings and identifying 'next steps'.

This process was supported by the Requirements Capture method cards tool developed in WP3 (see deliverable D3.1).

7.4.2 Production of final Lower Saxony (LKA) 'feelings of insecurity' PIM tool

With support from USAL, LKA went on to develop initial drafts (prototypes) of the different elements of the Tool and identify opportunities for prototype testing. The prototyping period was extended by three months, due to Covid-19 restrictions.

The outcome of the process was a Tool Specification, which followed a standard format developed by USAL.

Tool Specification: Standard format

The Tool Specification for each LEA followed the standard format, outlined in a template produced by USAL:

- Tool concept name
- Background *(problem being addressed)*
- Concept description *(the solution)*
- Tool elements / components
- Who is the Tool for?
- How will the Tool be used?
- What change will the Tool create?
- What is needed to make the Tool work?
- Next steps.

This task resulted in the LKA Toolkit Specification ready for further prototyping and practical demonstration in WP8. The LKA Tool Specification is presented in *D7.5 PIM Toolkit 4*. Feedback on the Toolkit Specification was provided by the CCI Advisory Board (online, January 2021).

While LKA Tool production was supported by USAL and LOBA, an external design company in Germany was identified by the LKA to produce the final INSIGHT Tool.

Task 7.5 Design, prototype and produce Catalonia (INT) 'feelings of insecurity' tool for PIM Toolkit 4

Task 7.5.1 Design, prototyping and development of Catalonia (INT) tool

The DesignLab 4 applied the conceptual model developed in task 7.3 to address the INT scenarios (A & B), producing four concept solutions pitched to the CCI consortium. The solutions ranged from regeneration, the design of better services and rethinking public spaces affected by the high levels of insecurity to organising a bus service for those returning from a night out. The results were critically reviewed by USAL and discussed with INT. Rather than a toolkit for the design of general security policies — which had been the thinking initially — INT identified the need for a tool to understand and address specific outbreaks of feelings of insecurity. USAL worked with INT to develop, test and refine their concepts. The prototyping period was extended by three months, due to Covid-19 restrictions.

Task 7.5.2 Production of final Catalonia (INT) 'feelings of insecurity' PIM tool

With support from USAL, INT went on to develop initial drafts (prototypes) of the different elements of the Tool and identify opportunities for prototype testing. The prototyping period was extended by three months, due to Covid-19 restrictions.

The outcome of the process was a Tool Specification, following the standard format developed by USAL. Feedback on the Toolkit Specification was provided by the CCI Advisory Board (online, January 2021).

The INT Tool Specification was presented in *D7.6 PIM Toolkit 4*. While Tool production was supported by USAL and LOBA, INT decided initially to use its own in-house design team to produce the final INSIGHT Tool.

Task 7.6 Integration of PIM Toolkit 4 within European Security Audit

This task involved integrating the results of tasks 7.4 and 7.5 within the European Security Audit previously developed by EFUS and referred to as the *Local Safety Audit* (LSA).

European Security Audit: Efus' Local Safety Audit (LSA)

USAL established a structured process to support the LEAs in conducting requirements capture research and complying with research ethics. This involved :

- Developing Trello boards private to the LEA to share research results, documents, etc
- Scheduling and running weekly video conference meetings between LEA and USAL:
  - Two-weekly Review meetings (with the whole USAL design team, using a standard agenda)
  - Weekly 'catch up' meetings (with USAL Research Fellow)
- LEA undertaking research (as per research ethics guidance provided in WP3) and communicating findings in written or verbal form
- USAL, in collaboration with LEA, critically reviewing findings and identifying 'next steps'.

This process was supported by the Requirements Capture method cards tool developed in WP3 (see deliverable D3.1).

Supported by USAL, EFUS: (i) reviewed the outputs from CCI; (ii) Identified overlaps, gaps and potential synergies with regard to the Local Safety Audit; (iii) and identified appropriate integration methods with regard to improved, practical delivery of the Local Safety Audit. Together with EFUS, USAL designed, developed and prototyped a number of concepts and methods for inclusion within an updated European. Meetings were held to support validation of prototypes with consortium partners and relevant stakeholders. The inclusion of citizens's feelings of insecurity within the Local Safety Audit was also considered. In this respect, EFUS consulted with LKA and LEA regarding their Toolkit Specifications. EFUS also worked closely with RUG to ensure ethical, legal and social issues were addressed. Translations of documents were facilitated through collaboration of EFUS and DPT.

Currently, the Local Safety Audit does not directly address citizens' feelings of insecurity. Nor does it recommend methodologies to support appropriate data collection to better understand this complex phenomenon. Through CCI, Efus made available to its members research methods developed by the project to collect information on issues related to urban security. In addition, USAL developed an improved AUDIT Model to communicate the LSA process. Methods for understanding citizens' feelings of insecurity from CCI (LKA and INT Tool) are integrated with the new AUDIT Model.

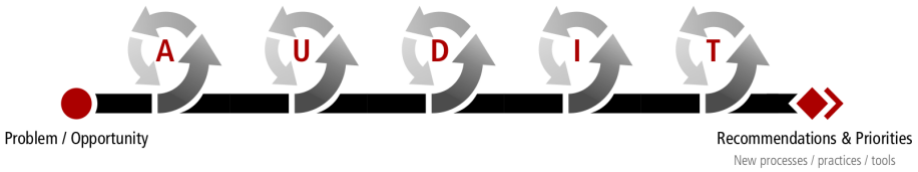

Figure 7.1. *AUDIT model developed for EFUS Local Safety Audits*

The results are presented in *D7.7 Report on integration of feelings of security with the European Security Audit* and submitted in RP2.

Task 7.7 Identify relevant training requirements to support PIM Toolkit wider implementation

Drawing on the results of tasks 7.4 and 7.5, this task analysed the training required by various stakeholders involved in tool delivery to identify relevant training requirements. This resulted in a report (D7.8) outlining the training required to support successful PIM Tool adoption and implementation by end users, for input to WP9 (Toolkit Implementation Training and Continuing Professional Development). While relevant training to support Tool delivery already exists at the LKA report identifies, bespoke training would ideally be developed to support the INT Tool. *D7.8 Report on training requirements to support PIM Toolkit 4 implementation* was submitted in RP2. The report was prepared by USAL in collaboration with INT and LKA.

Results contributing to objectives – WP7

- **Objective 1:** To understand and address the ethical, legal and social factors relating to the measurement and mitigation of citizen's feelings of insecurity
  - [***100% achieved***] PIM Toolkit 4. Ethical, legal and social issues submitted; presentation on ethical issues by RUG. Ethical issues discussed at (January 2020) Advisory Board meeting regarding Toolkit 4.
- **Objective 2:** To understand the needs, requirements and operational constraints of end-users and the multi-agency partnerships in which they operate
  - [***100% achieved***] LEA context reviewed for INT and LKA in various reports and presentations; USAL visited INT and LKA (D1.7 Report on DesignLab; use scenarios developed (D7.4).
- **Objective 3:** To create reports and presentation materials summarising research findings and LEA / policymaker end user needs and requirements
  - [***100% achieved***] Research findings and LEA end user needs summarised in D7.3 and in presentations (D7.4)
- **Objective 4:** To generate robust design concepts for CP-UDP tools for the measurement and mitigation of citizens' feelings of insecurity for PIM Toolkit 4
  - [***100% achieved***] Robust design concepts for CP-UDP tools for the mitigation of citizens' feelings of insecurity generated from DesignLab 4. Design concepts for measurement of feelings of insecurity generated by LKA, INT and USAL. CCI developed AUDIT model developed to support Efus members.
- **Objective 5:** To iteratively prototype test and refine 'feelings of insecurity' tools with end users and, where possible, within their operational environment

- [***100% achieved***] INT and LKA Tools prototyped with end users and, where possible, within their operational environment.

- **Objective 6:** To produce two tools for PIM Toolkit 4, tailored to the needs and requirements of end users
- [***100% achieved***] Two LEA Toolkit Specifications developed to meet the needs of LKA and INT (D7.5 & D7.6).

- **Objective 7:** To identify relevant training requirements for implementing 'feelings of security' PIM Toolkit 4 (D7.8).
- [***100% achieved***] In July 2020.

Summary of deliverables and milestones – WP7

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D7.1	PIM Toolkit 4: Ethical, legal and social issues	RUG	31 Aug '19	30 Nov '19
Comment	*Extension to submission date requested – work started on D5.1 after completion of state-of-the-art review*			DELIVERED: **RP1**
D7.2	PIM Toolkit 4: Report on feelings of insecurity – Concepts and models	USAL	30 Nov '19	17 Dec '19
Comment	*Short delay to finalise deliverable*			DELIVERED: **RP1**
D7.3	PIM Toolkit 4: Potential use scenarios for 'feelings of insecurity' tool	USAL	31 Jan '20	25 Feb '20
Comment	*Short delay to finalise deliverable*			DELIVERED: **RP1**
D7.4	Use scenario presentation for DesignLab 4	USAL	31 Jan '20	17 Feb '20
Comment	*Short delay to finalise deliverable*			DELIVERED: **RP1**
D7.5	PIM Toolkit 4: LKA Tool	USAL	31 May '21	2 Sept '22
Comment	*Two-month extension to D7.5 due to Covid-19*			DELIVERED: **RP2**
D7.6	PIM Toolkit 4: INT Tool	USAL	31 May '21	2 Sept '21
Comment	*Two-month project extension to D7.6 due to Covid-19*			DELIVERED: **RP2**
D7.7	Report on integration of feelings of insecurity within European Security Model	USAL	31 May '21	30 Sept '21
Comment	*Three-month project extension due to Covid-19*			DELIVERED: **RP1**
D7.8	Report on training requirements to support PIM Toolkit 4 implementation	USAL	31 May '21	30 Feb '21
Comment	*Three-month project extension due to Covid-19*			DELIVERED: **RP1**

Table 7.1. *Work package 7 deliverables submitted during the project period (RP1 & RP2).*

No.	Milestone title	Lead	Due	Achieved
MS6	DesignLab 4 completed	USAL	16 (Jan '20)	Jan '20
Comment	*Achieved on schedule*			ACHIEVED: **RP1**
MS9	PIM Toolkit 4 development complete	INT	20 (May '20)	Aug '20
Comment	*Extension to milestone – 3 months*			ACHIEVED: **RP2**

Table 7.2. *Relevant milestones achieved during the project period (RP1 & RP2).*

Summary of exploitable results – WP7

1. *Exploitation of results by LEAs*

INT evidenced from WP2 and WP7 (in RP1) the need to critically review and improve their current surveys, especially the general one on public security. More than simply measuring the general feeling of security, policy makers need to understand how such feelings influence citizens' behaviour. In doing so, policy makers can obtain a clearer idea about the necessary policies to tackle problems. However, surveys that provide information about citizens' overall level of subjective security are generally not helpful to the design and management of particular situations. Feelings of insecurity may be linked to general trends, but particular outbreaks are usually related to specific, localised conflicts or problems. Tools are required that will help INT and its stakeholders understand issues in specific areas—perhaps through use of qualitative methodologies.

LKA used CCI Feelings of Unsafety Model (in RP1) to audit current approaches to addressing feelings of insecurity, identifying theory, measurement methods and methods relevant to the different stages of the model.

2. *Exploitation of results by EFUS*

EFUS identified from WP7 resources relevant to its 250 local authority members across Europe , including the CCI Feelings of Unsafety Model. In RP2, EFUS supported development of Policy Briefings on feelings of insecurity and the Efus Local Safety Audit.

3. *Wider exploitation and dissemination of CCI results*

DPT discussed in RP1 the results of Task 7.3 with the State Prevention Council of Lower Saxony and the Municipal Prevention Council of the City of Hannover. This helped to consolidate knowledge on current practice in the German federal state of Lower Saxony.

It should be noted that insecurity is a complex field addressed by numerous small-scale and short-lived activities that a) operate at different levels (e.g. neighbourhood or district); b) cover a range of issues (e.g. living together, good neighbourhood, resilience, social cohesion, etc); and c) are delivered by various agencies including the municipal prevention councils.

INT published in RP2 a scientific paper addressing complex issues related to insecurity, which included the CCI Feelings of Unsafety Lifecycle Model: Guillén-Lasierra, F. (2021). "The fallacy of objective security and its consequences". In International E-Journal of Criminal Sciences, No. 16, available here. The paper includes the CCI Feelings of Unsafety Model.

Note: Transition from WP4–7 to WP8

WP4–6: three CCI Focus Areas

- WP4–6 resulted in the production of a Tool Specification — not with a finished product /solution ready for demonstration. In January 2020 (Barcelona), the Tool Specification was pitched to the Advisory Board members, who provided feedback.
- Tool development and prototyping planned in WP4–6 therefore continued in WP8.
- The Toolkit Specification for NPN's Tool required further development and was revised after the Advisory Board. The Tool concepted focused on partnership working with a multi-agency group—rather than on police officers using NPN's Predictive Policing systems (CAS). To adapt NPN's new Tool concept to the different end-user groups, NPN and DSP spent more time prototyping and refining the Tool.

WP7: feelings of insecurity

- WP7 was scheduled to start research and concept development around 6 months after WP4–6. WP7 resulted in the production of the Tool Specification (July–August 2020). Tool development and prototyping began and the results were presented to the Advisory Board in January 2021—held online due to the Covid-19.

As a consequence of the above, there was some overlap between WP4–7 (Tool development) and WP8 (Tool demonstration) — described in the next section of this report.

1.2.8 **Work package 8**: Practical demonstration of PIM Toolkits, and development of implementation support

Objectives of WP8

1. Practical demonstration of the developed PIM Toolkits — in-situ where possible
2. Validation of PIM Toolkit performance, including through end-user feedback
3. Understand how support and training in the four PIM Toolkit areas is currently delivered in partner LEAs / contexts — To design and develop implementation support materials specific to the PIM Toolkits developed by each LEA, and Informed by the practical demonstrations
4. Organise and deliver PIM Toolkit implementation workshops at the local level (x8) and the national level (x 8).

REPORTING PERIOD 2 – Details of Tasks completed

NOTE: Reporting Period 2 (RP2)

WP8 started in RP2, and delivery was completed in month 39. Covid-19 restrictions caused delays to Tool demonstration and implementation workshops. Deadlines were amended due to a 3-month project extension to mitigate the impact of Covid-19.

Task 8.1 Practical demonstration of PIM Toolkits, and development of implementation support materials

CCI planned to develop four PIM Toolkits. However, the bottom-up approach revealed that each LEA required a Tool tailored to its specific requirements and context. CCI therefore developed eight Tools — one per LEA, two per CCI focus area. Each Tool was produced in the LEA's native language — and some Tools were also made available in other languages for wider dissemination. In addition, the branding is unique to each Tool / LEA.

To provide individual support for each LEA, USAL organised and delivered in collaboration with DPT a series of support sessions comprising: (a) a review meeting via Skype with the LEA, USAL and DPT every three weeks; and b) a catch-up call with one member of USAL. Demonstration was also an item on the CCI Steering Committee meetings, held every two weeks.

Prior to the demonstration, each LEA worked to transform the Tool Specification into the Tool elements /prototypes and ensure that the elements met the needs of end-users and their operational context. The LEAs tested prototypes / Tool elements with end users and feedback was used to refine the Tool, as appropriate.

LOBA and USAL played a significant role in the design and development of the Tools, producing: bespoke tool logos; diagrams and process maps; and other presentation content. USAL supported development of text for videos, while LOBA prepared the graphics. The technical support required to develop the GMP CP-UDP — ProMIS — was provided by LOBA.

To support both demonstration activities and implementation, communication support materials were developed for each Tool, including brochures, short videos and process models. The majority of

these materials were produced with support from LOBA and USAL — although a number of partners used in-house communication designers or external organisations.

Input on relevant ethical, legal and social issues (RUG) was embedded within the Tool research and development process, and in development of communication and dissemination materials (Factsheets; Practice Sheets; presentations, etc.).

The Tool and results from demonstration / prototyping were translated into a PowerPoint presentation to present to the Advisory Board (January 2021). Feedback on the proposed Tools (including on ethical issues) was provided. The feedback was reviewed by USAL, in consultation with the LEA, and the results used to finalise Tool elements, identify communication needs and plan next steps regarding demonstration.

Practical demonstration of each Tool involved each LEA, in collaboration with USAL: (i) Identifying an appropriate demonstration location / situation; (ii) Preparing for practical demonstration; (iii) Undertaking practical demonstration; (iv) Gather performance data and feedback from end users (as appropriate); (v) Analysing feedback and qualify performance; (vi) Writing PIM Toolkit Demonstration Report.

Practical demonstration of the developed eight Tools was organised by each LEA and was in-situ where possible. However, in terms of schedule, format and participation of end-users, some adjustments to demonstration activities had to be made to ensure compliance with Covid-19 restrictions.

In order to obtain end-user feedback, a standard survey (delivered online or in paper version) was developed by USAL and translated into the different languages by the LEAs. The survey results were analysed by EFUS and DSP. The process and results of demonstration were written up in a report by each LEA, with support from USAL (D8.1–8.4). Each individual LEA report was peer reviewed by EFUS and DPT.

The eight LEA Tools arising from CCI and how they were demonstrated are described below — further information can be found in the WP8 deliverables.

Task 8.1.1 Predictive Policing: Tool 1 – NPN, Netherlands

Led by NPN and supported by DSP, Task 8.1.1 developed *ProHIC – A problem-oriented approach to High Impact Crime*.

Traditional approaches to High Impact Crime have tended to focus on police action alone, often using technological systems like Predictive Policing to analyse police data and local intelligence. However, a local, multi-stakeholder approach is more effective. The ProHIC Tool enables stakeholders at a local level to more effectively tackle High Impact Crime (HIC). The Tool supports the police, municipalities, public prosecutor, citizens, businesses and other organisations to work together through the phases of the SARA problem-solving method (Scanning, Analysis, Response and Assessment) to reduce and prevent High Impact Crime.

Though the ProHIC Tool is used and issued on a national basis, its use is place and problem specific, focusing on one city or even one neighbourhood and on one or more types of High Impact Crime (HIC) such as burglary, assault, or robbery. The ProHIC Tool is available in both Dutch and English, and provides advice and solutions proven to be effective in the fight against High Impact Crime. The ProHIC Tool includes a Book of Basics (available as a hard copy and online) and a shorter Manual.

The ProHIC Tool is designed for use by the police, municipalities, the public prosecutor's office, residents and other citizens, local organisations and businesses. End-users from police, municipalities, "safety houses" (a Dutch multi-agency approach for complex cases), the police academy and the Ministry of Justice gave their feedback on Tool prototypes of the Book of Basics and the Manual. This feedback guided development of the final version of the Tool.

After an extended period of prototyping, an introductory workshop was held for the three Tool end-user groups: municipality; police; and Safety House North-Holland North (*Veiligheidshuis Noord-Holland Noord).* The Safety House includes police, the municipality and the public prosecutor.

Tool demonstration was held on 8 November 2021 and was undertaken by seven end-users — two policymakers from the municipality and five police officers (including one from the Area HIC team). While originally planned for earlier in the year, demonstration workshops had to be postponed to later in 2021 due to the Covid-19 restrictions. Further details about the demonstration (including feedback from participants is provided in PIM Toolkit 1 demonstration report (D8.1).

The NPN Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.1 Predictive Policing: Tool 2 – LKA, Lower Saxony

Led by LKA, Task 8.1.1 developed *PATROL – A police analysis and communication tool to support effective, information-enhanced patrolling*.

Police patrolling is an important tool in fighting and preventing crime and, as with all areas of policing, there is a need to take an evidence-based approach. Since 2014, the region of Lower Saxony has tested, developed and deployed a Predictive Policing model. The software, named PreMAP, uses geo-spatial data to identify locations that have a high probability of burglary. In addition, the system generates a map showing all relevant, police-recorded criminal offences from the previous four weeks. Research revealed that data was not being provided in a way that suited the needs of police patrol officers and they were not using PreMAP predictive data to inform their daily patrolling practice. In addition, PreMAP data was identified as just one of a number of types of information that needed to be provided more systematically in daily patrol briefings.

The PATROL Tool provides a new process that has been specifically designed to meet the needs of police officers and enable an intelligence-enhanced approach to patrolling. Using PATROL, valuable data, information and experience can be communicated to police officers of the operations and patrol service quickly, and when needed.

The PATROL Tool is designed for use by police analysts, shift managers and police patrol officers in the police operation and patrol service. The Tool was developed in close collaboration with analysis staff and shift managers, who were engaged in observational research, in developing the Tool specification, and in the development, testing and refinement of Tool prototypes.

Use of the PATROL Tool was practically demonstrated with end-users in a police station in Lower Saxony from 18–23 November 2021. A total of six shift managers, 49 patrol officers and one analyst took part in the demonstration. They used the Analyst Manual, Briefing Manual, Briefing Templates and the NiMes-Channel exclusively for the duration of the demonstration.

The end-users reported that the Tool was well designed and user-friendly — particularly the Briefing Templates. Almost all shift managers reported they would like to continue using the Tool in the future. Further details about the demonstration (including feedback from participants is provided in

PIM Toolkit 1 demonstration report (D8.1). Input from RUG ensured consideration of ethical, legal and social issues.

The LKA PATROL Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.2 Community Policing: Tool 1 – GMP, Greater Manchester

Led by GMP, Task 8.1.2 developed *GMP Community Connect – An evidence-based Tool to ensure continuity of Community Policing in Greater Manchester*.

Police Community Support Officers (PCSOs) and Neighbourhood Beat Officers (NBOs) often work within the same beat for several years. During this time, they establish key connections with people and partner organisations within the neighbourhood and acquire unique knowledge of their beat area. These officers know the neighbourhood's people, its problems, its resources, and its dynamics — valuable information that cannot be found in official documents or databases.

The problem is, when a PCSO or NBO retires, is redeployed to another area or moves to another police role, this unique resource of local knowledge and relationships leaves with them. Research by GMP revealed that the movement of PCSOs and NBOs out of their beat area can be a source of frustration for local communities and GMP partner organisations alike.

GMP has developed the *Community Connect* Tool — a new handover protocol for use by its main neighbourhood policing roles — PCSOs and NBOs. The Tool facilitates improved and more effective handover between officers by enabling the communication of key contacts, intelligence and strategic insights about a neighbourhood. This may include key relationships with community representatives and citizens, details of key community contacts and partner organisations, important community facilities and places, and details of local policing priorities.

The GMP *Community Connect* Tool has been designed as a handover protocol for neighbourhood policing roles (PCSOs and NBOs). As the main end-users, PCSOs and NBOs were closely involved in prototype testing, guiding design and development of the Tool. The Tool was also presented during GMP local policing branch meetings and feedback gathered from senior GMP officers and staff.

The Tool was demonstrated October 2020 to March 2021. All GMP Neighbourhood Policing Teams were contacted and the Tool components and explanation video disseminated via the homepage of the GMP intranet. Tool demonstration was undertaken by three Community Policing officers that were leaving their neighbourhood beats. In order to obtain end-user feedback, contact was made with 'leaving' officers, and follow-up interviews arranged after they had used the Tool. Three 'leaving' officers and one 'newly appointed' officer provided feedback on their use of the *Community Connect* Tool. Further details about the demonstration (including feedback from participants is provided in PIM Toolkit 2 Demonstration Report (D8.2).

The GMP *Community Connect* Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.2 Community Policing: Tool 2 – CML, Lisbon

POLICIAMENTO COMUNITÁRIO EM LISBOA

Comunidades mais // seguras

Led by CML, Task 8.1.2 developed *Community Policing in Lisbon – Safer Communities.*

Community Policing in Lisbon is a preventive and participative policing approach. It differs from traditional models of policing by being jointly planned and operated by a partnership established between the Lisbon Municipal Police, local partners and residents.

This policing approach requires close cooperation between the police, partners and residents, through regular partnership meetings and daily patrolling on foot by dedicated police teams assigned to specific neighbourhoods. This enables Community Policing teams to gain recognition and acceptance by the population, facilitating a trusting relationship between police and citizens.

The Tool addresses the problem of Community Police teams being frequently redeployed from their assigned neighbourhoods to other policing tasks. This leaves officers unable to carry out the activities expected of them by partners and residents in their assigned neighbourhood, and so negatively impacts police-community relationships and citizens' trust in policing.

The Tool *"Community Policing in Lisbon – Safer Communities"* is designed to more effectively engage key decision-makers in the delivery of Community Policing — in particular, senior police officers. The Tool provides high-quality communication materials designed to promote a clear understanding of the Lisbon Community Policing strategy — and which also support its presentation to senior police officers and decision-makers.

The Tool includes materials designed to support collaborative *Planning Sessions* that engage key Community Policing stakeholders. Held quarterly, these meetings engage senior police officers, key decision-makers and stakeholders in the strategic planning and delivery of Community Policing. Sessions support the generation of ideas and development of short and long-term proposals to improve Community Policing in Lisbon.

The Tool was developed for: senior-level police officers; key decision-makers — national and local government; National and Municipal Police; and other key stakeholders — Community Policing teams; Prevention Team; local partners; citizens in Community Policing neighbourhoods.

Community Policing officers, senior managers and other stakeholders were consulted during the prototyping and development process.

The Tool launch event on 14 December 2020 was both face-to-face at the Lisbon Municipal Police (LMP) offices and online. The Lisbon Community Policing – Safer communities Tool was presented to key decision-makers and senior police officers.

Demonstration continued on 16 December 2020, as a *Strategic Planning Session* held in LMP facilities. This session targeted senior police officers and heads of services, it demonstrated the Strategic Planning Session component of the Tool, which is designed to foster engagement in the planning of Community Policing. Further details about the demonstration (including feedback from participants is provided in PIM Toolkit 2 demonstration report (D8.2).

The CML *Safer Communities* Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.3 CP-UDP: Tool 1 – GMP, Greater Manchester

Led by GMP, Task 8.1.3 developed *ProMIS – Project Monitoring & Impact Support – Supporting CP-UDP project recording, visualisation and impact assessment.*

Design for Security (DfS) is a team within Greater Manchester Police (GMP) providing security and CP-UDP consultation services. DfS consultants provide expert assessment of built environment design proposals, resulting in a *Crime Impact Statement* (CIS). In Greater Manchester, the CIS is a requirement for all 'major' developments seeking local authority planning approval. While police-based, DfS is staffed by professionals with a development industry background — including planners and architects.

Research identified that the impact of DfS and the value of CP-UDP was not well-understood within the wider police organisation. Current software tools used to support DfS workload and project management do not contribute to the evaluation or communication of DfS impact. Significant CP-UDP knowledge and practical experience exists within the DfS team. However, where DfS advice has informed urban design decisions across Greater Manchester is not readily apparent — either to team members or GMP management. This inhibits impact assessment and communication of CP-UDP benefit.

The ProMIS Tool is a custom-designed relational database application using the Salesforce platform. The Tool will be used on a day-to-day basis by the DfS team to manage their CP-UDP consultancy work on development projects across Greater Manchester. It provides a system for recording details of proposed built environment projects on which DfS provides advice.

The ProMIS Tool captures and codifies multiple characteristics of DfS projects:

- Building types, uses and densities
- Development site geolocation data, enabling GIS mapping
- The DfS timeline — the stage in the design process when CP-UDP advice is provided
- Whether the development has achieved Secured By Design accreditation

The ProMIS Tool is designed for use by: Consultants in the *Design for Security* (DfS) team at Greater Manchester Police; Senior officers making decisions on police resourcing strategy in the city; and Local authority planners, to understand the impact of including CP-UDP design requirements in planning decisions.

The DfS team have designed, prototyped and tested multiple iterations of the ProMIS Tool. Feedback was also obtained from GMP's Evidence-based Practice Board. End-user design feedback has informed the final design of the Tool and implementation strategy.

Demonstration of the ProMIS Tool took place on 30 November 2021, where the system was used in its operational environment to manage a DfS Team Meeting. A survey was used to gain feedback on Tool demonstration from end-users. Further details about the demonstration (including feedback from participants is provided in PIM Toolkit 3 demonstration report (D8.3).

The GMP *ProMIS* Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.3 CP-UDP: Tool 2 – PJP, Estonia

Led by PJP, Task 8.1.3 developed *Building Safer Cities Together – Supporting the effective planning,*

design and development of safe urban environments.

Researchers from the Estonian Police and Border Guard identified a lack of consensus on the role of the police and other urban design stakeholders within an integrated Crime Prevention through Urban Design and Planning (CP-UDP) strategy. Current Estonian legislation does not oblige planners to coordinate or consult with the police, and researchers found plans were submitted to the police for their opinion on security issues only on an *ad hoc* basis. A lack of effective communication between stakeholders was highlighted. As a result, urban design and planning often fails to take security aspects into account — with police officers left to deal with the consequences of poor design decisions.

Research identified that the Estonian police should adopt a more 'professional' role within the planning process, as CP-UDP experts providing practical design advice. This requires clearer definition of the CP-UDP role within the police organisation, and its consistent delivery over the longer term. To be effective, CP-UDP needs the buy-in of all urban development stakeholders. While the Estonian police support the CP-UDP approach, research suggested that this is not always the case with local planners, architects, designers or development companies.

The *Building Safer Cities Together* Tool — in Estonian, "Koostöös turvalise ruumi loomine" — comprises a training programme, policy guide and process protocol. These components support police, planners, architects and developers in developing a common understanding of CP-UDP and their role in its delivery.

Together with policy guidance and the process protocol, the Tool enables Estonian Police and Border Guard officers to support the effective planning, design and development of safe urban environments.

The end-users of the Tool are:

- Police officers, including community police officers
- Architects and urban designers
- Planners in local authority planning departments
- Building developers
- Students training for the above roles

These end-users were involved in Tool prototyping meetings, giving feedback on early versions of Tool materials both online and face-to-face. This was critical to the development of final designs that were feasible for implementation and acceptable to end-users.

The Tool will also be used to engage the 'next generation' of professionals involved in CP-UDP, including students of policing, architecture and urban planning.

The Tool was demonstrated November to December 2020. The Tool was introduced to the different end-users through online breakout sessions. During these, participants could use and review the different Tool components to better understand their utility and value. Tool policy guidance and the CP-UDP process protocol were used by Estonian Police administrators, Ministry officials and heads of police departments. The Tool training programme was undertaken by urban planners, architects, police officers, police training department officials and university officials. In addition, the Tool was introduced as an agenda item in day-to-day meetings of end-users. Further details about the demonstration (including feedback from participants) is provided in the PIM Toolkit 3 demonstration report (D8.3).

The PJP *Building Safer Cities Together* Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.4 Citizens' feelings of insecurity: Tool 1 – LKA, Lower Saxony

Led by LKA, Task 8.1.4 produced *INSIGHT – Insights into subjective safety in urban space*.

Citizens may be deterred from using certain public facilities or engaging in certain socially desirable activities due a range of perceptions and/or assumptions that can be collectively termed 'feelings of unsafety'. Such perceptions may be caused by a range of personal, social and/or environmental factors — many of which may not relate to crime or policing.

Since the establishment of the LKA's *Competence Centre of Urban Security* (KURBAS), its mandate has been to address security in both new and existing urban areas. While the main prevention role of the LKA is to prevent opportunities that enable crime, the LKA also works to strengthen citizens' feelings of security. However, the police cannot address all factors impacting citizens' feelings of unsafety. Other stakeholders must also take action — working independently or with the police — to address factors influencing citizens' feelings of unsafety that fall outside the domain of policing.

To develop sustainable solutions that address issues arising from citizen insecurity, a structured methodology for understanding the relevant contexts, situations, stakeholders and roles is required. This methodology should generate practical, human-centred insight that can inform the development of meaningful solutions for specific contexts at a detailed level.

INSIGHT supports a process through which to gain insight into security aspects of a public space and evaluate the subjective safety of the citizens using it. The INSIGHT manual is a fabricated card container that holds the five method cards, a spiral-bound collection of blank forms for use with the *'Walk around your hood'* methodology, and a pen. INSIGHT provides a practical Tool for measuring subjective safety, understanding crime opportunity structures, and enabling collaboration between relevant stakeholders.

The INSIGHT Tool is designed for use by LKA / police researchers and those responsible for addressing citizens' feelings of unsafety, including, local police, district managers, crime prevention councils, municipalities, urban planners, neighbourhood managers and housing companies. The Tool was developed by the LKA in Lower Saxony in collaboration with police officers, crime prevention experts, social workers and local citizens.

The design and publication of the INSIGHT Tool was undertaken by an external design company. To support communication of the Tool, LOBA and USAL collaborated in the development of bespoke tool logos; diagrams and process maps; and other presentation content.

The Tool / Tool Specification was translated into a PowerPoint presentation to 'pitch' the design to the Advisory Board (January 2021). Advisory Board members provided feedback on INSIGHT (including on ethical issues) and final refinements to the Tool made.

Tool demonstration took place February – April 2021. Based on CCI scenario research, the Sahlkamp-Mitte area and the tram station 'Alte Heide' were selected for INSIGHT Tool demonstration. The aim was to apply the Tool to investigate why feelings of insecurity were deterring older adult residents from using the tram station. Residents' use behaviours in relation to the tram station were investigated using the Tool, and possible causal factors for perceptions of unsafety explored.

The Tool demonstration employed all five elements of the INSIGHT process, and resulted in:

- A small-scale police report on incidents of crime and incivility in Sahlkamp-Mitte
- Conducting an initial inventory of the tram station and possible routes to it taken by residents
- A neighbourhood walk-through using the *"Walk Around Your Hood"* Tool component to evaluate safety-related structural and spatial aspects based on a list of criteria
- Using the Burano Method to observe residents' use behaviour in relation to the tram station and routes to it
- Using the Emoji Mapping Marker method.

The LKA INSIGHT Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.1.4 Citizens' feelings of insecurity: Tool 2 – INT, Catalonia

Led by INT, Task 8.1.4 produced *Perception Matters – Citizen Safety* (La Percepció Importa. La seguretat de les persones).

Outbreaks of citizens' perceptions of insecurity can have political implications that require a rapid response specifically targeting causal factors. Such feelings of insecurity can result from a range of issues — from prostitution, to use of public space by vulnerable groups, to more systemic problems.

Common responses to insecurity rely on increased police presence and visibility, which generally don't tackle the underlying problems. Such responses may result in a temporary cessation of criminal activity. For example, in Catalonia, a few weeks after a police raid, the local situation reverts back to 'normal'.

When researching the real-world problem on which their CCI Tool should focus, the Department of Interior of Catalonia decided to focus on the issue of groups of empty apartments being taken over by drug dealers and their customers — so-called *'narcopisos'* — and the impact on citizens' perceptions of insecurity in one neighbourhood of Barcelona.

Despite recorded victimisation rates not having actually increased, citizens' perceive the risk of falling victim to crime as being very high. In January 2020, residents took their displeasure to the streets and demonstrated against their perceived increasing insecurity.

The *Perception Matters* Tool is a manual comprising five parts that guide local practitioners through the process of understanding and responding to citizens' feelings of insecurity. The Tool outlines the ingredients of an outbreak of perceptions of insecurity; how to decide on the immediacy of response required; how to analyse the situation; and how to communicate interventions and their progress to citizens.

The Tool supports public prevention officers and senior police managers to properly identify the underlying causes of citizens' feelings of insecurity and to articulate a comprehensive public response.

The Tool was demonstrated October to November 2020. The Tool was applied by prevention officers to the issue of 'narcopisos' — empty apartments in the old city of Barcelona being taken over by drug dealers. The initial outbreak of citizen insecurity took place in January 2020 and manifested again during the Pandemic. Existing data relating to the demonstration area was compared, including police data; crime victimisation survey data; and calls to the 112 emergency call service.

Criminality (including occupied apartments where drug dealing took place) was notably reduced due to different actions and strategies. Nevertheless, local residents felt overlooked by the institutions and believed that they were unsafe in their own neighbourhood. The *Perception Matters* Tool was used to identify the underlying problem — which was one of communication — and develop appropriate interventions. Further details about the demonstration (including feedback from participants is provided in PIM Toolkit 4 demonstration report (D8.4).

The INT Tool and related materials can be found on the CCI web-portal for this Tool, here.

Task 8.2 Research and review training / CPD provision

CCI recognises the importance of effective support in enabling tool implementation by LEAs, and the adoption of new ways of working. Led by DPT, in collaboration with USAL, Task 8.2 undertook research to identify how training and Continuing Professional Development (CPD) is currently delivered at partner LEA and national level. Each LEA conducted research and wrote up the findings in a report on their Tool. The reports were peer-reviewed by DPT and EFUS.

Research involved desk research and 15 telephone interviews with the following organisations:

- The National Police Academy, Netherlands
- Management Intelligence Department in the Limburg Police, Netherlands
- German Police University, Germany
- Lower Saxony State Office of Criminal Investigation, Germany
- Police Academy of Lower Saxony, Germany
- Crime Prevention Council of Lower Saxony, Germany
- Greater Manchester Police, UK
- Lisbon Municipal Police, Portugal
- Police Crime Prevention Initiatives, UK
- Estonian Police and Border Guard Board, Estonia
- Estonian Academy of Security Sciences, Estonia
- Institute of Public Security of Catalonia, Spain

The desk research and interviews identified: a) how the subjects addressed by the Tools are tackled; (b) how training for resources equivalent to the Tools is currently provided; (c) logistics around training provision, resourcing and delivery. This task resulted in a report on the delivery of training in consortium partner LEAs and home countries (D8.5 Report on training provision in consortium partner LEAs, and at national level). The report identified significant gaps in current training provision and includes a CCI strategy for delivering implementation support and CPD relating to each Tool. This will support effective and on-going exploitation of the Tools resulting from the CCI project.

Task 8.3 Develop PIM Toolkit implementation support materials

In light of training provision identified in task 8.2, Tool implementation support materials were designed and developed. Support materials followed a standard protocol to ensure quality of content, delivery and learning outcomes across the consortium. Materials were produced in local LEA language, with English translation where possible/necessary. All developed Tool implementation support materials are collected into a report (D8.6 PIM Tool implementation support materials). The materials included:

- The LEA Tool – with its own unique branding and design
- A CCI web portal to support wider dissemination of each LEA Tool
- A promotional brochure summarising the LEA in English and/or the language of the LEA
- A process map to communicate how the Tool should be delivered; how end-users engage with the Tool; etc
- A roll-up banner on each LEA Tool for use at workshops, seminars and conferences, etc.
- Other promotional materials, such as posters, flyers and infographics
- A standard design for Policy Briefings, Practice Sheets and Factsheets on each CCI focus area / LEA Tool, and relevant ethical, legal and social issues.

USAL identified factors common to the CCI Tools that supported tool implementation. The results are summarised in a table — *"Tool implementation readiness"* — for each CCI. The purpose of this table is not simply to evaluate each tool, but to highlight steps taken to support tool implementation within LEA practices, procedures and policies.

This task was led by DPT, in collaboration with USAL. Each LEA developed implementation support materials. Input on ethical, legal and social considerations were provided by RUG. Some materials were designed and published by in-house graphic designers or external organisations. However, the majority were designed and published by LOBA. As a CCI partner, LOBA utilised its insight into the CCI project and LEA Tools to produce high-quality materials, tailored to the needs of the LEAs / end-users. Materials for wider exhibitions and wider dissemination were developed jointly by USAL, EFUS, DPT and LOBA.

Task 8.4 Deliver Tool implementation support workshops at local and national levels

Tool implementations support workshops were held to support implementation of the Tool within the LEA and nationally. This task was led by DPT, in collaboration with USAL and involved each LEA. Delivered both face-to-face and online due to Covid-19 restrictions, 561 end-users participated in local-level implementation support workshops and 603 in national-level implementation workshops — so 1,164 in total.

Task 8.4.1 Local-level implementation support workshops (x 8)

Each consortium partner LEA delivered as planned a workshop (one for each LEA Tool) instructing end users (LEAs, security policymakers and/or relevant stakeholders) in the delivery and use of each LEA Tool. GMP delivered three local implementation workshops.

Implementation workshops were planned held at partner LEA's facilities and delivered by the LEA partner/staff supported by local CCI consortium members. Due to Covid-restrictions, some workshops were delivered online. Support workshop participants were held with potential end-users and participants included:

- Senior police officers (see LKA INSIGHT Tool
- Representatives from police training colleges (see LKA INSIGHT Tool).

Workshops sessions provided insight into the tool and its use via: presentations; practical examples; access to tool elements; and exhibition stands.

Feedback from workshop attendees was collected via feedback surveys and collated into workshop reports at local level (D8.7). Participation and feedback was recorded via: recordings; photos and notes / quotes. Unfortunately, due Covid-19 restrictions, LOBA was unable to travel to LEAs to conduct video interviews with event participants and posted to the project website to support dissemination (LOBA). However,

The workshops generated questions, expressions of interest and positive feedback. The presence of senior police officers and mayors facilitate tool uptake. For example, INT Team coordinator outlined the positive receptions their *Perception Matters* Tool has received:

> *"Speaking in all honesty, the Tool may have become a "trending topic" and everybody wants to be known to use it. The fact that the Minister of Interior of Catalonia and mayors of some large Catalan cities were in the workshop gave a very positive publicity – as the YouTube views clearly show."*
>
> INT Team leader

The INT Perception Matters Tool is perceived as the 'proper' approach to security, which may encourage more security actors to explore it (see D8.7, p. 38).

The details of the local-level implementation support workshop and the feedback were summarised in D8.7 *Report on local level implementation support workshops*. A summary is provided in Table 8.1, below.

Local-level implementation support workshops

No.	Partner / Tool	Format / Location	Participants
1.	Predictive Policing: Tool 1 NPN – ProHIC Tool	– Online	38
2.	Predictive Policing: Tool 2 LKA – PATROL Tool	– Face-to-face – At LKA Niedersachsen	18
3.	Community Policing: Tool 1 CML – *Safer Communities* Tool	– Face-to-Face – At *2nd International Congress on Integrated Security*, ISEC Lisboa	70
4.	Community Policing: Tool 2 GMP – *Community Connect* Tool	– 2 x online workshops – 1 x face-to-face workshop at GMP headquarters	47 *(23; 19; 5)*
5.	CP-UDP: Tool 1 GMP – ProMIS Tool	– Online	23
6.	CP-UDP: Tool 2 PJP – *Building Safer Cities Together* Tool	– Face-to-face – At conference *Toosikannu Puhkekeskus*	86
7.	Feelings of Insecurity Tool 1 INT – *Perception Matters* Tool	– Face-to face (speakers / presenters) – Audience online – At Ministry of Interior of Catalonia	231

8.	Feelings of Insecurity: Tool 2 LKA – INSIGHT Tool	– Online	48
		3 Tools online **3 Tools face-to-face** **2 Tools online and face-to-face**	**561**

Table 8.1. *Details of CCI Local-level implementation support workshops.*

Task 8.4.2 National-level implementation support workshops (x 8)

Consortium partner LEAs delivered **six** workshops, as planned (one in each LEA country) to which other LEAs are invited. Partner LEAs sourced an appropriate venue through their own networks, making use of national professional associations. CCI budgeted for the following workshops: one workshop in London, UK; one workshop in Berlin, Germany; one workshop in Amsterdam, the Netherlands; one workshop in Lisbon, Portugal; one workshop in Tallinn, Estonia; and one workshop in Barcelona, Catalonia. Due to Covid-19 restrictions, eight national workshops were held online, but some had to be held online.

National-level implementation support workshops			
No.	**Partner / Tool**	**Format**	**Participants**
1.	Predictive Policing: Tool 1 NPN – ProHIC Tool	– Face-to-face – University of Leiden, NL	46
2.	Predictive Policing: Tool 2 LKA – PATROL Tool	– Online – LKA Niedersachsen	12
3.	Community Policing: Tool 1 CML – *Safer Communities* Tool	– Online – Lisbon National Police	80
4.	Community Policing: Tool 2 GMP – *Community Connect* Tool	– Online – DPT CCI webinar series	32
5.	CP-UDP: Tool 1 GMP – ProMIS Tool	– Online – DPT CCI webinar series	43
6.	CP-UDP: Tool 2 PJP – *Building Safer Cities Together* Tool	– Online – PJP web conference	155
7.	Feelings of Insecurity Tool 1 INT – *Perception Matters* Tool	– Face-to-Face – Workshop at Efus conference in Nice, France	20
8.	Feelings of Insecurity: Tool 2 LKA – INSIGHT Tool	– Face-to-Face (70) – Online (145) – Workshop at DPT conference in Cologne, Germany	215

	– **2 Face-to-Face** – **5 online** – **1 online and Face-to Face**	**603**

Table 8.2. *Details of CCI National-level implementation support workshops.*

Feedback from workshop attendees was collected via feedback surveys and collated into workshop a report D8.8 Report on national level implementation support workshops.

Results contributing to objectives – WP8

- **Objective 1:** Practical demonstration of the developed PIM Toolkits — in-situ where possible
  - [***100% achieved***] All eight LEA Tools covering the four CCI focus areas demonstrated, in-situ where possible. Demonstration and feedback summarised in D8.1, D8.2, D8.3 and D8.4.Toolkit demonstration reports.
- **Objective 2:** Validation of PIM Toolkit performance, including through end-user feedback
  - [***100% achieved***] Each LEA Tool was validated through the demonstration, including through end-user feedback; feedback collected from standardised surveys; and qualitative feedback collected. Demonstration and feedback summarised in D8.1, D8.2, D8.3 and D8.4.Toolkit demonstration reports.
- **Objective 3:** Understand how support and training in the four PIM Toolkit areas is currently delivered in partner LEAs / contexts
  - [***100% achieved***] Fifteen interviews and desk research conducted; significant gaps in current training provision identified; CCI strategy identified for delivering implementation support and CPD relating to each Tool; results published D8.5 Report on training provision in consortium partner LEAs, and at national level.
- **Objective 4:** To design and develop implementation support materials specific to the PIM Toolkits developed by each LEA, and Informed by the practical demonstrations
  - [***100% achieved***] Implementation support materials specific to each LEA Tool developed; promotional brochures, videos, process diagrammes, etc. published; implementation support materials available from LEA Tool web portals; materials collected in D8.6 PIM Tool implementation support materials.
- **Objective 5:** Organise and deliver PIM Toolkit implementation workshops at the local level (x8) and the national level (x 6).
  - [***100% achieved***] Eight local level implementation workshops held; 7 national level workshops held; standardised feedback survey developed; results summarised in D8.7 Report on local level implementation support workshop and D8.8 Report on local level implementation support workshop.

Summary of deliverables and milestones – WP8

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D8.1	PIM Toolkit 1 demonstration report	DPT	28 Feb '21	1 Apr '21
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions impacted demonstration* DELIVERED: **RP2**			
D8.2	PIM Toolkit 2 demonstration report	DPT	28 Feb '21	1 Apr '21
Comment	*Three-month project extension due to Covid-19. Covid restrictions impacted demonstration* DELIVERED: **RP2**			
D8.3	PIM Toolkit 3 demonstration report	DPT	28 Feb '21	1 Apr '21
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions impacted demonstration* DELIVERED: **RP2**			
D8.4	PIM Toolkit 4 demonstration report	DPT	28 Feb '21	1 Apr '21
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions impacted demonstration.* DELIVERED: **RP2**			
D8.5	Report on training provision in consortium partner LEAs, and at national level	DPT	31 Mar '21	27 May '21
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions delayed demonstration and therefore D8.5* DELIVERED: **RP2**			
D8.6	Report on implementation support materials	DPT	31 May '21	1 Feb '22
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions delayed demonstration and therefore D8.6* DELIVERED: **RP2**			
D8.7	Report on local level implementation support workshops	DPT	31 Oct '21	31 Jan '22
Comment	*Three-month project extension due to Covid-19. Covid restrictions negatively impacted delivery of workshops* DELIVERED: **RP2**			
D8.8	Report on national level implementation support workshops	DPT	31 Oct '21	24 Jan '22
Comment	*Three-month project extension due to Covid-19. Covid-19 restrictions impacted workshops* DELIVERED: **RP2**			

Table 8.1. *Work package 8 deliverables submitted during the project period (RP1 & RP2)*

No.	Milestone title	Lead	Due	Achieved
MS8	Practical demonstration of PIM Toolkits 1, 2 & 3 begins	DPT	30 Mar '21	Nov '21
Comment	*Three-month project extension due to Covid-19*			ACHIEVED: **RP1**
MS13	Practical demonstration of PIM Toolkits complete	DPT	31 Oct '21	Nov '21
Comment	*Three-month project extension due to Covid-19*			ACHIEVED: **RP2**
MS11	PIM Toolkit implementation support workshops delivered	DPT	31 Oct '21	Dec '21
Comment	*Three-month project extension due to Covid-19*			ACHIEVED: **RP2**

Table 8.2. *Work package 8 milestones achieved during the project period (RP1 & RP2)*

Summary of exploitable results – WP8

1. Exploitation of results by LEAs

Each LEA has produced a Tool that is ready to be implemented. Considerable effort has been invested in ensuring that each Tool is tailored to end-user needs and contexts, and in implementing it within the organisation. Consequently, some LEAs are already using the Tool. For example, KURBAS in the LKA of Lower Saxony will use INSIGHT to support its advisory activities (D8.8). *Community Connect* is being integrated into GMP Force Procedure as standard practice and published as the Chief Constable's Orders on the GMP Intranet (D8.8).

2. Exploitation of results by wider cohort of LEAs

The various WP8 and W10 activities have generated interest in the Tools. For example, the IOM (International Organisation for Migration) in Belgium has contacted GMP to learn more about the GMP Community Connect Tool as an example of good practice (D8.8). *Community Connect* is certainly transferable to police forces across England and Wales. INT consider their Tool a significant success and note that City Administrations consider *Perception Matters* to be a valuable tool for their daily management of insecurity (D8.8).

After the success of its national workshop, the LKA team organised an Internal Police Workshop for all crime prevention officers in police departments across Lower Saxony, in cooperation with the Central Office for Prevention at LKA. It should be noted that 56 colleagues have registered for the workshop and the LKA is already receiving enquires about INSIGHT.

3. Exploitation of results by EU policymakers

The *GMP Community Connect* team and *ProMIS* team have been approached to be interviewed by the IcARUS project to learn more about the Tools and the potential for translating them for use in other cities in Europe (D8.8). The IcARUS project is also interested in the INT Tool – P*erception Matters*. RUG is delivering presentations on ethical, legal and social issues to local authorities across Europe via EFUS. In addition, RUG is exploiting the results of CCI in various publications and in a Handbook on ethical issues regarding Bag Data and AI.

4. *Exploitation of results by key stakeholders and citizens*

During the *Safer Communities* national implementation workshop, the manager of the Lisbon City Forest Park expressed interest in adapting Lisbon's Community Policing approach — currently used city neighbourhoods — to park users. Opportunities are being explored to: a) establish a Safety Partnership focusing on the forest park in Lisbon; and b) identify how environmental sustainability issues might be integrated into the approach. In addition, several resident associations and municipal police have contacted CML about implementing Community Policing within their neighbourhood (D8.8).

Stakeholders involved in delivering CP-UDP in Estonia are interested in the Training Programme develop by PJP as part of *Building Safer Cities Together* (D8.8).

The INT Tool — *Perception Matters* — has the potential to be of significant value in the area of CP-UDP. The INT team has disseminated the Tool through the Spanish Forum for Urban Security and through the very recently created Catalan Association for the Prevention of Insecurity by Environmental Design (ACPIDA).

5. *Exploitation of results internationally*

Several CCI partners participated in international CPTED events. The INT team was invited to present the *Perception Matters* Tool at two events in Latin America. Unfortunately, both these events had to be postponed due to Covid-19 pandemic restrictions. However, it is anticipated that this may be possible sometime during 2022, if and when Covid restrictions are removed. Opportunities for collaboration with CP-UDP contacts are also being explored by USAL.

6. *Exploitation of results by education and training organisations*

Leiden University and the Avans University of Applied Science has implemented the ProHIC Tool within the curriculum for Criminology Masters students (Curriculum spring 2022). The University of Applied Science in Holland is planning to do the same in Autumn 2022. Universities welcome opportunities for students to gain hands-on experience of the ProHIC's structured approach to tackling high-impact crime and developing policy plans for municipalities and police units (D8.8). In addition, the College of Criminology in Barcelona and several universities in Spain have requested the INT team introduce the Tool. Perception Matters has also been referenced in a number of PhD theses (D8.8).

1.2.9 **Work package 9**: Expanding the European Security Model to include high-impact petty crime

Objectives of WP9

1. To investigate how the European Security Model might be expanded to integrate high-impact petty crime and associated feelings of insecurity, and propose a revised model that achieves this
2. To understand the background and context of the European Security Model, which is promoted within the EU's Internal Security Strategy
3. To understand how the European Security Model guides practices and policies relevant to LEAs and security policymakers
4. To develop a clear and accessible conceptual framework /explanatory model that integrates high-impact petty crime and associated feelings of insecurity within the European Security Model
5. To develop communication tools and recommendations for key stakeholders (including EU policymakers and LEAs) to support communication of the extended EU Security Model, and its use by key stakeholders to inform policy and practice.

NOTE: Reporting Period 2 (RP2)

WP9 started in RP2, and delivery completed in month 39. Deadlines were amended due to a 3-month project extension to mitigate the impact of Covid-19.

REPORTING PERIOD 2 – Details of Tasks completed

Task 9.1 Understand the context, background and objective of the European Security Model

To successfully extend the European Security Model, the consortium recognised the need to fully understand the thinking behind the model's current structure and content. Led by DSP, Task 9.1 involved the following activities:

Task 9.1.1 Desk-based research

Information was primarily collected via desk-based research involving a review of the key security strategy documents, reports and research outputs that inform the European Security Model. This included identification of key EU-funded security research projects funded under EU FP6, FP7 and Horizon2020 that have contributed (or are contributing) to development of the European Security Model (e.g. EMPACT). Research aimed to understand: (i) the historical background and conceptual basis of the European Security Model; (ii) ethical, legal and social aspects of the European Security Model; and (iii) how the European Security Model currently influences the work of LEAs and policymakers.

In 2010 the Internal Security Strategy (ISS) for the European Union (Towards a European Security Model) was published. This 2010 ISS "complemented the European security strategy". Referring to The Lisbon Treaty and the Stockholm programme, the strategy was designed to enable the EU *"to*

take ambitious and concerted steps in developing Europe as an area of justice, freedom and security." Bossong and Rhinard (2013, page 51) observed:

> ***"While containing some degree of symbolic import regarding the intriguing idea of a European Security Model, that model had little substance and could hardly denote a new strategic identity for the EU. The ISS mainly collected and listed issues and goals that had developed over the previous two decades, with little effort to prioritise tasks, establish coherent action principles, or build a consensual vision. The ultimate measure of a strategy is whether it shapes behaviour."***
>
> Bossong and Rhinard, 2013

While there have been many developments since the ISS was published, the European Security Model has never been elaborated into a full model for internal security.

The EU Security Union Strategy (2020) is another consolidation of the previous traits of the documents dealing with the security model. It places human rights and 'European values' at the centre of the model. Rule of law, equality, transparency, accountability and democratic control should be the core of the model. The foundation of security policies should be citizens' trust.

The results of the research are published in the comprehensive report *D9.1 Analysis report: Context and background to the European Security Model.* Delivered by DSP, with support from DPT, EFUS, USAL and RUG, the research revealed that the idea for a European Security Model was mentioned in a number of reports. However, such a revealed Model did not actually exist. CCI project undertook to analyse the shape and nature of said gap.

Task 9.1.2 Semi-structured telephone Interviews

To address this gap in knowledge, CCI researchers contacted and collected further data from relevant LEAs, EU policy makers and/or research project co-ordinators. Semi structured (telephone) interviews were conducted with four groups of experts:

- **Group A:** Originators / developers of the European Security Model
- **Group B:** Developers of H2020 funding calls referencing the European Security Model
- **Group C:** Users (and potential users) of the European Security Model
- **Group D:** Contextual and / or policy experts.

USAL developed a semi-structured question route tailored to Group A, B, C and D and a protocol to guide interviewers and ensure compliance with standards regarding research ethics. CCI researchers made notes and/or recorded the interview. Interviewees were identified by the whole CCI consortium, and interviews conducted by DSP, EFUS, DPT, RUG, INT and USAL. In total, 16 semi-structured interviews were held May 2021 to June 2021 and one focus group.

Task 9.1.3 Analyse findings and produce research report

Results of desk research, interviews and observations were analysed and compiled into a report on the concept of a European Security Model and the context, background and purpose of strategies on European Security (D9.1). The draft report was written by DSP, with input from other partners (RUG, DPTI, EFUS) — and then collated and edited by USAL. The results of the interviews are included in the report *D9.1 Analysis report: Context and background to the European Security Model.*

Task 9.2 Develop expanded European Security Model that includes high-impact petty crime

The CCI project had planned to explore how a coherent, EU-level conceptualisation of security — an expanded European Security Model — might include practical consideration of high impact petty crime issues. Due to the lack of an existing European Security Model, the CCI project set itself the ambitious aim to develop a new European Security Model that provides a vision for European security and identifies values, principles and directions for EU policymakers and practitioners. The contents of 9.1 (examples of strategies, quotes from interviewees and details of European values) informed development of a new European Security Model. It should nevertheless be noted that the project has not *adapted* an existing European Security Model to include high-impact petty crime — rather CCI has *created* a new Model using a process of innovation and creative design developed specifically for Task 9.2—decribed below, and in detail in Deliverable D1.8.

Task 9.2.1 Development workshop – DesignLab 5

Consortium project team and advisory board members attended a development workshop (DesignLab 5), led by USAL. Expert attendees included: Jaap de Waard, Ministry of Justice in the Netherlands, Patrick Padding (European Network of Law Enforcement Technology Services – ENLETS) and Dr Umberto Nicolini, chair of COST Action TU1203. Facilitated by USAL, DesignLab 5 facilitated structured discussion and creatively explored ideas around the subject of European Security. The results are published in *D1.8 Report on results of DesignLab 5*.

Task 9.2.2 Development of prototype conceptual framework for an expanded EU Security Model

Using research findings DesignLab 5 and Task 9.1, USAL developed and prototyped a conceptual framework for European Security Model that: (i) Facilitates better understanding of the European Security—its concept, content and delivery; and (ii) supports the integration of European values within security principles and actions. While 'crime agnostic', the new European Security Model supports the integration of factors relating to high-impact petty crime, including citizens' feelings of insecurity.

The process of design and development was led by USAL and involved: a) review of results from interviews and generation of potential ideas; b) analysis and conceptualisation of results from DesignLab 5; c) Through further consultation (via email; e-meetings; Skype) with attendees of DesignLab 5, development of a draft conceptual framework (comprising visual model and explanatory text); d) development of an accompanying Keynote Presentation presentation to communicate the draft European Security Model to the CCI consortium; and c) refinements to the Model and presentation, and development of final designs with support from LOBA.

Task 9.2.3 Validation of conceptual framework for an expanded EU Security Model

The Model and explanatory text was presented to the CCI Steering Committee, on Monday 18 October 2021, and presented in Deliverable D9.2. In addition, the prototype conceptual framework for an expanded European Security Model was validated by CCI consortium members, Advisory Board members and identified security policy experts through email, telephone and online meetings.

Task 9.2.4 Refinement and publication of expanded EU Security Model

The expanded EU Security Model was refined as necessary, in light of validation results (task 9.2.3) and the final design was produced with support from LOBA.

The New European Model and exploratory text (including and ways in which addressing petty crime is implicit within the Model) was published initially in a Policy Paper for attendees of the CCI Final event conference 24–25 November 2021. The conference — *Designing Security Futures* — was an opportunity to launch the new Model in Brussels to EU policymakers and practitioners. This high-profile event included an opening keynote (day 1) from Andrea De Candido, DG HOME, European Commission.

Figure 9.1. *The European Security Model*

The European Security Model paper includes information on:

- European Values (Freedom & fundamental rights, democratic control, etc)
- Principles of European Security
- Relationship to the European Commission
- Functions of a European Security Model.

The Policy Paper was subsequently presented for wider dissemination as a Policy Briefing, and is presented in *D9.3 Report: Recommendations for integrating petty crime within the European Security Model.*

Task 9.3 Develop recommendations and communication tools

Communication tools to support effective understanding of the new European Security Model were developed, based on the communication needs identified in task 9.1 and feedback from prototyping activities. These communication tools supported key stakeholders in understanding and using the extended European Security Model to inform policy and practice.

Clear visual illustration and explanation of concepts were developed to enable transfer of communication messages across different media (including web-based, public presentation and printed materials) and to different audiences (LEAs, national policymakers, civil society organisations and citizens). Developed by USAL and LOBA, communication tools are focused on user needs, and draw on human-centred design principles.

In addition to the Policy Briefing on the European Security Model (presented in D9.3), the following communication activities and tools were developed and delivered during the CCI project:

- *European Security Model* Keynote presentation – developed and delivered by Professor Caroline Davey and Andrew Wootton, at the *Designing Security Futures Conference*, 24–25 November 2021. The presentation was live-streamed, and video of the conference presentation is available on the CCI YouTube channel, here
- Workshop – Understanding European Security, developed and delivered by Professor Caroline Davey and Andrew Wootton, at the *Designing Security Futures Conference*, 24–25 November 2021. The workshop on Day 1 introduced attendees to concepts that were subsequently presented in the European Security Model on Day 2. Materials used for the workshop are presented in *D1.8 Results of DesignLab 5*. The results of the workshop were recorded via A1 posters and sticky notes
- Feedback survey on the European Security Model – targeted at EU policy makers and practitioners, the short survey used open-ended questions to engage potential end-users, obtain feedback on the Model and communicate it more widely
- DPT CCI webinar on Cutting Crime Impact – The webinar *Framing a European approach to security policy and practice* was held on 17 December 2021. The Keynote presentation by Professor Caroline Davey and Andrew Wootton was entitled *CCI and the European Security Model – A human-centred conceptualisation of security*. The DPT webinar is detailed in the box below and the recording can be viewed here
- European Security Model web portal on CCI website – the European Security Model is available to view and download from the CCI website, here.

The results of Task 9.3 are presented in *D9.4 CCI Communication tools for an extended European Security Model,* comprising: (a) a link to the CCI web portal on the ESM; (b) a copy of slides from the Keynote presentation delivered at the CCI final event; (c) results from the CCI final event workshop on the European Security Model; d) inviate and the agenda from the DPT webinar.

Final DPT CCI webinar: Framing a European approach to security policy and practice

EMAIL INVITATION TO JOIN THE WEBINAR

The EU-funded *Cutting Crime Impact* (CCI) project is coming to an end and so is the 10-part webinar series with the German Prevention Congress (DPT). The final webinar will provide an overview of the CCI project over the past three years and an outlook on how project results can be used appropriately, wisely and sustainably.

Dr Raphael Bossong will give a brief overview of security policy in Europe up to the start of the CCI project and reflect on the European trends we are currently moving in. He will explore what is missing in current European security policy regarding the fight against high-impact petty crime and how CCI can contribute to these challenges.

The need for a better-defined European Security Model was outlined in the Horizon2020 research programme. CCI was asked to integrate high-impact petty crime into the European Security Model. Yet research undertaken during the project found that a definitive European Security Model does not actually exist. The CCI-Team therefore created its own, new version of a *European Security Model* – a human-centred conceptualisation of security — which Professor Caroline L. Davey and Andrew B. Wootton will present in this webinar.

Speakers:

- Dr Raphael Bossong (German Institute for International and Security Affairs)
- Prof Caroline Davey & Andrew Wootton (Design Against Crime Solution Centre)
- Partners and Advisory Board Members from the CCI project

European Security Model: Short survey

As part of the EU-funded research project Cutting Crime Impact (CCI), a conceptual model of European security has been developed — a *European Security Model*. Please find attached a Briefing Paper describing the model and explaining its structure.

We would welcome your feedback on the European Security Model. In particular, we would be grateful if, after reviewing the Briefing Paper, you would consider answering the following four questions:

- What do you like most about the model?
- What do you like least about the model?
- What feature / aspect could we add to improve the model?
- How and to whom do you think the model might be useful?

Any other thoughts, comments or suggestions regarding the European Security Model would be gratefully received.

Process of consultation & next steps

Through the CCI final event conference and various activities outlined in WP9 (interviews, presentations, workshops, prototyping and feedback surveys), CCI was able to engage with EU policymakers, practitioners and CSOs. The feedback survey revealed that EU policymakers and practitioners liked that the Model: a) identifies principles and action strategies related to European

security; b) builds on European principles, values and instruments; and c) has the potential to foster trust among citizens. Overall such a Model was considered useful, for example:

> ***"Experts from the law enforcement and justice sector, legislators and academics within the EU would benefit from a European Security Model. All these actors play a key role in developing strategies, identifying problems and raising areas of improvement in the field of law enforcement. Having a common understanding of principles and actions based on an accepted legal framework will lead to more effective and harmonised policies and regulations and help ease frictions between multiple actors and frameworks."***
>
> Feedback from Policymakers at EU level

There were some features / aspects that might be improved / reconsidered: a) it was suggested that human-centred might be used, rather than citizen-centred; and b) it was suggested that the term *"European exceptionalism"* might be removed due to potential negative connotations.

EU policymakers and practitioners said they welcomed opportunities to learn more about the background to the CCI project Model and its development. Indeed, a short description of how it was developed might help end-users better understand the Model.

In the absence of an existing European Security Model, the CCI project was unable to work with members of the European Commission responsible for Model development or implementation—since none exists. However, the project has established alliances with relevant individuals and organisations through: a) CCI consortium members – including EFUS and DPT; b) CCI Advisory Board – including Jaap de Waard, Dutch Ministry of Interior; (c) *Designing Security Futures* event in Brussels – including Andrea De Candido, DG HOME, European Commission; and Johannes de Haan, United Nations Office on Drugs and Crime, UNODC; (d) DPT CCI webinar series – including Dr Raphael Bossong, German Institute for International and Security Affairs.

In terms of actions during the early part of 2022:

- EFUS is holding an international mid-term conference for its EU-funded IcARUS project (grant no. 882749) in association with the Efus National Assembly. The conference will be held in Riga, Latvia on 15 May 2022. Efus has invited Professor Caroline Davey and Andrew Wootton, USAL, to present at the IcARUS conference.
- Professor Caroline Davey is applying to become a member of the Community for European Research and Innovation for Security (CERIS) expert group — deadline 14 March 2022, link here.
- The CCI consortium members will explore opportunities within the Horizon Europe funding programme to further develop and promote the new European Security Model developed by the project.

Task 9.4 Develop Policy Briefings

Policy briefings were developed to support implementation and transfer of CCI developed by the project — as well as the principles and knowledge that underpin them. Policy Briefings support uptake of CCI outputs at the local, national and European level and cover the following subjects:

- Policy Briefing on Predictive Policing (LKA; RUG)
- Policy Briefing on Partnership Working (NPN; DSP)
- 2 x Policy Briefings on Community Policing (GMP; CML)

- Policy Briefing on Crime Prevention through Urban Design & Planning (GMP)
- 2 x Policy Briefings on Citizens' Feelings of Insecurity (INT; LKA)
- Policy Briefing on CP-UDP and Public Space (LKA)
- Policy Briefing on Local Safety Audits (EFUS)
- Policy Briefing on the European Security Model (USAL).

The CCI Policy Briefings are available to download from the CCI project website, here.

In addition to the above Policy Briefing documents, the CCI project also produced Factsheets covering the four CCI Focus Areas. These were designed to address more local-level and organisational / LEA- level policy decisions — for example, supporting the implementation of new and evidence-based practices — and were published in multiple languages.

- Factsheet 1 – Predictive Policing *(English; French; German)*
- Factsheet 2 – Community Policing *(English; French; German)*
- Ethical, legal and social implications of community policing
- Factsheet 3 – CP-UDP *(English; French; German)*
- Factsheet 4 – Measuring and mitigating citizens' feelings of insecurity *(English; French; German)*
- Factsheet 5 – Ethical, Legal & Social issues impacting Predictive Policing *(English; French)*
- Factsheet 6 – Ethical, legal and social implications of community policing *(English; French)*
- Factsheet 7 – Ethical, legal & social issues impacting Crime Prevention through Urban Design

The CCI Factsheets are available to download here.

The template for the Policy Briefings was developed by USAL, and the layout by LOBA. The content for the Policy Briefings was developed and finalised by USAL, with input from DSP, RUG, GMP, PJP, CML, LKA, INT, DPT and EFUS. Task 9.4 was managed by DSP.

Summary of deliverables and milestones – WP9

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D9.1	9.1 Analysis Report: Context and background of the European Security Model	DSP	30 June '21	Feb '22
Comment	*Three-month project extension due to Covid-19. Revisions required to D9.1, which delayed submission* DELIVERED: **RP2**			
D9.2	Conceptual framework for inclusion of petty crime within European Security Model	USAL	30 Sept '21	7 Feb '22
Comment	*Three-month project extension due to Covid-19. Conceptual framework produced 18 October '21* DELIVERED: **RP2**			
D9.3	Report: Recommendations for integrating petty crime within the European Security Model	DSP	31 Aug '21	Feb '22
Comment	*Three-month project extension due to Covid-19. Recommendations produced 25*			

	November '21			DELIVERED: **RP2**
D9.4	CCI communication tools for extended European Security Model	DSP	31 Aug '21	Feb '22
Comment	*Three-month project extension due to Covid-19. ESM communication materials finalised in Dec 2021.*			DELIVERED: **RP2**
D9.5	CCI Policy briefings x 10	DSP	31 Oct '21	3 Feb '22
Comment	*Three-month project extension due to Covid-19. Revisions required to Policy Briefings.*			DELIVERED: **RP2**

Table 9.1. *Work package 9 deliverables submitted during the project period (RP1 & RP2)*

No.	Milestone title	Lead	Due	Achieved
MS8	Development of expanded EU Security Model completed	DSP	30 Jun '21	15 Nov '21
Comment	*Three-month project extension due to Covid-19*			ACHIEVED: **RP1**
MS13	Practical demonstration of PIM Toolkits complete	DSP	30 Sept '21	30 Nov '21
Comment	*Three-month project extension due to Covid-19*			ACHIEVED: **RP2**

Table 9.2. *Work package 9 milestones achieved during the project period (RP1 & RP2)*

Summary of exploitable results – WP9

1. *Exploitation of results by LEAs*

The Policy Briefings are being used by LEAs to support collaboration with key stakeholders and guide crime prevention policy. The Policy briefings on high-impact crime and partnership working (NPN), Community Policing in Lisbon (CML) and feelings of insecurity in Catalonia (INT).

2. *Exploitation of results by wider cohort of LEAs and policymakers*

The Policy Briefings will be disseminated to LEAs and security policymakers by EFUS and DPT. Representatives from EU-funded projects plan to disseminate WP9 outputs. Policy Briefings and information about CCI Tools was disseminated to LEAs across Europe via the project: *Shotpros – Improve performance of European police officers by developing VR enhanced training,* link here. The European Security Model and Policy Briefings will be disseminated and exploited via *IcARUS – Innovative approaches to security,* here.

3. *Exploitation of results by CCI researchers*

The results of Policy Briefings and European Security Model will support CCI researchers USAL and RUG to develop academic papers and support input to advisory roles within EU-funded projects and expert advisory groups. The process undertaken in WP1 and WP9 will support the development of future research proposals aimed at improving European security policy, procedures and practice, while promoting fundamental human rights. For example, RUG (Dr Gstrein with Prof. Zwitter) is developing an edited volume to be published by Edward Elgar titled

"Handbook on the Politics and Governance of Big Data and Artificial Intelligence". This will become part of the Elgar Handbooks in Political Science series. The final volume will be available in hardcover print format and electronically as an eBook. A chapter on Predictive Policing is being prepared by USAL (Davey, Wootton & Heinrich) with the working title: *'A Human-centred design approach for the development of security applications using Big Data' (deadline 14 March 2022).* In addition, researchers from GMP and USAL (Signori, Heinrich, Wootton & Davey) are preparing a scientific paper on the importance of social contingency in Community Policing.

1.2.10 **Work package 10**: Dissemination, communication & exploitation

Objectives of WP10

1. To develop the consortium website and project identity
2. To maintain the CCI project website and engage with social media
3. To develop and deliver presentations and publications for academics and practitioners
4. To deliver the CCI project final PIM conference event.

REPORTING PERIOD 1 – Summary of Tasks completed

Task 10.1 Develop strategy for project communication activities

In RP1, a Communication Strategy Report (D10.1) was delivered. Approved in RP1, the *Communication Strategy* (D10.1) has informed communication activities throughout the project.

Task 10.2 Develop CCI project visual identity

In RP1, LOBA created and developed, in collaboration with USAL, the *CCI visual identity* (D10.2) — approved in RP1. The visual identity has informed communication materials developed throughout the project.

Task 10.3 Develop Exploitation, Innovation and IPR management plan

In RP1, the *Exploitation, Innovation and IPR Management Plan* (D10.3) was submitted — and approved. D10.3 outlines exploitation of key results, namely the eight CCI Tools and the European Security Model. Innovation and exploitation was an item on CCI Steering Committee meetings, held every two weeks.

REPORTING PERIOD 2 – Details of Tasks completed

Task 10.4 Design and produce project communication materials

In RP1, the CCI strategy defined different print, audio-visual and web-based materials to be produced. The deliverable *Communication materials* (D10.4) was approved in RP1.

In RP2, LOBA continued to support development and delivery of presentations, publications and audio-visual materials for academics and practitioners in collaboration with CCI partners, working closely with USAL. The following communication materials were designed and produced:

A. Eight CCI Tools
B. CCI Factsheets (with 21 x Factsheets translated into French, German or Spanish)
C. CCI Practice Sheets
D. CCI Policy Briefings
E. European Security Model and Policy Paper
F. Eight roll-up banners, one for each LEA Tool at the CCI Final Conference
G. Final CCI Conference materials
H. CCI exhibition stand and materials

I. CCI conference and feedback videos

J. CCI Tool web-portals

Further details of these communication materials are provided below:

A. Eight CCI Tools

LOBA developed communication design content for the eight CCI Tools and support materials:

- Tool logo and branding / identity
- Tool brochures
- Tool PowerPoint presentation format
- Tool videos
- Tool contents (folders; manuals / guidance materials; models; process diagrams).

Figure 10.1. *CCI Tool logos / branding*

LOBA developed short, promotional videos for some of the CCI Tools, namely LKA – PATROL; CML – *Safer Communities*; GMP – *Community Connect.* Further evidence of the materials designed to support dissemination and implementation of the CCI Tools can be found in deliverable D8.6.

B. CCI Factsheets

EFUS initiated *"Factsheets"* to ensure that CCI succeeds in reaching planned target groups including LEAs, security policymakers, relevant networking organisations and Civil Society Organisations (CSOs), with the aim of exploiting the results of the project.

Seven CCI Factsheets were produced — one for each CCI Focus Area and in multiple languages. CCI Factsheet content was mainly derived from the CCI state-of-the-art reports, presenting the content in a clear, consistent manner, and emphasising lessons useful to target practitioner groups. Factsheets on the ethical, legal and social issues impacting each CCI Focus Area were developed in collaboration with RUG.

Communication design and translation

USAL refined and finalised the content of the CCI Factsheets, with LOBA developing the design. EFUS translated the Factsheets into French and DPT translated them into German. All CCI Factsheets are available for download here. Factsheets 1 to 4 were presented in RP1) and Factsheets 5 to 7 in RP2 (see Appendix A).

C. CCI Practice Sheets

EFUS initiated *"Practice Sheets"* to ensure that CCI succeeds in reaching planned target groups including LEAs, security policymakers, relevant networking organisations and Civil Society Organisations (CSOs), with the aim of exploiting the results of the project.

Two CCI Practice Sheets were produced:.

- Practice Sheet 1 – Predictive Policing Tool *(English)*
- Practice Sheet 2 – Citizens' feelings of insecurity Tool *(English)*

CCI Practice Sheet content is mainly derived from the material on each CCI Tool (Tool Specification; DPT CCI webinar), which describe the Tool and its development. EFUS analysed the results, bringing together the most important elements of each Tool, presenting them in a consistent manner, emphasising lessons useful to target groups. The content was reviewed by USAL, and also by RUG to ensure consideration of ethical, legal and social issues.

Each CCI Practice Sheet documents elements and processes for a CCI Tool, for example: Focus Area: Purpose of Tool; Context; Objective of research; The Solution; Different perspectives on the Tool and its impact.

The CCI Practice Sheet structure and design developed by USAL and LOBA was used by EFUS to disseminate information to its members (250 municipalities across Europe) about CCI and the Tools being developed. CCI Practice Sheets are available to be downloaded here.

D. CCI Policy Briefings

USAL developed the *"Policy Briefings"* format (as part of Task 9.4 *Develop Policy Briefings*) to ensure that CCI succeeds in reaching security policy makers at a local, national and European level (see Appendix B).

The visual design was provided by LOBA, with content derived from: (i) the state-of-the- art reports; (ii) consideration of ethical, legal and social issues; and (iii) material on each Tool (Tool Specification; Tool web portal; and Tool presentations). Each CCI Policy Briefing documents lessons from CCI for policymakers: Main statement about what should be done; Summary; The issue; What might be done; Example intervention; What studies show; Sources / references; and relevant contact details. CCI Policy Briefings are available to be downloaded here.

E. European Security Model and Policy Briefing

USAL developed a Policy Briefing on the CCI European Security Model (see Task 9.3–4) to support effective communication of the new model to security policymakers and practitioners, and maximise its adoption and use. The content of this document is mainly derived from activities undertaken in WP1 and WP9 (DesignLab 5; D9.1; D9.2–3).

The Policy Briefing presents the European Security Model and includes the sections: Introduction; European Security Model diagram; description – principals and action; relationship to European Commission; relationship to petty crime; and conclusion.

Communication design

The structure and initial design of the European Security Model was undertaken by USAL (Wootton and Davey) to gain feedback from CCI consortium partners and Advisory Board members. The visual design of the final *European Security Policy Briefing* and the final conceptual model was developed by LOBA (see Appendix B10)

F. Eight roll-up banners, one for each LEA Tool

LOBA designed a roll-up banner for each CCI Tool:

- Roll-up banner 1 – ProHIC (NPN)
- Roll-up banner 2 – PATROL (LKA)
- Roll-up banner 3 – Safer Communities (CML)
- Roll-up banner 4 – GMP Community Connect (GMP)
- Roll-up banner 5 – ProMIS (GMP)
- Roll-up banner 6 – Building Safer Cities Together (PJP)
- Roll-up banner 7 – Perception Matters (INT)
- Roll-up banner 8 – INSIGHT (LKA)

The content was developed by USAL and includes a main statement about the Tool; and a short description of the Tool (see Appendix F1).

G. Final CCI conference materials

LOBA designed and produced conference flyers to publicise the CCI FInal Conference *Designing Security Futures* and encourage potential participants to register (see Figure 10.2, below).

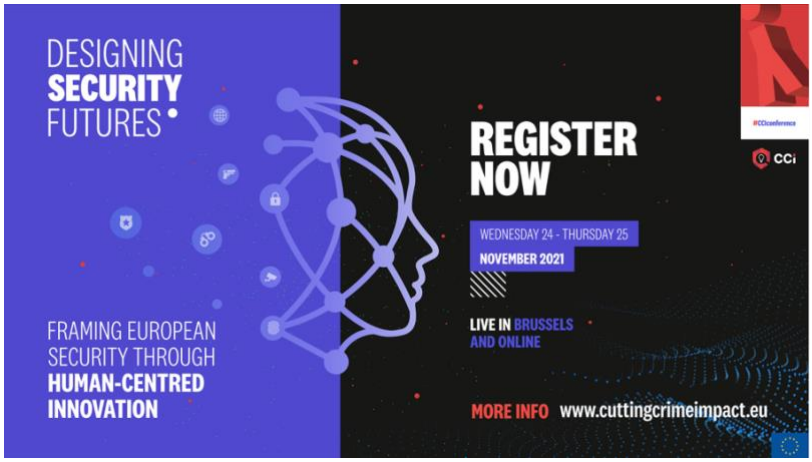

Figure 10.2. *CCI Final Conference flyer*

An official Conference Programme was designed for use by conference delegates (see Appendix E1). A printed version was published for use by in-person attendees of the conference, and a PDF version (available here) was made available to those joining via the web-stream.

A Final Conference exhibition / information stand was developed for use at the conference reception (see Appendix E2), while branded *Designing Security Futures* flags were produced to improve visibility of the conference entrance and aid delegate wayfinding (see Appendix E3).

On the recommendation of DPT, LOBA designed eight 3D cubes — one for each CCI Tool — which were used as exhibition materials at the final CCI conference event in Brussels (see Appendix F2).

Figure 10.3. *CCI Tool exhibition cubes onstage at the CCI FInal Conference*

Branded conference delegate nametags and lanyards were also designed and produced by LOBA (see Figure 10.3, below). The organisation of materials for the conference (including shipping to Brussels) was undertaken by LOBA, with support from the CCI Final Event Working group (CCI FEW) — which comprised USAL, DPT, EFUS and LOBA.

Figure 10.4. *Branded conference delegate name-tag and lanyard.*

H. CCI exhibition stand and materials

LOBA developed and produced exhibition materials and planned their display at conferences — including the Efus conference in Nice, France and the final CCI Final Conference in Brussels.

Figure 10.5. *CCI Exhibition stand at the EFUS "Security, Democracy & Cities" conference in Nice, France*

Videos of developed CCI LEA Tools were played on a screen at the exhibition stand, and brochures on the project, its deliverables and Tools made available to delegates.

Partners used exhibition materials (stand and posters) at events and reported that they successfully served their purpose. Indeed, the German CCI poster won first place at the DPT Congress in 2019 (see Appendix G3).

The set of merchandising items (keychain panic whistle; a small lock; and a branded pen) with the project's logo and website have been widely distributed via exhibition stands at external events (see Appendix J).

I. CCI conference and feedback videos

In collaboration with DPT, LOBA organised and produced videos to capture highlights of the CCI Final Conference, reflections from the CCI consortium and feedback on the project from the CCI Advisory Board.

- A video of the CCI Final Conference highlights in Brussels (see here)
- A video of interviews with CCI partners during the CCI Final Conference (see here)
- A video of interviews with CCI Advisory Board members summarising their feedback on the CCI project (see here). This video was played at the final DPT CCI webinar, 17 December 2021 (see here).

J. CCI Tool web-portals

LOBA developed a bespoke web-portal for all eight LEA Tools developed by the CCI project and for the European Security Model. Further information provided in Task 10.6 on revisions to the CCI website. The CCI Tools can be accessed via the CCI website, and using the bespoke domain **CuttingCrimeImpact.tools**

Task 10.5 Plan project communication actions

In RP1, *D10.5 Communication Plan* was submitted and accepted.

In RP2, two webinar series were designed and delivered—one by DPT and the other by EFUS.

DPT developed and delivered a webinar series to inform an expert audience about project results, and present the eight CCI Tools. The webinars brought together the relevant actors in each of the four CCI Focus Areas to enable dissemination amongst LEAs, security policymakers and researchers. The webinars were hosted by Margo Molkenbur (DPT) and moderated by Dr Dagmar Heinrich (USAL) and Dr Oskar Grstrein (RUG).

The first webinar introduced CCI's human-centred approach (USAL). Each of the eight CCI Tools was presented by the LEA, together with external speakers. External speakers included:

- Dr Megan O'Neill, Senior Lecturer in the School of Social Science at the University of Dundee and an Associate Director of the Scottish Institute for Policing Research (SIPR). She is author of *"Police Community Support Officers: Cultures and Identities within Pluralized Policing."* – 29 April 2021
- Dr Macarena Rau Vargas, president of the International CPTED Association – 15 June 2021.

The final webinar (see here) discussed the project results and the European Security Model, and featured feedback from the CCI Advisory Board. All the DPT CCI webinars can be found here, and are listed below:

DPT CCI webinars

- 2 March 2021: *Cutting Crime Impact – Innovating security solutions with human-centred design (USAL)*
- 29 April 2021: *Cutting Crime Impact – Promoting continuity in Neighbourhood Policing through human-centred design (GMP)*

- 18 May 2021: *Cutting Crime Impact – Making the Case for a Community Policing Approach: Lessons from Lisbon Model (CML)*
- 15 June 2021: *Cutting Crime Impact – Addressing Citizens' Feelings of Insecurity (INT)*
- 13 July 2021: *Cutting Crime Impact – On the trail of citizens' feelings of insecurity (LKA)*
- 8 September 2021: *Cutting Crime Impact – Police analysis and communication tool to support effective information-enhanced patrolling (LKA)*
- 22 September 2021: *Cutting Crime Impact – The Dutch touch: a problem-oriented approach to High Impact Crime (ProHIC)*
- 12 October 2021: *Cutting Crime Impact – CP-UDP in Estonia: Building Safer Cities Together (PJP)*
- 9 November 2021: *Cutting Crime Impact – The ProMIS Tool: Project Monitoring & Impact Support for CP-UDP*
- 17 December 2021: *Cutting Crime Impact – Framing a European approach to security policy and practice*

Efus developed and delivered a series of webinars that featured CCI partners as speakers and covered the CCI Focus Areas. All the Efus web-conferences are publicised on Efus's website, including:

EFUS web-conferences on *"COVID-19 – Cooperating in a crisis: A web-conference series for local authorities"*

- 5 May 2020: *How can displays of solidarity reinforce cities in a crisis?*
- 7 May.2020: *How to support vulnerable groups under conditions of Covid-19 shutdown?*
- 12 May 2020: *Is European cooperation still relevant?*
- 14 May 2020: *How does the extremist threat evolve in the pandemic?*
- 19 May 2020: *How to adapt and manage public spaces after lockdown?*
- 22 May 2020: *How to adapt the end of lock down to the specific needs of disadvantaged neighbourhoods?*
- 26 May 2020: *Using technologies to control the pandemic – Could privacy also be a victim of Covid-19?*

EFUS web-conferences on *"Predictive Policing and Facial Recognition"*

- 25 June 2020: *Technologies based on artificial intelligence in urban security – Predictive policing,* see link *here*.
- 21 July 2020: *Civic technologies in urban security – What cooperation between citizens, police and local authorities?*
- 18 September 2020: *Facial Recognition Technology – What impact on citizens' perception of security?*

Efus web-conferences on *"Innovation in Urban Security"*

- 30 October 2020: *Crime alerting applications – Can a better understanding of crime lead to better victim support by local security actors?*
- 24 November 2020: *Reducing and preventing the feeling of insecurity at night*
- 22 January 2021: *The use of drones in cities – What opportunities and challenges?*

Efus web-conferences on *"Security and Innovation"*

- 31 March 2021: *Urban planning, design and management of security in public spaces – What can we learn from European practices?*
- 5 May 2021: *How to ensure a fair and transparent use of AI technologies?*
- 9 June 2021: *What models of community policing in European cities?*
- 30 September 2021: *Not-so-petty crime – What impact on citizens and feelings of insecurity?*

Discussion on the EFUS' learning from these web conferences and their value can be found here.

Task 10.6 Design, create and manage CCI project website

In RP1, the structure and design of the CCI website was developed and launched January 2019 www.cuttingcrimeimpact.eu (see D10.6 — approved in RP1).

CCI project website – Updated version 2

An updated version of the website went online as the eight CCI Tools were finalised. Individual LEA 'web portals' were produced by LOBA and USAL, in collaboration with the LEAs (see). The Tool web-portals are designed to provide user-friendly and human-centred means of accessing each LEA Tool. While each web portal has its own, unique branding relevant to the Tool it hosts, all the web portals adopt a standard structure as follows:

- Tool logo / branding and strapline (if applicable)
- The Problem
- The Tool – Short summary description of the Tool; and Tool Components
- End-users
- Timeline
- Research undertaken
- Tool demonstration
- Implementation
- Policy implications
- Sources
- Further information (including LEA contact details) and download links (for the Tool, associated documents, webinar recordings and explanatory videos).

LOBA also designed and produced a web portal to support wider dissemination of the European Security Model (see here).

CCI project website – updates

The CCI project website was constantly updated with information on the project's on-going activities and results: including Factsheets (here); Practice Sheets (here); and Policy Briefings (here). By the end of the 39-month project, the website had been updated with:

- 6 CCI Newsletters and 2 Newsletter Special Editions
- 21 Factsheets (7 subjects, each in three languages), two Practice Sheets
- 10 Policy Briefings
- Details of 75 events
- 34 authored news articles.

The approach of the CCI project website was very successful. In fact, the CCI website has earned five awards: one for Lusophone countries (winning a bronze medal by Prémios Lusófonos da Criatividade for best website); three others with world-wide coverage (winning Special Kudos From CSS Design Awards, UI, UX & Innovation Awards from CSS Design Awards, an Honorable Mention from Awwwards and website of the day at the FWA).

All these mentions have helped to promote the CCI project more widely, and support dissemination of the project and all its outputs. This success can also be measured in numbers. Below we showcase some of the main results of the website, having in mind that LOBA uses Google Analytics to track the indicators of the website:

Figure 10.1. *CCI Website users – Google Analytics results for project period*

As at the project end date, 23,332 users had accessed our website, spending on average 1:42 minutes on the website, for a total of 32,314 sessions and 64,912 pages viewed. Almost 12% of the total users were returning visitors.

Notably, the expected KPIs defined for the project were all achieved. The target was to reach by the end of the project 5,000 visitors (achieved 23,332 – 467% target) and 10,000 page views (achieved 64,912 – 649% target). The project's goals for the website have been significantly exceeded.

To increase the visibility and dissemination of the project's results, LOBA opened social media accounts on Twitter and Facebook in March 2019. LOBA developed an overall strategy for the social

media channels and additionally, every month LOBA developed a social media plan with the posts and campaigns for that period. Every week, CCI made at least 2 posts on Facebook and Twitter, and continuously engaged and interacted with other pages and accounts.

As evaluation criteria for the social media channels, LOBA identified the following KPIs to be reached by the end of the project: 500 followers on Twitter (achieved 645) and Facebook (achieved 571), 500 posts on Twitter (Achieved 293) and Facebook (394 achieved) and 500 interactions on Twitter (18,671 achieved) and Facebook (10,351 achieved).

Below are details of CCI social media activity and results for M19–M39:

Social Media	M19	M20	M21	M22	M23	M24	M25	M26	M27	M28	M29	M30	M31	M32
Facebook posts	6	9	15	12	8	10	9	10	9	9	9	10	9	8
Facebook 'Likes'	42	58	102	618	539	678	621	647	590	298	578	484	359	300
Facebook shares	3	6	15	18	8	23	4	6	11	11	10	11	1	4
Facebook comments	0	1	2	22	1	8	1	2	6	5	5	1	13	0
Facebook Reach	656	2676	1911	11753	3726	4706	4385	4600	14857	7984	10469	8884	2660	1525
Facebook Engagement	45	65	119	658	548	709	626	655	607	314	593	496	373	304
Facebook followers	0	2	55	25	11	13	21	3	17	6	7	4	8	1
Twitter posts	8	9	14	10	8	9	9	6	9	9	9	10	9	7
Twitter followers	64	33	2	3	-3	0	7	10	0	-1	8	5	-1	-5
Twitter 'Likes'	21	56	48	104	189	342	379	215	351	319	255	322	211	150
Twitter shares	8	26	17	12	18	23	24	13	15	10	25	22	17	20
Twitter comments	0	1	0	1	0	3	3	3	2	10	5	8	0	0
Twitter Engagement	29	83	65	117	207	368	406	231	368	339	285	352	228	170
Twitter Reach	5283	12167	6033	21490	60223	54473	61766	39746	111987	75625	64765	79156	50758	49240

Social Media	M33	M34	M35	M36	M37	M38	M39	TOTAL
Facebook posts	8	10	7	10	15	42	13	**394**
Facebook 'Likes'	276	517	625	107	463	610	478	**10,404**
Facebook shares	6	5	4	3	7	22	2	**308**

Facebook comments	1	3	4	0	24	6	0	**119**
Facebook Reach	9289	7373	5977	6639	7397	4423	11144	**173,178**
Facebook Engagement	283	525	633	110	494	638	480	**10,351**
Facebook followers	3	1	9	6	1	13	1	**571**
Twitter posts	9	10	7	11	24	45	30	**293**
Twitter followers	2	-3	1	4	10	13	6	**645**
Twitter 'Likes'	133	355	335	143	493	478	254	**6,033**
Twitter shares	13	40	20	19	63	64	18	**697**
Twitter comments	0	3	2	2	12	10	11	**81**
Twitter Engagement	146	398	357	164	568	552	283	**18,671**
Twitter Reach	41075	87973	41159	2568	7537	8505	146327	**1,060,981**

Table 10.1. *CCI social media reach during Reporting Period 2 (RP2)*

In order to achieve these results, aside from the monthly social media plans, LOBA also conducted a number of campaigns. 'Followers' campaigns are designed to reach a target audience and widen the following of the page. 'Engagement and Interactions' campaigns were carried out to increase the reach of a certain publication (for example, when promoting a CCI Factsheet). 'Website Click' campaigns were carried out to encourage the audience to click on a certain link (and thus go to the CCI website, for example). Details of the campaigns carried out by LOBA during RP1 and RP2 are provided in Appendix K).

Task 10.7 Create and maintain project mailing list and disseminate periodic newsletter

LOBA established and maintained a mailing list from the outset of the project. Due to GDPR, the mailing list was created from individuals signing up for the CCI newsletter via the CCI website. By the end of the project (month 39), the Newsletter mailing list consisted of 327 contacts.

Led by LOBA and USAL, electronic CCI Newsletters were developed that publicise the results and activities that are being performed and achieved within the project. Content was provided by CCI consortium partners. Six newsletters (one approximately every six months, D10.7) were developed throughout the project. Each of the newsletters is uploaded to the public section of the website and distributed to all contact websites.

In the first 18 months, 2 Newsletters were distributed through the project's mailing list, disseminated on the project's social media channels and published on the project's website (link for download of

the first newsletter dispatched in May 2019 and link for download of the second newsletter dispatched in November 2019).

In the second period, four newsletters were distributed through the project's mailing list, disseminated on the project's social media channels and published on the project's website — Newsletter 3 (April 2020, see here), Newsletter 4 (October 2020, see here), Newsletter 5 (June 2021, see here) and Newsletter 6 (December 2021, see here). In addition, two 'Special Edition' CCI Newsletters were published to promote the CCI final conference in Brussels. These newsletters were published in September 2021 (see here) and November 2021 (see here). Further information on the CCI Newsletters is provided in Deliverable 10.7.

Task 10.8 Participate in events for LEAs, security policymakers and civil society organisations

Petty crime is addressed in partnership with a range of stakeholders including local authorities, businesses, civil society organisations (CSO) and citizens. CCI consortium members participated in events across Europe involving key stakeholders on themes relevant to the project, including: Community Policing; feelings of insecurity; migration; crime prevention; urban security; and ethics and security technologies. CCI partners were involved as organisers, speakers, moderators, panellists, experts and participants. Participation was recorded via a CCI Communication Log, with further details (agenda, presentation materials, etc.) stored on Trello boards. These activities are summarised in a report: D10.8 *Participation in LEA, security policymaker and CSO event* – led by DPT.

CCI partners organised and hosted:

- 30 LEA, security policymaker or CSO workshops and training events
- 11 LEA, security policymaker or CSO conferences.

In addition, the CCI consortium participated in:

- 31 LEA, security policymaker or CSO conferences
- 22 LEA, security policymaker or CSO workshops and trainings
- 31 other LEA, security policymaker or CSO events (not conference or workshops) – mainly identified as meetings, debates, presentations, colloquium
- 2 LEA, security policymaker or CSO activities organised jointly with other EU projects
- 3 social media or communication campaigns
- 2 exhibitions
- 2 pitch events.

In total, the CCI Consortium attended at least 134 events, presented the project in multiple formats and to different types of audience, and distributed CCI promotional materials.

Participation at the events resulted in communication and dissemination of CCI results to:

- 4,391 members of scientific community (higher education, research)
- 2,321 policymakers
- 2,004 representatives of civil society
- 723 members the general public
- 329 representatives of industry
- 177 members of the media

- 37 investors
- 25 customers
- 7,331 other – mainly Law Enforcement Agencies (LEAs), municipalities or prevention practitioners.

Consequently, the CCI project succeeded in reaching 17,338 event participants (LEAs, security policymakers, local authorities, researchers and CSOs).

The majority of events were in Europe, including: Germany, the Netherlands, Portugal, Hungary, Belgium, Estonia, Norway, United Kingdom, Spain, Romania, Austria, Switzerland and France. Several CCI partners presented outside of Europe, including in Mexico and Canada.

In RP2, the majority of events had to be held online due to the Covid-19 pandemic and related travel restrictions. However, some events were offered in a hybrid format. While the cancellation and postponement of events made it challenging to disseminate the CCI results, the expanding online formats enabled CCI to reach a larger audience and disseminate to more international target groups. For example, via the DPT CCI webinar series, the project reached experts worldwide (including from Canada, Kenya, South Africa, India, US, Philippines, Guatemala and Argentina).

Presentations targeting those involved in European security research and practice included a CEPOL webinar and a Community of Users event, as outlined below:

CEPOL Webinar, 3 December 2018

Crime Prevention Through Environmental Design (CPTED)

Paul van Soomeren, DSP-groep

Paul van Soomeren (DSP) gave a general introduction to CPTED (termed CP-UDP in CCI) via a CEPOL webinar. Prevention relies on covering all four focus areas. The talk was illustrated with examples from: ESSP France, Estonia/Baltic, Dutch Police label and Manchester's Design for Security service—including the Manchester Crime Impact Statement. The presentation highlighted GMP *Design for Security* as an adaptation / improvement of the UK's standard ALO approach.

Community of Users event, 26 November 2020

Benefits of practitioner engagement in EU-funded projects

Prof Caroline L. Davey and Andrew B. Wootton (USAL, UK)

Prof Caroline Davey and Andrew Wootton (USAL, UK) delivered an invited presentation on the benefits of engaging practitioners in security research to the European Commission's Community of Users. Over 100 people participated in this high-profile, international online event that mainly dealt with the *"Involvement of Practitioners in FCT (Fight against Crime and Terrorism) Security Research Projects*".

NOTE: *The Community of Users has since become the "Community for European Research and Innovation for Security – CERIS" (see link, here).*

Task 10.9 Participate in relevant international conferences, including papers and information stands

To increase the profile and coverage of the CCI project, its results and findings, presentations on the project activities were given to the most important international conferences. CCI focused on attending European events bringing together LEAs and relevant security policy-makers. The CCI consortium participated in 31 LEA (target 5), security policymaker and CSO conferences. The results were summarised in a report: *D10.9 Participation at conferences* – led by LOBA. Eight examples of international conferences are highlighted in this Report:

Conference 1: Professor C L Davey and A B Wootton, gave a presentation of CCI at the Estonian Planning Conference, 8 November 2019, organised by PJP.

Conferences 2, 3 & 4: 24th, 25th & 26th German Prevention Congress (DPT).

German Prevention Congress, 2019, 2020 & 2021

Hosted by the Deutscher Präventionstag (DPT)

CCI partners presented at three German Prevention Congresses (DPT) — which includes the Annual International Forum. The DPT congress is the world's largest annual conference on crime prevention and related issues.

Over 3,000 crime prevention experts attended the 24th German Prevention Congress and its 13th Annual International Forum in May 2019 in Berlin on the topic of *"Prevention & Democracy Promotion".* Presenters included: Anno Bunnik (RUG, Netherlands); Prof Alexander Siedschlag; and Dr Anke Schröder (LKA, Germany). Margo Molkenbur (DPT, Germany) presented a CCI poster that won the DPT Poster Award.

Due to Covid-19 restriction, the September 2020 Congress "*Smart Prevention - Prevention in the Digital World*" was delivered online. DPT-TV broadcast a webinar on CCI with Dr Anke Schröder & Maximilian Querbach (LKA, Germany) giving a lecture on the project. The Managing Director of DPT also conducted a 30-minute live interview with Dr Anke Schröder promoting CCI.

Over 1,000 experts attended the 26th German Prevention Congress in May 2021 hybrid event – either on-site or online. The CCI project was represented with: a lecture on "*Human-centred Design for LEA Innovation*"; a workshop in German on *PATROL*; a German lecture on the path of subjective security, focusing on "*INSIGHT*; and a poster on the CCI project (available here).

Conference 5: Data and the Public Order Conference, organised by RUG

Data and the Public Order, 11 February 2021

Hosted by University of Groningen (RUG)

In February 2021, Prof Caroline Davey and Andrew Wootton (USAL, UK) delivered the Keynote Speech *"Disorderly data and unpredictable policing – Insights from human-centred security research"* at the International Conference hosted by the University of Groningen (Netherlands), "Data and the Public Order – from descriptive to prescriptive practice".

Organised and moderated by Oskar Gstrein (RUG, Netherlands) and his colleagues, this online symposium included a presentation by Maximillian Querbach (LKA, Germany) on Predictive Policing and "Using Data to predict Unsocial Behaviour and Crime: Myth or Reality?". Pauline Lesch (Efus) and Paul van Soomeren (DSP, Netherlands) moderated some of the sessions.

Link to flyer here.

Conference 6 & 7: International CPTED Association conferences, organised by the ICA.

CPTED Conferences: Mexico August 2019 & November 2021

Hosted by the International CPTED Association (ICA)

The International Crime Prevention Through Environmental Design Association (ICA) is a non-profit organisation to promote the use of CPTED globally and to support local organisations, practitioners and communities to create safer communities and environments according to CPTED principles. Since CP-UDP is one of CCI´s focus areas the thematic overlaps and interests are large.

The 16th International ICA Conference took place in August 2019 in Cancun, Mexico. CCI partner Paul van Soomeren (DSP, Netherlands) — also a member of the ICA — joined the conference to represent and promote the CCI project and network with CPTED experts.

This thematic network and cooperation was expanded by the 17th ICA Conference — a virtual event in November 2021. On the topic "*Why CPTED? Creating Liveable Environments"* four consortium members participated in the conference with a total of about 150 participants. Paul van Soomeren (DSP, Netherlands), Dr Anke Schröder (LKA, Germany) and Ana Veronica Neves (CML, Portugal) presented on CPTED standardisation, CPTED as human centred application or standardised specifications, and the Portuguese CPTED approach in a pandemic and post pandemic world. In addition, DPT and CML, became new CPTED chapters/members, giving presentations on the national state-of-the-art regarding urban crime prevention in Germany and Portugal.

Conference 8: European Forum for Urban Security Conference, Nice, France, 20–23 October 2021

Efus Conference in Nice, 20–22 October 2021

Hosted by European Forum for Urban Security (Efus)

The international and interdisciplinary Efus Conference *"Security, Democracy & Cities"*, organised by the Efus, took place 20–22 October 2021 in Nice, France. This conference is held every three to five years and gathers all those involved in urban security: elected officials, civil servants, national administration, magistrates, law enforcement agencies, social workers, researchers, and representatives of the private sector and civil society.

In 2021, the Efus Conference had around 700 visitors from 250 European cities and regions. CCI project partners participated in the conference. Dr Oskar Gstrein (RUG, Netherlands) moderated a panel on *"For a fair and transparent use of AI technologies in urban security".* Prof Caroline

Davey (USAL, UK) contributed to a panel *"Know your problem to solve your problem: Innovating tools and methods to address urban security challenges".* Paul van Soomeren (DSP, Netherlands), Dr Veronica Neves (CML) and Dr Umbero Nicolini (Advisory Board) contributed to the panel on "How cities can design and manage safer, more inclusive public spaces". INT presented *Perception Matters* and the LKA presented INSIGHT. The CCI project had an information booth, from which outputs from CCI were distributed (Practice Sheets; flyers about the CCI final event; CCI merchandising). Efus programme available here.

Scientific paper 1: Gstrein, O.J., Bunnik, A. and Zwitter, A. (2019) "Ethical, Legal and Social Challenges of Predictive Policing", *Católica Law Review*, Direito Penal, 2019, Volume 3: No. 3 (August 30, 2019), p. 77–98. The paper acknowledges CCI, and is freely available on Pure, here. The paper has been downloaded nearly 1,100 times on Pure and almost 1,000 times on SSRN.

Scientific paper 2: Gstrein, O.J. and van Eck, G.J.R. (2018) "Mobile devices as stigmatizing security sensors: the GDPR and a future of crowdsourced 'broken windows". *International Data Privacy Law*, 2018, Vol. 8, No. 1. This paper is freely available on Pure, here.

Scientific paper 3: Gstrein, O. J., & Zwitter, A. (2020) "Een transparant debat over algoritmen". *Bestuurskunde*, 29(4), 30-42. https://doi.org/10.5553/Bk/092733872020029004004. This paper (in Dutch) acknowledges CCI, and is available from Pure, here.

Discussion piece: Gstrein, O. J., (2021) "Predictive policing: positivism is not enough to rule our complex world", published in response to discussion prompt: Will AI solve the "information overload" challenge for intelligence agencies? Published in *about:intel*, Stiftung Neue Verantwortung (SNV), a non-profit think tank in Berlin." This discussion piece acknowledges CCI, and is freely available here.

Scientific paper 4: Guillén-Lasierra, F. (2021). "The fallacy of objective security and its consequences". In *International E-Journal of Criminal Sciences*, No. 16. The paper acknowledges CCI and is freely available here.

- This paper includes the Feelings of Unsafety Lifecycle Model developed by Wootton & Davey in CCI WP7

Scientific paper 5: Schröder, Anke; Schlüter, Melanie und Illi, Maurice (2021): Einblicke in subjektive Sicherheit im öffentlichen Raum durch bürgerschaftliche Partizipation. In: Forum Kriminalprävention 2/2021, Bonn, S. 29-34. This paper acknowledges CCI and is freely available here:

Book: Schröder, Anke (2021): Neue Konzepte für Sicherheit im öffentlichen Raum, In: Deutsche Hochschule der Polizei / Defus (Hrsg.): Studien zur Inneren Sicherheit, Wiesbaden: Springer.

In addition, CCI partners are working on scientific papers to submit in 2022.

Task 10.10 Develop and deliver final CCI project event

CCI organised and delivered a final conference in Brussels to communicate the project outputs and recommendations, and engage EU Commission representatives and security policymakers. All consortium members were present at the CCI project's final conference *"Designing Security Futures – Framing European Security Through Human-Centred Innovation"* on 24–25 November 2021 in Brussels. The programme —which can be viewed here — included:

- Keynote speeches by Andrea De Candido (DG HOME European Commission) and Johannes de Haan (UNODC)
- Presentation and discussion of the eight CCI Tools by CCI LEA partners
- A workshop session on "Understanding European Security"
- Presentation introducing the human-centred CCI European Security Model
- An exhibition of partner EU security research projects and institutions.

The CCI *Designing Security Futures* conference addressed security policy at the EU, state and local levels. The two-day event was attended in-person by 78 people — mainly from the police, scientific community and policymakers. In addition, the event was streamed live on the CCI YouTube Channel. There were 280 views of the live stream on day one of the conference, and 170 views on day two. To date, the video recording of the two days has been watched by 98 people. More details on this two-day conference can be found in the CCI report D10.10.

Initiated by LOBA, sister EU-funded security research projects relevant to the CCI project were invited to co-exhibit with CCI at the conference. Eight projects took up this invitation and exhibited at the CCI FInal Conference, see link to conference programme here:

- **Prevision** – Prediction and Visual Intelligence for Security Information, link here
- **Trace** – Tracing illicit money flows in Europe, link here
- **Protax** – Countering tax crimes in Europe. Link here
- **Law Game** – An Interactive, Collaborative Digital Gamification Approach to Effective Experiential Training and Prediction of Criminal Actions, link here
- **Darlene** – Deep AR Law Enforcement Ecosystem, link here
- **Shotpros** – Improve performance of European police officers by developing VR enhanced training, link here
- **Meticos** – A platform for Monitoring and Prediction of Social Impact and Acceptability of Modern Border Control, link here
- **Efus** – European Forum for Urban Security, and IcARUS project, link here.

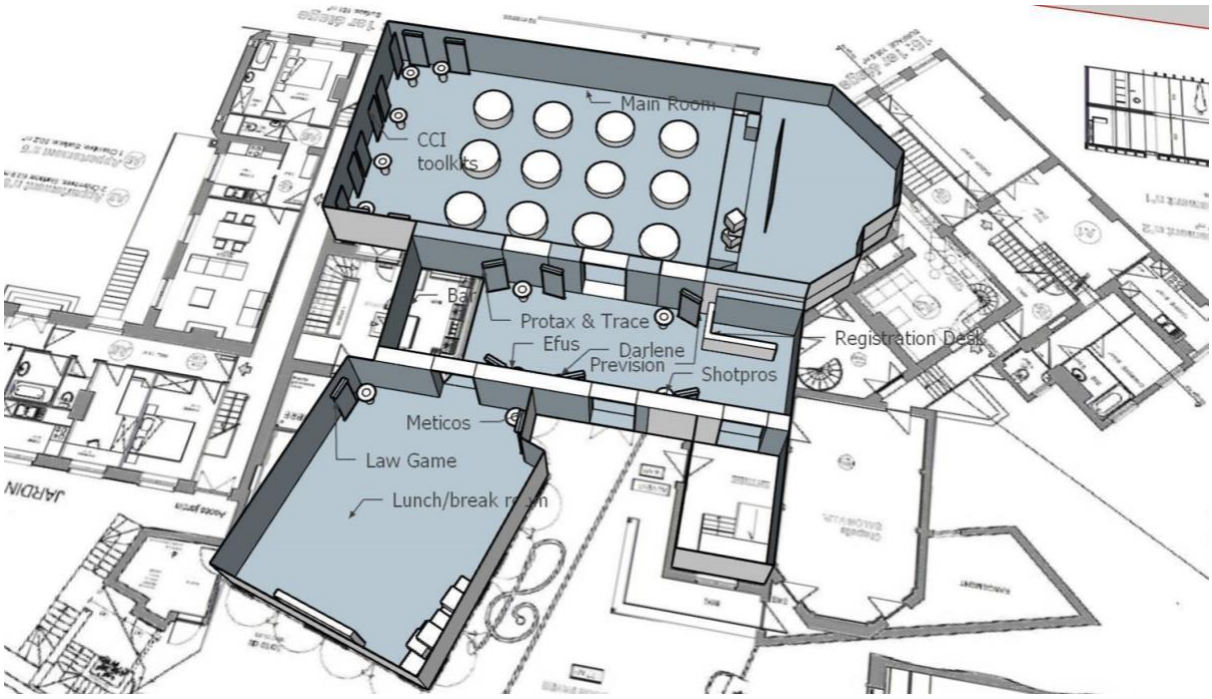

Figure 10.1. *CCI Final Conference venue – Layout of exhibition stands*

This high-profile event was praised highly by attendees in terms of quality of presentations and organisations, and successfully communicated the results and outputs of the project — both face-to-face and online. Andrea De Candido (Acting Head of the Innovation and Security Research Unit, DG HOME European Commission) stated in his Keynote speech opening the conference:

> ***"We have been carefully following the [CCI] project throughout these years, and I can say that we are extremely satisfied with the results that have been achieved. And we're not only satisfied with the specific punctual results in the main four dimensions that have been addressed by the project, but we're even satisfied because the project has been addressing some more horizontal or general issues that we see fundamental in security research in general…***
>
> ***We're very glad to see this 'human-centric' approach that you are putting all over the place to say what you're doing — because this indeed is something extremely relevant for security research in general… So you can say that CCI has been a precursor of something that then has been more formalised now under Horizon Europe.***
>
> ***In the course of Horizon 2020, we had decided, in order to increase the chances of impact of research projects, to make mandatory the participation of end-users in the projects. This in order to bring the end-users closer to research, and to be able to really drive the projects throughout their lifetime — and not just have them waiting at the end of the line to see if anything popping up might be interesting. And I think the amount of law enforcement agencies that this project has been able to involve in the project itself is extremely relevant to us. We are very satisfied with this! We know how difficult it is from an administrative procedure to convince the law enforcement agencies… to become real beneficiaries in the project, but we're very satisfied with what you have been able to achieve as a project in this respect. And, for sure, we will be using CCI as an example to demonstrate how it is effectively possible to do so."***
>
> Mr Andrea De Candido, Keynote, *Designing Security Futures*, 24 November 2021

Figure 10.2. *CCI Consortium on stage at the CCI Final Conference in Brussels*

The final event was organised by the CCI Final Event Working group (CCI FEW), which comprised USAL, DPT, EFUS and LOBA. The CCI FEW organised: event marketing; venue hire and catering; registration; Covid-19 hygiene concept; hotel recommendations; and venue / travel details. Support with marketing and identifying speakers was provided by the whole consortium.

Results contributing to objectives – WP10

- **Objective 1:** To develop consortium website and project identity
  - [***100% achieved***] CCI website and project identity developed; awards for website design achieved.
- **Objective 2:** To maintain project website and engage with social media
  - [***100% achieved***] Maintenance of website and engagement with social media established (D10.6)

    Website: Version 2 of the website was launched December 2021. Project website goals have been exceeded (target: 5,000 visitors; achieved 23,332 – 467% target; target: 10,000 page views; achieved 64,912 – 649% target).

    Social media: Twitter followers target: 500; achieved 645. Twitter posts target: 500 ; achieved: 293. Twitter interactions target: 500; achieved: 18,671. Facebook followers target: 500; achieved: 571. Facebook posts target: 500; achieved: 394. Facebook interactions target: 500; achieved: 10,351.
- **Objective 3:** To develop and deliver presentations and publications for academics and practitioners
  - [***100% achieved***] Participation in 134 events, including 31 conferences; reached 17,338 event participants (LEAs, security policymakers, local authorities, researchers and CSOs); publications for academics and practitioners produced.
- **Objective 4:** Project final PIM conference event

– [***100% achieved***] Final CCI event in month 38; 78 delegates, mainly policymakers, LEAs and scientific community; 280 views of the live stream on day 1; 170 views on day 2; video recording subsequently watched by 98 people (for further details, see deliverable D10.10).

Summary of deliverables and milestones – WP10

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D10.1	Communication Strategy report	LOBA	31 Mar '19	29 Mar '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.2	Visual identity	LOBA	30 Nov '18	29 Nov '18
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.3	Exploitation, Innovation and IPR management plan	LOBA	31 May '19	06 June '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.4	Communication materials	LOBA	31 Mar '19	29 Mar '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.5	Communication plan	DPT	31 Mar '19	29 Mar '19
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.6	Creation and maintenance of project website	LOBA	31 Dec '18	20 Dec '18
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D10.7	Newsletters	DPT	31 Dec '21	2 Feb '22
Comment	*Three-month project extension due to Covid-19. Newsletters submitted on schedule. Short delay to D10.7 report.*			DELIVERED: **RP2**
D10.8	Report about participation at LEA, security policymaker & CSO events	DPT	31 Dec '21	25 Jan '21
Comment	*Three-month project extension due to Covid-19. Short delay to D10.8 report*			DELIVERED: **RP2**
D10.9	Report about participation at conferences	DPT	31 Dec '21	25 Jan '21
Comment	*Three-month project extension due to Covid-19. Short delay to D10.9 report*			DELIVERED: **RP2**
D10.10	Final CCI conference	LOBA	31 Nov '21	24–25 Nov '21
Comment	*Three-month project extension due to Covid-19. Conference held on schedule. Short delay to D10.10 report*			DELIVERED: **RP2**

Table 10.1. *Work package 10 deliverables submitted during the project period (RP1 & RP2).*

No.	Milestone title	Lead	Due	Achieved
MS14	Final CCI Conference event organised and delivered	USAL	31 Dec '21	24-25 Nov '21
Comment	*Three-month project extension due to Covid-19. Conference held on schedule*			ACHIEVED: **RP2**

Table 10.2. *Relevant milestones achieved during the project period (RP1 & RP2).*

Summary of exploitable results – WP10

1. Exploitation of results by CCI partners

The results of WP10 will be used by CCI partners to support research projects and secure new research and innovation opportunities. Indeed, LOBA (an SME) began in 2020 working on the EU-funded project IcARUS, led by EFUS and is being included on funding proposals being submitted by USAL.

Through the DPT CCI webinar series — broadcast in English — the German networking partner, DPT, has been able to extend its network of practitioners and reach an international audience. This will support widened participation in DPT German Prevention Congress — Annual International Forum.

Efus has been able to share with its network of local authorities across Europe practical examples of tools and improve consideration of ethical, legal and social issues. This will support delivery of existing and future urban security projects.

1.2.9 **Work package 11**: Project Coordination (including Advisory Board)

Objectives of WP11

1. To establish a professional and efficient project management process
2. To establish an innovation management process to exploit project outputs
3. To ensure regular interface with the EC officers and handle EC requests
4. To communicate effectively with partners and other stakeholders on the project's progress
5. To ensure that completed actions are focused on achievement of the project's objectives
6. To ensure deliverables are submitted on time and meet agreed quality standards.

REPORTING PERIOD 2 – Details of Tasks completed

Task 11.1 General coordination

Effort was undertaken to ensure the optimal execution of the project in terms of time, resources, deliverables and quality — including deployment of a web-based knowledge and document management tool (Trello). Activities of this task included: internal meetings between partners—via teleconference calls and face-to-face meetings; and regular communication exchanges by e-mail.

Each project management Steering Committee meeting involved the dispatch of preparatory documentation (agenda; presentations; reference material) and the drafting of post-meeting minutes (D11.2); disseminated to all involved parties. Information concerning meetings was also uploaded to Trello to ensure documents were available to the wider consortium. The Project Advisory Board attended the CCI kick off meeting, and participated in: (i) DesignLabs 1–3; (ii) DesignLab 4; (iii) DesignLab 5; and (iv) CCI final conference event in Brussels.

Task 11.2 Liaison with European Commission

In addition to the contractual deliverables, regular reporting to the Commission occurred to share and discuss project results. This enabled the EU Commission to provide real-time direction based on findings that emerge throughout the duration of the project.

The EU Project Officer presented at the CCI kick-off event and joined the CCI final event online. Andrea De Candido, DG HOME, European Commission presented the keynote address on day 1.

Task 11.3 Innovation Management

Innovation management was assigned to USAL and was a standing item on every project Steering Group monthly meeting agenda from February 2018 onwards — when the requirements capture research began. The Innovation management plan (D11.5) was accepted in RP1.

Task 11.4 Quality Management

This task was dedicated to the definition and implementation of the quality plan and control. Quality control mechanisms were set out in the Consortium Collaboration Agreement. These outline a process for the review and approval of all project deliverables and provide guidance of presentation (including branding). The Project Plan covers: (i) Project overview; (ii) work package responsibilities; (iii) Quality (iv) Quality principles, processes and controls; (v) Management of risks; and (vi) Quality

Control Indicators. The Quality Plan (D11.4) was submitted in RP1. The Quality Manager, LOBA (Alexander Almeida) managed this task.

The Quality Plan includes a risk management plan to assess potential risk and identify actions to mitigate the risk (via Action Plans). The Action will be instigated by the Work Package Leaders and Project Coordinator, on identification of a risk. Identified risk and planned mitigating actions are documented in the Risk Management Plan—Summary Table in the Quality Plan. When a risk is identified, consortium partners will report project risks to the Work Package Leader in the first instance. If the risk cannot be adequately addressed, the Work Package Leader will report the risk to the Project Coordinator and Project Manager. The Quality Manager will also verify that corrective actions are implemented whenever necessary and appropriate.

Results impacting objectives – WP11

- To establish a professional and efficient project management process
  - [***100% achieved***] Steering Committee meetings via Skype every 2 weeks – minutes produced; 4 face-to-face consortium meetings; Trello project management system implemented.
- To establish an innovation management process to exploit project outputs
  - [***100% achieved***] D11.3 Innovation management plan developed; innovation management agenda item on Steering Committee agenda and discussed in relation to tool development.
- To ensure regular interface with the EC officers and handle EC requests
  - [***100% achieved***] Regular meetings with EC officer throughout project; 2 face-to-face meetings during M1–18 of the project.
- To communicate effectively with partners and other stakeholders on the project's progress
  - [***100% achieved***] Communication via Steering Committee meetings every two weeks (meeting minutes); Trello; Structured process for supporting LEAs.
- To ensure that completed actions are focused on achievement of the project's objectives
  - [***100% achieved***] Structured process of support for LEAs to ensure Tools tailored to end-user needs and requirements. All projet objectives achieved.
- To ensure deliverables are submitted on time and meet agreed quality standards
  - [***90% achieved***] Majority of deliverables submitted on time during M1–18. No significant delays or impact to project timeline. M19–39 were impacted by Covid-19. To maintain quality standards, a three-month amendment to the project duration was granted; Delays to WP8 and workload associated with the CCI Final Conference impacted production of WP9 deliverables—but quality standards were maintained.

Summary of deliverables and milestones – WP11

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D11.1	Project inception report	USAL	30 Nov '18	30 Nov '18
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D11.2	Monthly Steering Committee conference call minutes	USAL	30 Sep '21	Feb '22

Comment	*Three-month project extension due to Covid-19. Short delay to submission*			DELIVERED: **RP2**
D11.3	Innovation Management Plan	USAL	30 Nov '18	30 Nov '18
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D11.4	Quality Plan	LOBA	30 Nov '18	30 Nov '18
Comment	*Submitted on schedule*			DELIVERED: **RP1**
D11.5	Quality implementation report	LOBA	30 July '21	30 July '21
Comment	*Three-month project extension due to Covid-19.*			DELIVERED: **RP2**
D11.6	Consortium and Advisory Board meeting minutes	USAL	31 Dec '21	Feb '22
Comment	*Three-month project extension due to Covid-19.*			DELIVERED: **RP2**

Table 11.1. *Work package 11 deliverables submitted during the project period (RP1 & RP2)*

There are no milestones relevant to Work Package 11 within RP1 or RP2.

1.2.10 **Work package 12**: Ethics

The 'ethics requirements' that the project must comply with were included as deliverables in this work package.

REPORTING PERIOD 1 – Summary of Tasks completed

The deliverable submission date was 30 December 2018. This WP identified two deliverables:

D12.1 H – Requirement No. 2 [1]

The templates of the informed consent/assent forms and information sheets (in language and terms intelligible to the participants) have been submitted as a deliverable. All consortium languages.

The opinions/approvals by ethics committees and/or competent authorities for the research with humans has also been submitted as a deliverable. USAL's Ethics Committee has reviewed the Ethical Approval Submission form and granted ethical approval. RUG also has received ethical approval from its departmental ethics review committee. The remaining partners do not have ethical review procedures for research in place. Consequently, CCI partners agreed to comply with USAL's ethical procedures.

D12.2 POPD – Requirement No. 3 [1]

Each beneficiary involved in collecting and/or processing of personal data nominated a Data Protection Officer. Details of the DPO have been obtained for all 12 partners, and 12 Declarations of Compliance achieved.

Ethics review

Results of Ethics Review

The Ethics Review identified the following additional requirements of CCI:

1. For all new data collected by CCI from human participants, revised templates of the informed consent forms and information sheet must be submitted that address the following issues:
   a. The issue with the potential confusion between anonymization and pseudonymisation must be addressed, i.e. the correct terminology must be used
   b. Compliance with the GDPR (2016/679) and relevant national data protection legislation must be ensured by adding any missing information (for example, a section that details Art. 13 GDPR information obligations)
   c. The contact information of the DPOs must be added.
2. For the data that has been already collected from human subjects, a confirmation must be provided by CCI that the following information has been provided to these data subjects:
   a. The contact details of the DPO
   b. Information about data subject rights as in Art. 13 GDPR.
3. CCI must submit a declaration of compliance for Deutscher Präventionstag (DPT) confirming that the collection and processing of all personal data will be carried out according to EU and national legislation.

4. CCI must submit a deliverable that addresses anonymisation / pseudonymisation of the research data. The deliverable must cover the following issues:
   a. Explain which research data will be anonymised and which pseudonymised
   b. Describe the anonymisation / pseudonymisation techniques that will be implemented.

5. The names and contact information of the external ethics experts and a description of their involvement in the activities of the Advisory Board must be submitted as a deliverable.

6. The following ethics requirements remain open for monitoring:
   a. In case personal data are transferred from/to a non-EU country or international organisation, confirmation that this complies with national and EU legislation, together with the necessary authorisations must be submitted as a deliverable.
   b. In case of further processing of previously collected personal data, relevant authorisations must be submitted as a deliverable.

REPORTING PERIOD 2 – Details of Tasks completed

CCI response to Ethics Review

The following actions were taken by CCI:

- Revision of all CCI Project Information sheets (in all languages) to include information required by the Ethics Review (as per section 1, above.).
  - A revised CCI Project Information sheet was developed by USAL (in English), and was translated by partners into the remaining CCI languages
- Revision of all CCI Informed Consent sheets (in all languages) to include pseudonymisation rather than anonymisation, for clarity
  - A revised CCI Informed Consent sheet was developed by USAL (in English), and was translated by partners into the remaining CCI languages
- Communication with all previous research subjects (i.e. interviewees; focus group attendees), to clarify GDPR information obligations and provide contact details of DPOs
  - USAL and RUG developed a 'CCI Research Update' email to all prior research subjects to provide information required by Ethics Review (as per section 2, above).

    The 'CCI Research Update' email was translated by partners into the remaining CCI languages and sent to prior research participants in April 2020.
- A declaration of compliance for Deutscher Präventionstag (DPT) (as per section 3, above) was already provided to USAL, but was omitted from the review materials in error.
  - USAL supplied the declaration of compliance from DPT to ethics reviewers, as requested.
- USAL submitted a deliverable that addresses the anonymisation / pseudonymisation of the research data, and related issues (as per section 4, above)
  - USAL and RUG supplied a deliverable / document that addresses the questions about anonymisation / pseudonymisation raised in the Ethics Review, and clarifies the pseudonymisation techniques implemented by CCI researchers
- USAL prepared a report for the EU Project Officer to meet requirement 5, above.
- USAL and RUG monitored the remaining ethics requirements raised in section 5, above.

- **Note:** It is not envisaged that the transfer of personal data from or to a non-EU country or international organisation will take place in CCI.

Summary of deliverables – WP12

No.	Deliverable title	Lead	Scheduled submission	Actual submission
D12.1	H - Requirement No. 2	USAL	31 Oct '18	18 Dec '19
Comment	*Version 1 submitted 31 Oct '10, resubmitted 18 Dec '19*			DELIVERED: **RP1**
D12.2	POPD - Requirement No. 3	USAL	31 Oct '18	18 Dec '19
Comment	*Version 1 submitted 31 Oct '10, resubmitted 18 Dec '19*			DELIVERED: **RP1**

Table 12.1. *Work package 12 deliverables for reporting period.*

1.3 Impact

Contribution to expected impacts

COVID-19 pandemic – Update to expected impacts 1 to 6

The CCI project was able to overcome many of the challenges presented by Covid-19 restrictions to ensure it achieved nearly all its expected impacts.

Due to Covid-19 restrictions delaying Tool demonstration and implementation workshops, assessing any potential change in attitudes, behaviours and procedures resulting from Tool exploitation has presented a challenge. USAL will continue to monitor the exploitation and impact of CCI outputs on (i) partner LEAs; and (ii) the wider security practitioner community project close to 2027. This will be supported by funding from the University of Salford's *REF Impact Case Study* programme.

Expected Impact 1

- Toolkits for law enforcement agencies, based and validated against the needs and requirements expressed by practitioners, and improving the perception by the citizens that Europe is an area of freedom, justice and security.

  Target: CCI sets its target as a change in attitude, behaviour and procedures within partner LEAs from year 2 of the project onwards; and interest in best practice approaches / toolkits amongst a wider cohort of LEAs by the middle of year 3 (100 LEAs; 250 policymakers).

- [***100% achieved***] CCI met its target to support each partner LEA in the development of a Tool tailored to its needs and requirements. Each LEA partner received training in requirements capture and support in problem-framing, ideation and concept generation. Interviews with CCI partners at the CCI Final Conference (summarised in a video, here) highlight changes in partner attitudes resulting from participation in the CCI project.

  Each LEA partner developed materials and procedures to support implementation of their Tool (see deliverable D8.6). In addition, end-users (LEAs and policymakers) participated in Tool prototyping and demonstration (see deliverables D8.1–8.4).

  CCI has exceeded its target of 100 LEAs and 250 policymakers. Interest in the eight CCI Tools has so far been expressed by 1,164 individuals from LEAs, evidenced by 561 end-users participating in local-level implementation support workshops and 603 in national-level implementation workshops (see Table 8.1 and 8.2, and D8.8). Feedback from implementation support workshop evidence interest in the four CCI Focus Areas and in the Tools (see positive feedback summarised in D8.8).

  The design approach of CCI, as well as its design research methods, will be used to support delivery of WP3 on Tool Development in the new EU-funded IcARUS project led by EFUS (see box, below).

CCI impact: New EU-funded research project led by Efus

Innovative AppRoach to Urban Security – IcARUS

The IcARUS project seeks to facilitate a transformation in the application and utilisation of the knowledge base through the design of urban security policies. By rethinking tools for urban security policy, IcARUS project offers a unique opportunity to draw together the best evidence from urban security research and practice over the last 30 years to implement an integrated, evidence- based and multi-stakeholder approach to prominent urban security problems.

Through a strategically designed process of co-production, IcARUS will integrate social and technological innovations to strengthen the strategic approach to urban security and therefore, promote a balanced vision of urban security, combining prevention, sanctions and social cohesion as mechanisms to encourage common approaches to security in the European Union.

A 48-month *Research and Innovation Action*, IcARUS began 1 September 2020, and includes four CCI consortium partners — EFUS (co-ordinator), USAL, LOBA and CML.

Source: Abstract, funding proposal 882749, submitted under funding programme H2020-SU-SEC-2019.

Expected Impact 2

- Common approaches, over the long-term, for assessing risks / threats and identifying relevant risk-based security measures, including acceptance tests (that take due account of legal and ethical rules of operation) and cost-benefit considerations

  Target: CCI aims to support the uptake of the four approaches in relevant LEA partners in year 2, and more widely from year 3 (100 LEAs, 200 policymakers).

– [***100% achieved***] CCI has met its target to support LEA partners in understanding four CCI Focus Areas, addressing Tool acceptance issues. Ethical, legal and social issues were embedded into Tool requirements capture and development. In particular: RUG reviewed ethical, legal and social issues related to each CCI Focus Area; feedback on ethical issues was provided during DesignLabs and Advisory Board meetings. Each CCI Tool supports a cost-effective approach to safer and more secure societies.

  CCI has exceeded its target to support the uptake of common approaches. Interest in the eight CCI Tools / CCI Focus Areas has so far been expressed by 1,164 individuals from LEAs, evidenced by 561 end-users participating in local-level implementation support workshops and 603 in national-level implementation workshops (see Table 8.1 and 8.2, and D8.8). Feedback from implementation support workshop evidence interest in the four CCI Focus Areas and in the Tools (see positive feedback summarised in deliverable D8.8).

  CCI further supported the advancement and implementation of the four CCI Focus Areas within LEA partner organisations through: the state-of-the-art reviews; presentations of Focus Areas at the requirements capture training event; participation in DesignLabs 1 to 4; participation in the CCI final conference event.

  The CCI consortium — comprising around 35 LEAs, policymakers and researchers — have:

  a. Gained a better understanding of the prediction of crime risks and the limitations associated with predictive policing technologies (including ethical, legal and social issues).

  b. Gained insight into the delivery of community policing including in resource-limited context

  c. Gained a better understanding of methods to support the assessment of risk during the early stage of the design process through sharing of good practice by GMP's Design for Security.

d. Gained a better understanding of feelings of insecurity in a way relevant to LEAs and security policymaker decision making processes and practices.

e. Good practice regarding Community Policing, CP-UDP, citizens' feelings of insecurity, partnership working and strategic approaches to urban security will be used to support delivery of WP3 on Tool Development in the EU-funded IcARUS project led by EFUS (grant no. 882747).

Expected impact 3

- Benefits to citizens and wider society — safety, security and victim support

  Target: CCI sets its target as; positive feedback from users / stakeholders during PIM Toolkit demonstrations (year 2); prevention of crime and insecurity in communities served by partner LEAs from year 2 of the project onwards.

– [***100% achieved***] CCI met its target to gain positive feedback from users / stakeholders during the eight CCI Tool demonstrations (see D8.1–8.4).

  All eight Tools were demonstrated in situ where possible and area ready to be implemented. Tools are already benefiting citizens and wider society. The *GMP Community Connect* Tool supported PCSO handover in three neighbourhoods in Greater Manchester. CML's S*afer Communities* Tool is supporting the uptake of community policing amongst neighbourhoods and forest areas in Lisbon. INT's *Perception Matters* supported engagement with communities concerned about apparent outbreaks of crime. INSIGHT supported engagement with older residents in Hannover and is helping improve accessibility of public areas around a train station.

  Demonstration and workshop implementation support activities have also helped to transfer new knowledge, skills and Tools to police training colleges and universities (see demonstration reports on NPN Tool, D8.1 and PJP Tool, D8.3).

  In promoting the project at events, in publications (including posters) and via the website, and acknowledging that CCI is funded by the EU, CCI is demonstrating that the EU puts the needs of citizens for safety and security at the heart of its research. It is also reinforcing the value of EU-funding for research benefiting citizens of Europe.

Expected impact 4

- Complementing the relevant work of Eurobarometer, better understanding of how citizens perceive security and how this affects feelings of insecurity, and in connection with potential limitations to, or risks of violations of privacy, and the consequent challenges for LEAs.

  Target: CCI sets itself the target of increased knowledge and use of Eurobarometer amongst all participants involved in CCI—LEAs, security policymakers and researchers (100 - 150 participants).

– [***100% achieved***] CCI met its target to better understand citizens' perceptions of insecurity and the challenges created for LEAs and policymakers. Furthermore, CCI developed two Tools to specifically designed to understand and address citizens' feelings of insecurity. CCI also developed the CCI Feelings of Unsafety Model and the AUDIT Model for integrating consideration of insecurity with Efus' Local Safety Audits.

  CCI met its target to increase knowledge of survey methods to measure citizens' feelings of security through: Review of the-state-of-the art; dissemination of a Factsheet on citizens' feelings of insecurity to 250 Efus members; participation in CCI DesignLab 4; and participation

(Prof. Davey) in a panel on understanding the problem at the Efus conference in Nice, France, October 2021. CCI highlights some of the limitations of existing survey methods and supports adoption of both quantitative and qualitative methods.

In terms of numbers, CCI exceeded its target to increase knowledge amongst CCI participants. Through participation in the local and national implementation support workshops, 515 end-users were guided in the use of the INT Tool or LKA Tool on citizens' feelings of insecurity. In addition, 35 consortium members participated in DesignLab 4 on citizens' feelings of insecurity (D1.7).

Expected impact 5

- Enhancement of innovation capacity and exploitation of new markets

– [***100% achieved***] LEA innovation capacity was enhanced through participation in DesignLabs 1 – 4. Using insights gained via requirements capture research with end-users, DesignLabs upskill partners in problem framing, structured concept generation and solution selection techniques. Support in agile product development provided by USAL and LOBA during PIM Tool development provided partners with experience of translating ideas into solutions, improving their capacity to innovate. Knowledge and skills developed in these sessions will be transferable to other problem domains faced by partner LEAs.

Expected impact 6

- Development of policy-making tools, for security policy-makers, to advance towards a future European Security Model applicable by LEAs

  Target: CCI sets itself the target of: active engagement with EU policy makers from year 2 onwards (50 policy makers); and its advice being taken up from the beginning of year 3 onwards—as evidenced by meeting minutes, feedback from EU policymakers and inclusion of recommendations in strategy and policy documents.

– **[*75% achieved* *(estimated)*]** CCI exceeded its target in terms of engagement with EU policymakers and practitioners. The CCI *Designing Security Futures* conference addressed security policy at the EU, state and local levels. The two-day event was attended in-person by 78 people — mainly from the police, scientific community and policymakers. In addition, the event was streamed live on the CCI YouTube Channel. There were 280 views of the live stream on day one of the conference, and 170 views on day two. To date, the video recording of the two days has been watched by 98 people.

Through the use of creative thinking and engagement tools, CCI supported structured, but focused discussions around European security policy issues. The CCI consortium and Advisory Board (30 members in total) actively engaged in DesignLab 5.

CCI consortium members have engaged in face-to-face discussions with EU LEAs and security policymakers — through CCI activities and participation in EU events. These include: Horizon2020 Community of Users; EU standards working groups; and German DIN standards groups.

During the period of the project, the European Security Model was not integrated into the strategy documents and procedures. This is because; a) no existing European Security Model existed; b) the project had to design and publish a new European Security Model; and c) there is no existing person or committee responsible for such a Model. The CCI consortium will continue to disseminate the European Security Model and work with EU policymakers interested in a more human-centred approach to security.

1.4 Access provisions to Research Infrastructures

Access to research infrastructures have not been provided under the grant agreement.

Trans-national Access Activities (TA)

The CCI project does not include any TA Work Packages.

Virtual Access Activities (VA)

The CCI project does not include any VA Work Packages.

1.5 Resources used to provide access to Research Infrastructures

The CCI project does not include virtual or trans-national access costs.

2. Update of the plan for exploitation and dissemination of results (if applicable)

The CCI project plan for exploitation and dissemination of results (as described in the DoA) was produced in RP1.

Due to the Covid-19 crisis, related restrictions and the subsequent three-month project extension, all WP10 deadlines were updated.

3. Update of the data management plan (if applicable)

The CCI data management plan (as described in the DoA) does not require updating.

4. Follow-up of recommendations and comments from previous review(s) (if applicable)

The Co-ordinator confirmed that she had read the *General Project Review Consolidated Report* and discussed its content with CCI consortium partners at the CCI Steering Committee meeting of 16 June 2020. The Coordinator accepted all recommendations made by the Reviewers and confirmed that CCI will implement the recommendations for the period covered by the Report prior to the deadline of 24 August 2020.

The recommendations were itemised, and actioned as follows:

Item No.	Required Action	Why Action is required	Persons Responsible	Deadline
–	Explain lack of gender balance in the CCI Advisory board	Observation under 'Impact' of the review report. May need clarification. There is no gender balance in the Advisory Board and no explanation given in periodic report for why this is	Prof. Davey and A. Wootton	24 August 2020 DELIVERED
D1.4	Resubmit Deliverable - Provide further description and Analysis	Currently only comprises only pictures from the different outcome sheets created in the DesignLabs. Does not provide any description of the content and result.	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 DELIVERED
D1.5	Resubmit Deliverable - Provide further description and Analysis	Currently only comprises of only pictures from the different outcome sheets created in the DesignLabs	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 DELIVERED
D1.6	Resubmit Deliverable - Provide further description and Analysis	Currently only comprises of only pictures from the different outcome sheets created in the DesignLabs	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 DELIVERED
D1.7	Resubmit Deliverable - Provide further description and Analysis	Currently only comprises of only pictures from the different outcome sheets created in the DesignLabs	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 DELIVERED
D2.3	Resubmit Deliverable - Include a 'lessons learnt' section to positively inform the further project work	A clear discussion and analysis of the state of the art and lessons learnt is needed. These reviews of the state of the arts could have taken into account academic and scientific reviews in a more sufficient way with clear actions learnt	Prof. Davey, A. Wootton, D. Heinrich and LKA	24 August 2020 DELIVERED
D2.4	Resubmit Deliverable - Include a 'lessons learnt' section to	A clear discussion and analysis of the state of the art and lessons learnt is needed. These reviews of the state of the arts could have	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 DELIVERED

	positively inform the further project work	taken into account academic and scientific reviews in a more sufficient way with clear actions learnt		
D2.5	Resubmit Deliverable - Include a 'lessons learnt' section to positively inform the further project work	A clear discussion and analysis of the state of the art and lessons learnt is needed. These reviews of the state of the arts could have taken into account academic and scientific reviews in a more sufficient way with clear actions learnt	Prof. Davey, A. Wootton, D. Heinrich and DSP	24 August 2020 **DELIVERED**
D2.6	Resubmit Deliverable - Include a 'lessons learnt' section to positively inform the further project work	A clear discussion and analysis of the state of the art and lessons learnt is needed. These reviews of the state of the arts could have taken into account academic and scientific reviews in a more sufficient way with clear actions learnt	Prof. Davey, A. Wootton and D. Heinrich	24 August 2020 **DELIVERED**
D2.7	Resubmit Deliverable - Add a section on 'Analysis' at the end of the report	Currently only a summary is provided but this deliverable is supposed to provide an analysis of lessons learnt from D2.3, D2.4, D2.5 * D2.6	Prof. Davey, A. Wootton, D. Heinrich and DSP	24 August 2020 **DELIVERED**
–	Provide further justification on the use of resources, particularly on underspent PM WP	Although justification has been given the project is asked to provide further justification as there is some deviation between planned and actual use of resources has occurred particularly with the LEAs partner	Prof. Davey, A. Wootton and all partners	24 August 2020 **DELIVERED**
–	Academic and Scientific 'state of the art' should be taken more into account in further work being undertaken	Scientific quality control could be improved	Consortium	2nd half of project **ACCEPTED**
–	Outcomes and findings from the toolkit developments should be more generalised	This is so that they can be applied to a larger number of use cases than those used in the toolkit development	Consortium	2nd half of project **ACCEPTED**
–	During remaining project elaborate clear and detailed exploitation plans in all 4 focus area and for each partner	In the 2nd half of the project there should be a focus on exploitation of results. Impact of the project will depend on how results will be disseminated and how involved LEAs representatives are and how much they can have an influence on policy making.	Consortium	2nd half of project **ACCEPTED**

–	Collaboration with relevant EU agencies which can support exploitation should be taken into account	This could help with the exploitation and dissemination of the results. Impact of the project will depend on how results will be disseminated and how involved LEAs representatives are and how much they can have an influence on policy making.	Consortium	2nd half of project ACCEPTED
WP9	The planned ESM should be clear and transparent with clear recommendations for the 4 focus areas	the findings of the project should look at the synergies between the 4 focus areas and create an overarching model and approach	Prof. Davey and A. Wootton	2nd half of project ACCEPTED
WP10	For scientific papers open access rules should be followed	All H2020 projects have to comply with this	Consortium	2nd half of project ACCEPTED
–	For future deliverables move away from bullet point format and include a lessons learnt, adding contextual information and descriptions	This is so that the good work of the project can be explained and demonstrated.	Prof. Davey and A. Wootton	2nd half of project ACCEPTED
–	For future deliverables, make it more explicit how the ethical, legal and social issues are embedded into the methodology and design and how this can be evaluated.	–	Prof. Davey, A. Wootton and RUG	2nd half of project ACCEPTED

5. Deviations from Annex 1 and Annex 2 (if applicable)

Note: RP1

For ease of comprehension, deviations reported in RP1 are not covered here.

REPORTING PERIOD 2

5.1 Tasks

All tasks during RP2 were fully implemented and all critical objectives fully achieved on schedule.

There were two main amendments and adjustments to the Task schedule.

A. A three-month extension was granted by the European Commission to mitigate the impact of Covid-19 restrictions on the project. Details of the changes are detailed below, in section 5.1.1, Project Extension.

B. Due to Covid-19, the delivery of Tasks in WP8 continued up until the end of the project (month 39). Face-to-face meetings required for prototyping, demonstration and implementation support workshops were repeatedly cancelled and rescheduled.

5.1.1 Project Extension

Table 5.1 below details changes to the original CCI Grant Agreement confirmed in the project amendment.

#	DESCRIPTION OF CHANGE
1.	WP1 Consortium integration and innovation support — End date changed to month 39.
2.	Task 1.4. DesignLab 5 in Paris (Efus premises) — Moved from month 30 to month 33.
3.	D1.8 Report on results of DesignLab 5 — Moved to month 34
4.	D1.9 Final Report on DesignLab process and outcomes — Moved to month 39.
5.	WP8 Practical demonstration of PIM Toolkits, and development of implementation support — End date moved to month 34.
6.	Task 8.1 Practical demonstration of PIM Toolkits — End date moved to month 29.
7.	Task 8.2 Research and review of training / CPD provision — End date moved to month 30.
8.	Task 8.3 Develop PIM Toolkit implementation support materials — End date moved to month 32
9.	Task 8.4 Deliver PIM Toolkits implementation support workshops at local and national levels — End date moved to month 34
10.	D8.1 to D8.4 PIM Toolkit demonstration reports 1–4 — Moved to month 29

11.	D8.5 Report on training provision in consortium partner LEAs, and at national level — Moved to month 30.
12.	D8.6 PIM Tool implementation support materials — Moved to month 32
13.	D8.7 and D8.8 Report on local level and national level workshops — Moved to month 34
14.	MS10 Practical demonstration of PIM Toolkits complete — Moved to month 29
15.	MS11 PIM Toolkit implementation support workshops delivered — Moved to month 35
16.	WP9 Expanding the European Security Model to include high-impact petty crime — Start date moved to month 30
17.	WP9 Expanding the European Security Model to include high-impact petty crime — End date moved to month 39
18.	Task 9.1 Understand the context, background and objectives of the European Security Model – Start date moved to month 30; end date moved to month 33
19.	Task 9.2 Develop expanded European Security Model that includes high-impact petty crime — Start date moved to month 32; end date moved to month 36
20.	Task 9.3 Develop recommendations and communication tools — Start date moved month 34; end date moved to month 38
21.	Task 9.4 Develop policy briefings — Start date moved to month 34; end date moved to month 39
22.	D9.1 Analysis Report: Context and background of European Security model – Moved to month 33
23.	D9.2 Conceptual Framework for inclusion of petty crime within European Security Model — Moved to month 36
24.	D9.3 Report: recommendations for integrating petty crime with the European Security Model — Moved to month 39
25.	D9.4 CCI communication tools for extended European Security Model — Moved to month 39
26.	D9.5 CCI Policy Briefings x 10 — Moved to month 39
27.	MS12 Development of expanded EU Security Model completed — Moved to month 36
28.	MS13 10 x policy briefings published — Moved to month 39
29.	WP10 Dissemination, communication and exploitation— End date moved to month 39.
30.	Task 10.7 Create and maintain project mailing list and disseminate periodic newsletters — End date moved to month 39
31.	Task 10.8 Participate in events for LEAs, security policymakers and civil society organisations — End date moved to month 39

32.	Task 10.9 Participate in relevant conferences, including papers and information stands – End date moved to month 39
33.	Task 10.10 Develop and deliver CCI project final conference event — End date moved to month 39
34.	D10.7 Newsletters — Moved to month 39
35.	D10.8 Report about participation at LEA, security policymaker & CSO events — Moved to month 39
36.	D10.9 Report about participation at conferences — Moved to month 39
37.	D10.10 Final CCI conference event — Moved to month 39
38.	MS14 Final CCI Conference event organised and delivered — Moved to month 39
39.	WP10 Project coordination (including Advisory Board) — End date moved to month 39.
40.	Task 11.1 General coordination — End date moved to month 39
41.	Task 11.2 Liaison with European Commission — End date moved to month 39
42.	Task 11.4 Quality Management — End date moved to month 39
43.	D11.2 Monthly Steering Committee conference call minutes – Moved to month 39
44.	D11.5 Quality Implementation Report — Moved to month 34
45.	D11.6 Consortium and Advisory Board meeting minutes — Moved to month 39

Table 5.1. *Description of changes included in amendment to CCi Grant Agreement.*

5.2 Use of resources

Information: Overview of deviations from planned use of resources

The main reason for deviations in use of resources was the three-month project extension due to Covid-19.

In addition, face-to-face meetings required for WP8 prototyping, demonstration and implementation support workshops were repeatedly cancelled and rescheduled. An extension to the duration of WP8 enabled additional Tool prototyping to be undertaken, in consultation with end-users. This supported design development, refinement, demonstration and user evaluation.

Another reason for deviation in the use of resources stems from the fact that the CCI design-led methodology has challenged LEA staff (non-designers) to undertake design activities outside their normal area of expertise and experience. Additional person months were required by partners with design expertise (USAL and LOBA) to support LEAs. This ensured development of high-quality Tool elements and communication materials.

Input from RUG on ethical, legal and social issues, as well as conceptual issues around security and societal impact, contributed to the development of cogent and well founded deliverables throughout the project — and especially in relation to Predictive Policing.

Finally, a number of partners were able to capitalise on interest in CCI Tools and deliverables and take advantage of additional dissemination and awareness raising opportunities.

The deviation between actual and planned use of resources for non-LEAs is summarised in tables 5.2 to 5.6 below.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
USAL	WP7	4.30	1.33	2.19	1.04 more
	WP8	4.50	0.17	5.61	9.12 more
	WP9	5.00	0.01	2.20	1.21 more
	WP10	9.14	1.20	5.40	1.27 less

Table 5.2. *Deviation between actual and planned resource use by USAL for the reporting period.*

1. USAL spent 1.04 more PM on WP7 supporting development of the INT and LKA Tool Specifications.
2. USAL spent 9.12 more PM on WP8. In addition to its structured process for supporting LEAs with Tool development and prototyping, USAL supported development of CCI Tool elements, including: writing brochure text; writing video scripts; designing process models; and developing branding ideas. Due to Covid-19 issues, WP8 Tasks continued into months 37 to 39.
3. USAL spent 1.21 more PM on WP9 on development of a European Security Model and ten Policy Briefings – developing templates, writing content and editing text.
4. USAL spent 1.27 less PM on WP10. Covid-19 restrictions impacted planned travel to events.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
DSP	WP7	2.50	0.36	0	2.14 less
	WP8	5.00	9.80	9.80	4.80 more
	WP10	6.42	1.65	8.80	4.03 more

Table 5.3. *Deviation between actual and planned resource use by DSP for the reporting period.*

1. DSP spent 2.14 PM less on WP7 because their support in developing WP7 outputs was not required by INT, LKA or USAL.
2. DSP spent 4.80 PM more in WP8, primarily supporting NPN with development, prototyping, demonstration and implementation support workshops relating to the ProHIC Tool. NPN required additional support to ensure the quality, implementation and transfer of the NPN Predictive Policing Tool. Due to the project extension and Covid-19, WP8 Tasks continued into months 37 to 39.
3. DSP was invited to present the NPN Tool and CCI project at numerous events and conferences, spending 4.03 PM more on WP10 Communication, dissemination and exploitation. Due to the project extension and Covid-19, WP10 Tasks continued into months 37 to 39.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
RUG	WP1	1.20	0.60	1.91	1.31 more
	WP7	3.10	0.34	1.75	1.01 less
	WP8	2.20	0	4.50	2.30 more
	WP9	2.0	0	3.39	1.39 more
	WP10	2.98	0	6.31	3.33 more
	WP11	0.30	0	6.67	6.37 more

Table 5.4. *Deviation between actual and planned resource use by RUG for the reporting period.*

1. RUG spent 1.31 more PM on WP1 as USAL required additional support to develop and deliver DesignLab 5 on the European Security Model.
2. RUG spent 1.01 less PM on WP7. Benefitting from research conducted in RP1, developing outputs on ethical, legal and social issues impacting citizens' feelings of insecurity required less time than planned.
3. RUG spent 2.30 more PM on WP8. Input and feedback on Tool prototypes was required—especially regarding ethical, legal and social issues impacting Predictive Policing. Due to the project extension and Covid-19, WP8 Tasks continued into months 37 to 39.
4. RUG spent 1.39 more PM on WP9. Support from RUG was required for research into and development of European Security Model concepts/ideas. Due to the project extension and Covid-19, WP9 Tasks continued into months 37 to 39.
5. RUG spent 3.33 more PM on WP10. This was because RUG was: a) invited to present at numerous conferences and events; and b) moderator of the DPT CCI webinar series (see here). In addition, due to the project extension and Covid-19, WP10 Tasks continued into months 37 to 39.

6. RUG spent 6.37 more PM on WP11. In addition to participating in CCI Steering Committee meetings, RUG included within WP11 its research and management meetings on CCI project progress, resources, dissemination and exploitation. It should be noted that planned Person Months for WP11 were underestimated in the grant agreement.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
DPT	WP7	2.00	0.84	0.04	1.12 less
	WP8	6.10	0	3.91	2.19 less
	WP9	3.00	0	1.35	1.65 less
	WP10	5.94	1.92	8.73	4.71 more

Table 5.5. *Deviation between actual and planned resource use by DPT for the reporting period.*

1. DPT spent 1.12 less, 2.19 less and 1.65 PM less on three work packages (WP7, WP8 and WP9). This was because less support was required by LEAs, DSP and USAL than planned for these particular work packages.
2. DPT spent 4.71 more PM on WP10 because: a) DSP organised and delivered the DPT CCI webinar series; and b) DSP supported the organisation and delivery of the CCI final event conference in Brussels, including participating in regular meetings of the Final Event Working Group. In addition, due to the project extension and Covid-19, WP10 Tasks continued into months 37 to 39.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
EFUS	WP7	6.90	0.95	3.30	2.65 less
	WP8	5.0	0	2.30	2.70 less
	WP9	3.0	0.05	1.30	1.65 less
	WP10	6.54	2.56	11.50	7.52 more
	WP11	0.30	0.72	1.40	1.82

Table 5.6. *Deviation between actual and planned resource use by EFUS for the reporting period.*

1. EFUS spent 2.65, 2.70 and 1.65 less PM in three work packages (WP7, WP8 and WP9) because less support was required from LEAs, DSP and USAL than anticipated.

2. EFUS spent 7.52 more PM on WP10 because they: a) developed the Factsheets and Practice Sheets; and b) supported organisation and delivery of the CCI final event conference in Brussels, which included regular participation in the Final Event Working Group. In addition, due to the project extension and Covid-19, WP10 Tasks continued into months 37 to 39.

Non-LEA partner	**Work Package** *(WP)*	**Planned** *Person Month (PM)*	**Claimed RP1** *Person Month (PM)*	**Claimed RP2** *Person Month (PM)*	**Deviation RP2** *Person Month (PM)*
LOBA	WP4	1.90	0.62	2.26	0.98 more
	WP5	1.40	0.61	11.64	10.85 more
	WP6	2.0	0.66	9.80	8.46 more
	WP8	4.50	0	1.44	3.06 less
	WP9	2.70	0.10	0.04	2.56 less
	WP10	19.36	14.97	15.40	11.01 more

Table 5.7. *Deviation between actual and planned resource use by LOBA for the reporting period.*

1. Each LEA was allocated 15,000 EUR for *"other goods & services"* associated with realising their PIM Tool (including design and development). For a number of LEAs, Tool production was not as originally planned undertaken by local resource / suppliers but instead LOBA delivered much of the Tool design realisation and communication work. Consequently, funds from 'other goods and services' were transferred to LOBA to fund the PM required for this additional work. LOBA supported the design and development of all the LEA Tools developed by CCI, except for the NPN ProHIC Tool and the LKA INSIGHT Tool. LOBA spent 0.98 more PM on WP4, 10.85 more PM on WP5 and 8.46 more PM on WP6. In addition to developing models, process diagrams and videos, LOBA undertook specialist technical development related to the GMP ProMIS Tool in WP6 and WP8.
2. LOBA claimed PMs in WP4, 5, 6 and 7, resulting in 2.56 PM less being spent on WP8.
3. LOBA claimed 2.56 PM less on W9 because USAL did not require as much support as anticipated.
4. LOBA spent 15.40 PM more on WP10 due to a number of additional communication and dissemination activities being undertaken: a) LOBA developed the design for the CCI Factsheets, Practice Sheets and Policy Briefings; b) LOBA supported LEAs in developing additional communication materials (presentations, Tool brochures and videos); and c) LOBA played a key role in the organisation and delivery of the CCI Final Conference in Brussels, including developing multiple exhibition materials — for CCI project and each of the eight Tools. LOBA participated in the CCI Final Event Working Group (CCI-FEW). In addition, due to the project extension and Covid-19, WP10 Tasks continued into months 37 to 39.

Deviation in actual use of resources by LEAs is summarised in table 5.8 below.

LEA partner	Work Package *(WP)*	Planned *Person Month (PM)*	Claimed RP1 *Person Month (PM)*	Claimed RP2 *Person Month (PM)*	Deviation RP2 *Person Month (PM)*
NPN	WP9	0.50	0	0	0.50 less
	WP10	2.17	0	0.57	1.67 less
GMP	WP10	1.23	0	2.60	1.37 more
PJP	WP8	4.10	0.40	4.45	0.75 more
	WP9	1.65	0.13	2.44	0.92 more
CML	WP10	1.74	1.30	1.30	0.86 more
LKA	WP7	8.60	1.96	8.53	1.89 more
	WP8	5.60	0.45	10.04	4.89 more
	WP10	2.02	0.53	3.17	1.68 more
INT	WP8	5.10	0	5.94	0.84 more
	WP10	1.98	1.0	1.89	0.88 more

Table 5.8. *Deviation between actual and planned resource use by LEA for the reporting period.*

1. NPN spent 0.50 PM less in WP9 and 1.60 PM less in WP10 due to insufficient dedicated project staff to engage with policy development activities related to WP9 or dissemination in WP10 (NOTE: This stems from staffing issues already addressed in RP1). Consequently, additional staff time was spent by other CCI partners on WP9 and WP10.
2. As detailed in section 5 of the RP1 Technical report, NPN were unable to expend the resource planned for WP3. This allowed additional Person Months to be allocated to DSP, USAL and LOBA.
3. GMP spent 1.37 PM more on WP10 in order to support dissemination of GMP Tools (Community Connect and ProMIS). Due to the project extension and Covid-19, WP10 Tasks continued during months 37 to 39.
4. PJP spent 0.75 more PM developing their Tool in WP8. Due to Covid-19 issues, WP8 Tasks continued during months 37 to 39.

5. PJP spent 0.95 PM more on WP10 in order to support dissemination of the PJP *Building Safer Cities Together* Tool to various stakeholder groups. Due to the project extension and Covid-19, WP10 Tasks continued during months 37 to 39.
6. CML spent 0.86 PM more on WP10 in order to support dissemination of the CML *Safer Communities* Tool. Due to the project extension and Covid-19, WP10 Tasks continued during months 37 to 39.
7. LKA spent 1.89 more PM developing scenarios and its Tool Specification in WP7.
8. LKA spent 4.89 more PM developing its Tools in WP8. Both PATROL and INSIGHT required more time than planned or, with Tasks continuing during months 37 to 39.
9. LKA spent 1.68 more PM on WP10 to support dissemination of the LKA Tools and communicate CCI Focus Areas. Due to the project extension, WP10 Tasks continued during months 37 to 39.
10. INT spent 0.84 more PM developing its *Perception Matters* Tool. Due to Covid-19 issues, WP8 Tasks continued during months 37 to 39.
11. INT spent 0.88 more PM on WP10 to support dissemination of the INT *Perception Matters* Tool and deliver presentations on the issues of citizens' feelings of insecurity.

The *Cutting Crime Impact* project has researched, designed, demonstrated and delivered eight LEA Tools, a new European Security Model, ten policy briefings, seven Factsheets in multiple languages, a professional webinar series, an international final conference, and more that 80 project deliverables — and was completed within budget.

5.2.1 Unforeseen subcontracting (if applicable)

During this reporting period, there has been no unforeseen subcontracting on the CCI project.

5.2.2 Unforeseen use of in-kind contribution from third party against payment or free of charges (if applicable)

Not applicable.

APPENDICES

A. CCI Factsheets

A1 Predictive Policing

Figure A1.1 *The CCI Predictive Policing Factsheet (available here)*

A2 Community Policing

Figure A2. *The CCI Community Policing Factsheet (available here)*

A3 Crime Prevention through Urban Design & Planning (CP-UDP)

Figure A3. *The CCI CP-UDP Factsheet (available here)*

A4 Measuring & mitigating feelings of insecurity

Figure A4. *The CCI Measuring & Mitigating Feelings of Insecurity Factsheet (available here)*

A5 Ethical, legal & social issues impacting Predictive Policing

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Factsheet

Ethical, Legal & Social issues impacting Predictive Policing

This Factsheet is based on CCI research conducted for the Review of Ethical, Legal & Social issues impacting Predictive Policing. It follows on from Factsheet 1 *"Review of State of the Art: Predictive Policing"*.

Cutting Crime Impact (CCI)

CCI is an EU-funded Horizon2020 project that enables Law Enforcement Agencies (LEAs) and relevant local and national authorities (i.e. security policymakers) to reduce the impact of crime and, where possible, prevent crime from occurring in the first place. The CCI project will enable a preventative, evidence-based and sustainable approach to tackling high-impact petty crime.

The CCI project is centred around designing, developing and demonstrating four toolkits, in the areas of:

- **Predictive Policing**
- **Community Policing**
- **Crime Prevention through Urban Design and Planning (CP-UDP)**
- **Measuring and mitigating citizens' feelings of insecurity**

What is Predictive Policing?

Predictive Policing can be described as the *"collection and analysis of data about previous crimes, for identification and statistical prediction of individuals or geospatial areas, with an increased probability of criminal activity to help develop policing intervention and prevention strategies and tactics."*[1] Predictive Policing systems potentially also use data from other sources, including socio-economic data and traffic networks.

Why do ethics and human rights matter for Predictive Policing?

Digitalisation and related technological developments have created new opportunities for LEAs in preventative action through the mobilisation of vast amounts of data from a wide range of sources. However, research on global surveillance has highlighted **the need for more public and political debate on the use of data in the context of LEAs.** As recognised by the United Nations in numerous resolutions, **the right to privacy in the digital age applies online as much as offline.** However, it remains often unclear how it should be interpreted in detail — particularly when considering the application of methods such as Predictive Policing. Predictive Policing is based on opportunities provided by modern information technologies, large datasets — so-called "Big Data" — and automated decision-making.

LEAs are facing increasing scrutiny about their practice in the digital domain, and Predictive Policing has received significant attention in recent years. Aside from questions around bias and the unfair targeting of minorities, ethnic or religious groups, fears of a 'Big Brother' state remain. Decisions on the use of Predictive Policing must **consider bigger societal questions around power, governance and the relationship between the state and individuals.** In the absence of detailed legal frameworks addressing these issues, it is vital to reflect on ethical imperatives as well as human rights and to include the findings of this process early in the development of new toolkits. Such open discussion helps LEAs to understand the

[1] Meijer, A. and Wessels, M. (2019) "Predictive Policing: Review of Benefits and Drawbacks", International Journal of Public Administration, p. 3.

Figure A5. *The CCI Ethical, legal & social issues impacting Predictive Policing Factsheet (available here)*

A6 Ethical, legal & social issues impacting Community Policing

Figure A6. *The CCI Ethical, legal & social issues impacting Community Policing (available here)*

A7 Ethical, legal & social issues impacting CP-UDP

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Factsheet

Ethical, legal & social issues impacting Crime Prevention through Urban Design & Planning

This Factsheet is based on research conducted for the review of ethical, legal and social issues impacting Crime Prevention through Urban Design & Planning (CCI Deliverable 6.1). It is a continuation of the Factsheet 'Review of the State of the Art: CP-UDP' (based on CCI Deliverable 2.5).

Cutting Crime Impact (CCI)

CCI is an EU-funded project that enables law enforcement agencies (LEAs) and relevant local and national authorities (i.e. security policymakers) to reduce the impact of crime and, where possible, prevent crime from occurring in the first place.
The CCI project will enable a preventative, evidence-based and sustainable approach to tackling high-impact petty crime.

The CCI project is centred around designing, developing and demonstrating four toolkits, in the areas of:

- **Predictive Policing**
- **Community Policing**
- **Crime Prevention through Urban Design and Planning (CP-UDP)**
- **Measuring and mitigating citizens' feelings of insecurity**

What is Crime Prevention through Urban Design and Planning (CP-UDP)?

CP-UDP prevents crime and feelings of insecurity through the application of evidence-based design and planning strategies within proposals for new buildings and environments. CP-UDP is delivered by urban planners, architects, designers, and urban managers, who may be advised by crime prevention specialists working for LEAs or local authorities. By carefully considering how a location might be used and experienced — both legitimately and illegitimately — CP-UDP seeks to positively impact the behaviour of human users, including potential offenders and victims. CP-UDP strategies embed protective physical features within attractive design outcomes and encourage prosocial behaviour through good design and place management. CP-UDP draws on principles established in the fields of 'Crime Prevention Through Environmental Design' (CPTED) and environmental psychology.

Recent developments impacting CP-UDP

CP-UDP is impacted by a number of developments that have taken place in recent years, including the privatisation of public space; increased use of surveillance technologies in urban contexts; the popularity of smartphones and use of associated location tracking technologies; and the collection and use of personal data for targeted service delivery.
In the prevention of crime, two approaches relevant to the delivery of CP-UDP have emerged:

The increased focus by national / local government and the police on taking proactive measures to prevent future crime problems.

The increased use of partnerships and networks in decision-making around urban security (e.g. community safety partnerships; Sicherheitspartnerschaft; etc.).

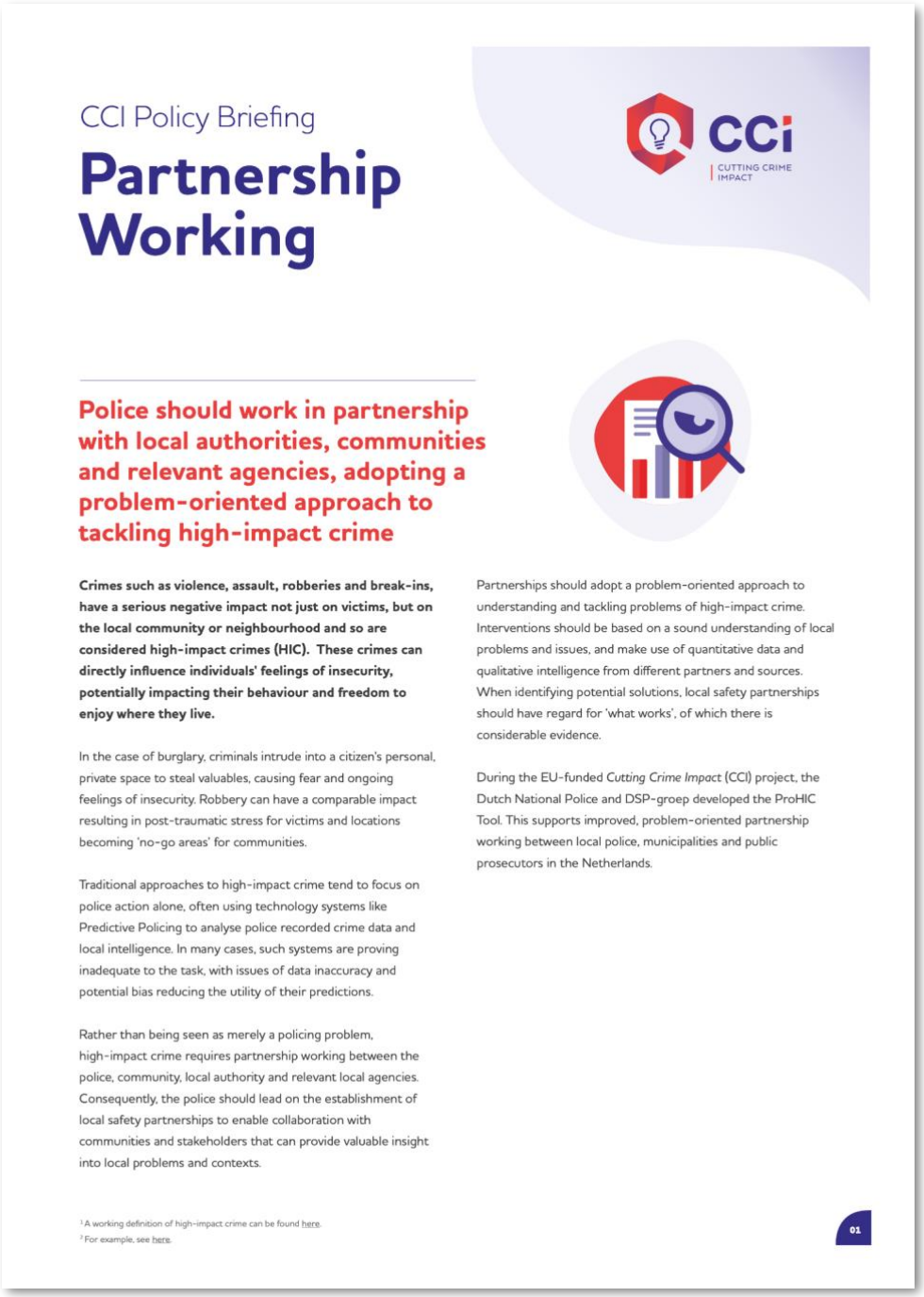
Figure A7. *The CCI Ethical, legal & social issues impacting CP-UDP (available here)*

B. CCI Policy Briefings

B1 Predictive Policing Tool

Figure B1. *CCI Policy Briefing — Predictive Policing Tool (available here)*

B2 Partnership working



CCI Policy Briefing

Partnership Working

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Police should work in partnership with local authorities, communities and relevant agencies, adopting a problem-oriented approach to tackling high-impact crime

Crimes such as violence, assault, robberies and break-ins, have a serious negative impact not just on victims, but on the local community or neighbourhood and so are considered high-impact crimes (HIC). These crimes can directly influence individuals' feelings of insecurity, potentially impacting their behaviour and freedom to enjoy where they live.

In the case of burglary, criminals intrude into a citizen's personal, private space to steal valuables, causing fear and ongoing feelings of insecurity. Robbery can have a comparable impact resulting in post-traumatic stress for victims and locations becoming 'no-go areas' for communities.

Traditional approaches to high-impact crime tend to focus on police action alone, often using technology systems like Predictive Policing to analyse police recorded crime data and local intelligence. In many cases, such systems are proving inadequate to the task, with issues of data inaccuracy and potential bias reducing the utility of their predictions.

Rather than being seen as merely a policing problem, high-impact crime requires partnership working between the police, community, local authority and relevant local agencies. Consequently, the police should lead on the establishment of local safety partnerships to enable collaboration with communities and stakeholders that can provide valuable insight into local problems and contexts.

Partnerships should adopt a problem-oriented approach to understanding and tackling problems of high-impact crime. Interventions should be based on a sound understanding of local problems and issues, and make use of quantitative data and qualitative intelligence from different partners and sources. When identifying potential solutions, local safety partnerships should have regard for 'what works', of which there is considerable evidence.

During the EU-funded *Cutting Crime Impact* (CCI) project, the Dutch National Police and DSP-groep developed the ProHIC Tool. This supports improved, problem-oriented partnership working between local police, municipalities and public prosecutors in the Netherlands.

[1] A working definition of high-impact crime can be found here.
[2] For example, see here.

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Figure B2. *CCI Policy Briefing — Partnership working (available here)*

B3 Community Policing 1

CCI Policy Briefing

Community Policing

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Continuity of community policing roles is key to delivering effective Community Policing

Fostering citizens' trust and increasing their belief in the legitimacy of policing are key, strategic priorities of Community Policing. To achieve these, effective community engagement is paramount. Community Policing Officers need to build connections with communities, acquire in-depth understanding of their local area and establish long-term relationships with key partners. These are time-intensive tasks that require commitment and continuity. Officer redeployment, retirement or resignation is therefore a major challenge to Community Policing.

When Community Policing Officers are redeployed without an adequate handover with their replacement, vital relationships and connections with citizens and local partners are jeopardised and crucial local knowledge is lost. The sudden and unexpected removal of a Community Policing Officer from their neighbourhood negatively impacts local communities and police partner organisations, and can compromise citizens' trust in the police organisation.

To reduce negative consequences of Officer redeployment, retirement or resignation and support continuity of Community Policing roles, police forces should:

1. Implement formal handover protocols for frontline officers
2. Ensure redeployment strategies support formal handover by, for example, providing protected time dedicated to the handover process
3. Implement formal handover protocols for senior officer / managerial roles
4. Value Community Policing and support career progression
5. Recruit individuals suited to the Community Policing role.

As a partner in the EU-funded project *Cutting Crime Impact (CCI)*, Greater Manchester Police (GMP) developed a handover protocol specifically designed for its frontline neighbourhood policing roles. This handover protocol improves delivery of GMP services to communities in Greater Manchester by preventing the loss of neighbourhood connections and valuable local knowledge.

The issue

The removal of Community Police Officers from their neighbourhood without an adequate handover represents a major source of frustration for communities and police partners, potentially impacting negatively on their trust in policing. Potential risks include:

- Disruption of important relationships and connections
- Loss of vital intelligence sources
- Interruption of existing partnership initiatives.

This may result in vulnerable individuals being unsupported, citizens at increased risk of victimisation and key partners left without support from the police.

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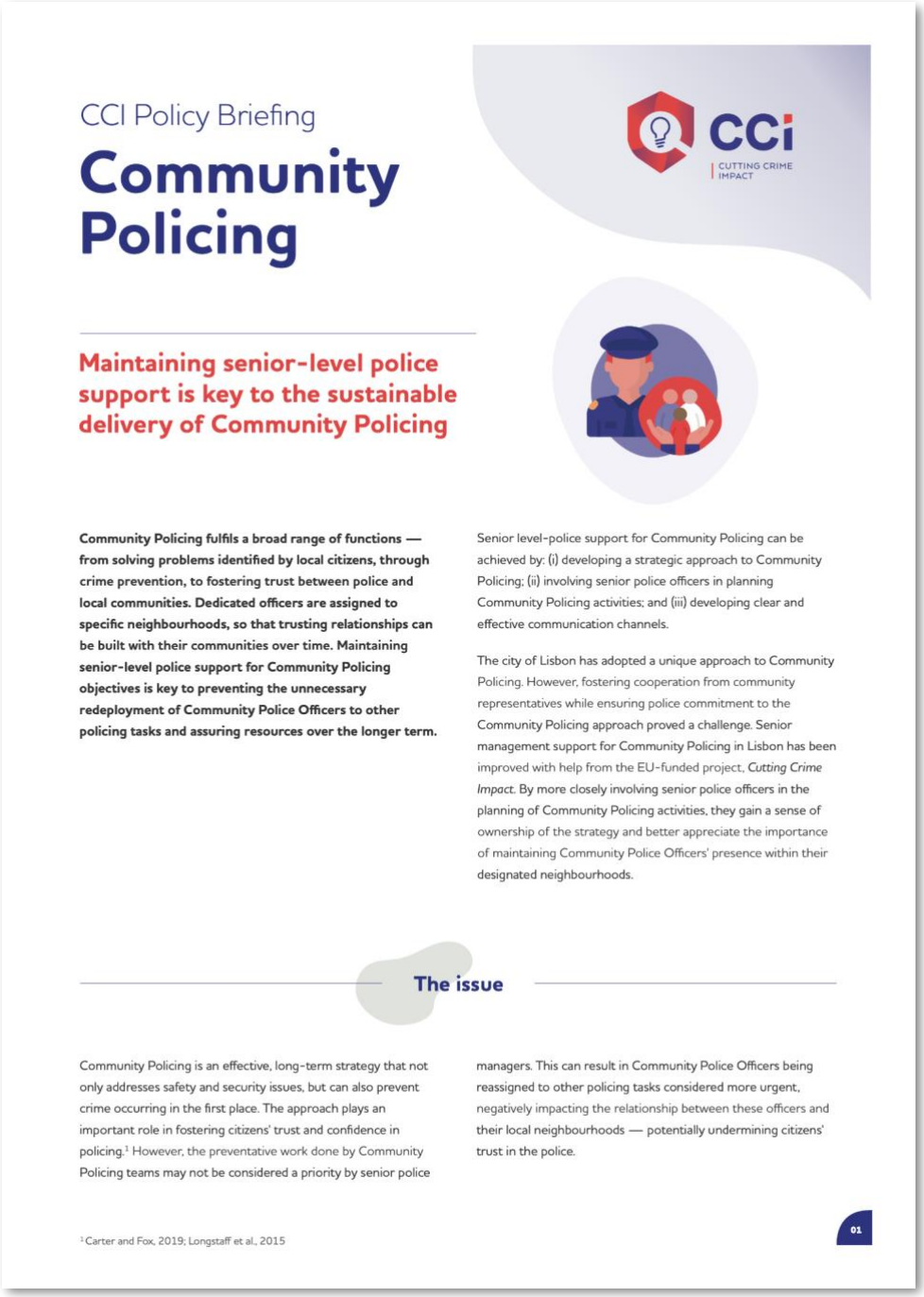
Figure B3. *CCI Policy Briefing — Community policing 1 (available here)*

B4 Community Policing 2



CCI Policy Briefing

Community Policing

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Maintaining senior-level police support is key to the sustainable delivery of Community Policing

Community Policing fulfils a broad range of functions — from solving problems identified by local citizens, through crime prevention, to fostering trust between police and local communities. Dedicated officers are assigned to specific neighbourhoods, so that trusting relationships can be built with their communities over time. Maintaining senior-level police support for Community Policing objectives is key to preventing the unnecessary redeployment of Community Police Officers to other policing tasks and assuring resources over the longer term.

Senior level-police support for Community Policing can be achieved by: (i) developing a strategic approach to Community Policing; (ii) involving senior police officers in planning Community Policing activities; and (iii) developing clear and effective communication channels.

The city of Lisbon has adopted a unique approach to Community Policing. However, fostering cooperation from community representatives while ensuring police commitment to the Community Policing approach proved a challenge. Senior management support for Community Policing in Lisbon has been improved with help from the EU-funded project, *Cutting Crime Impact*. By more closely involving senior police officers in the planning of Community Policing activities, they gain a sense of ownership of the strategy and better appreciate the importance of maintaining Community Police Officers' presence within their designated neighbourhoods.

The issue

Community Policing is an effective, long-term strategy that not only addresses safety and security issues, but can also prevent crime occurring in the first place. The approach plays an important role in fostering citizens' trust and confidence in policing.[1] However, the preventative work done by Community Policing teams may not be considered a priority by senior police managers. This can result in Community Police Officers being reassigned to other policing tasks considered more urgent, negatively impacting the relationship between these officers and their local neighbourhoods — potentially undermining citizens' trust in the police.

[1] Carter and Fox, 2019; Longstaff et al., 2015

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Figure B4. *CCI Policy Briefing — Community policing 2 (available here)*

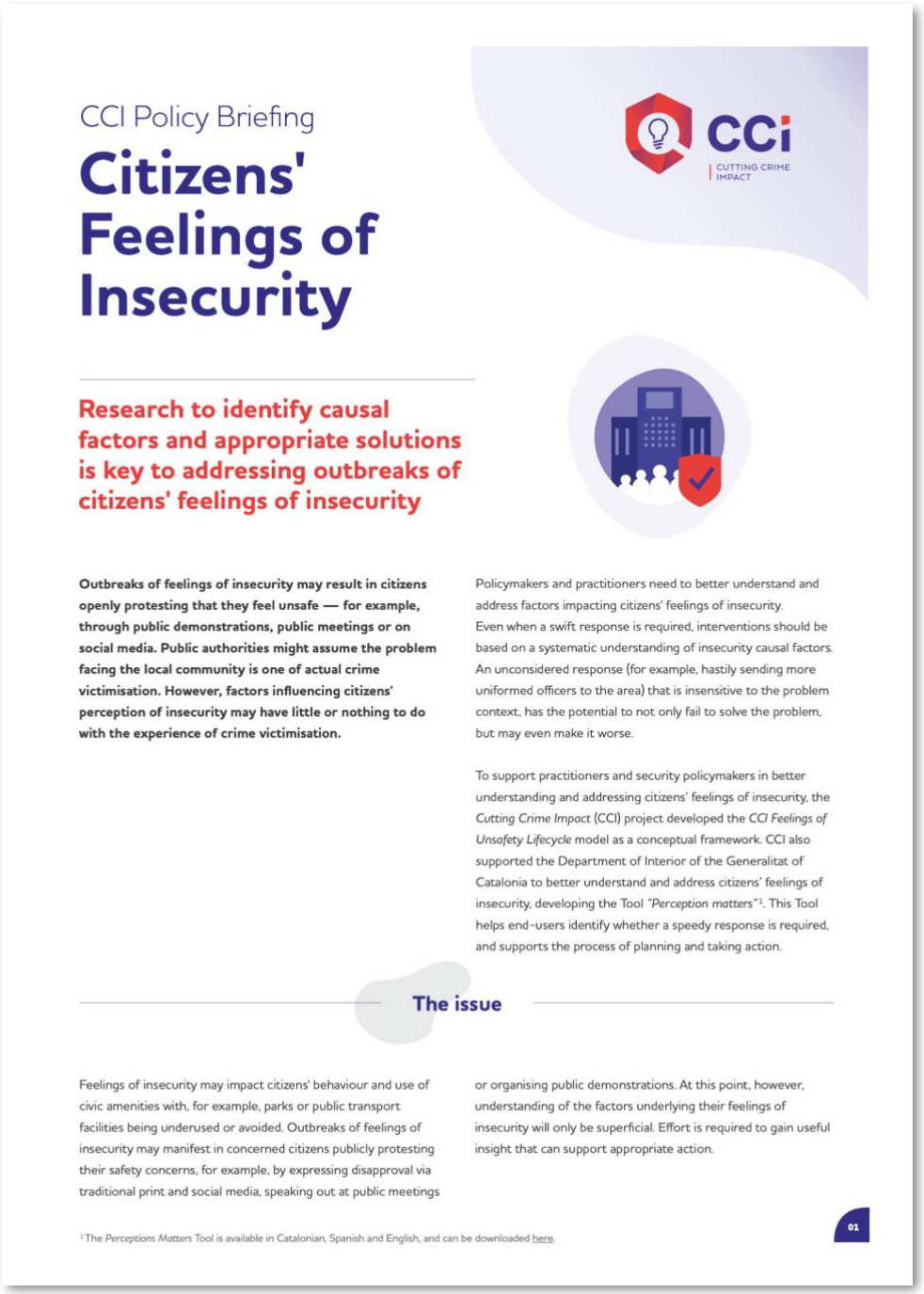
B5 Crime Prevention through Urban Design & Planning

Figure B5. *CCI Policy Briefing — Crime Prevention through Urban Design & Planning (available here)*

B6 Citizens' Feelings of Insecurity Tool

Figure B6. *CCI Policy Briefing — Citizens' Feelings of Insecurity Tool (available here)*

B7 Citizens' Feelings of Insecurity



CCI Policy Briefing

Citizens' Feelings of Insecurity

CCi
CUTTING CRIME IMPACT

Research to identify causal factors and appropriate solutions is key to addressing outbreaks of citizens' feelings of insecurity

Outbreaks of feelings of insecurity may result in citizens openly protesting that they feel unsafe — for example, through public demonstrations, public meetings or on social media. Public authorities might assume the problem facing the local community is one of actual crime victimisation. However, factors influencing citizens' perception of insecurity may have little or nothing to do with the experience of crime victimisation.

Policymakers and practitioners need to better understand and address factors impacting citizens' feelings of insecurity. Even when a swift response is required, interventions should be based on a systematic understanding of insecurity causal factors. An unconsidered response (for example, hastily sending more uniformed officers to the area) that is insensitive to the problem context, has the potential to not only fail to solve the problem, but may even make it worse.

To support practitioners and security policymakers in better understanding and addressing citizens' feelings of insecurity, the *Cutting Crime Impact* (CCI) project developed the *CCI Feelings of Unsafety Lifecycle* model as a conceptual framework. CCI also supported the Department of Interior of the Generalitat of Catalonia to better understand and address citizens' feelings of insecurity, developing the Tool *"Perception matters"*[1]. This Tool helps end-users identify whether a speedy response is required, and supports the process of planning and taking action.

The issue

Feelings of insecurity may impact citizens' behaviour and use of civic amenities with, for example, parks or public transport facilities being underused or avoided. Outbreaks of feelings of insecurity may manifest in concerned citizens publicly protesting their safety concerns, for example, by expressing disapproval via traditional print and social media, speaking out at public meetings or organising public demonstrations. At this point, however, understanding of the factors underlying their feelings of insecurity will only be superficial. Effort is required to gain useful insight that can support appropriate action.

[1] The *Perceptions Matters* Tool is available in Catalonian, Spanish and English, and can be downloaded here.

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Figure B7. *CCI Policy Briefing — Citizens' Feelings of Insecurity (available here)*

B8 CP-UDP & Public Space

CCI Policy Briefing

CP-UDP & Public Space

CCi
CUTTING CRIME IMPACT

Better understanding of the lived experience of citizens is key to the design and management of safer public spaces

Crime Prevention through Urban Design and Planning (CP-UDP) prevents crime and feelings of insecurity by applying evidence-based design principles within proposals for new buildings and environments. Such strategies may seek to embed protective physical features or encourage prosocial behaviour through the design and management of a location. By changing how an urban location is used and experienced, CP-UDP seeks to change the behaviour of potential offenders and legitimate users, and thus reduce the risk of crime.

CP-UDP is a sophisticated process requiring effective partnership working. CP-UDP delivery involves careful analysis, action and evaluation by design, planning, police, place management and social work practitioners. In many regions, police forces are responsible for advising municipalities and city authorities on issues of urban security. In this, they must support stakeholders in addressing the issues of: (i) when and why citizens feel unsafe in public spaces; (ii) what measures might be taken to increase users' perceptions of security; and (iii) how local communities might be better engaged in the planning, design and management of their public spaces.

During the EU-funded project *Cutting Crime Impact* (CCI), the State Criminal Investigation Office (LKA) of Lower Saxony, Germany, researched, developed and demonstrated the INSIGHT Tool. This Tool comprises processes and methods for using data and expertise of the police, crime prevention experts and other key stakeholders to investigate crime opportunity structures in public space. The Tool combines existing approaches with new methods for understanding citizens' behaviour and subjective perceptions of unsafety in particular locations.

"Only by engaging with local residents can citizens' feelings of insecurity be properly understood and a holistic picture of the security situation for a specific location be obtained. Such insight is essential for improving public space."

Dr Anke Schröder, *LKA in Lower Saxony, Germany*

The issue

The quality of public space and the built environment has a direct impact on citizen's lives and on the way they feel.[1] Public space is subject to constant tension between its design for the long-term and dynamic social changes. As a resource of social, cultural and geographical importance, public space should be accessible to all social groups. Providing the scenery and stage for public life, settings such as parks, squares or public transit must deal with frequent shifts in user volume and activity, demanding adaptability from seemingly inflexible structures. Crime and perceptions of safety impact the use of public spaces, with feelings of insecurity potentially leading to the avoidance of certain areas. This affects not only the successful functioning of the urban environment, but citizens' quality of life.

[1] CABE (2002) Streets of Shame. Summary of findings from 'Public Attitudes to Architecture and the Built Environment'. London, CABE. Available here.

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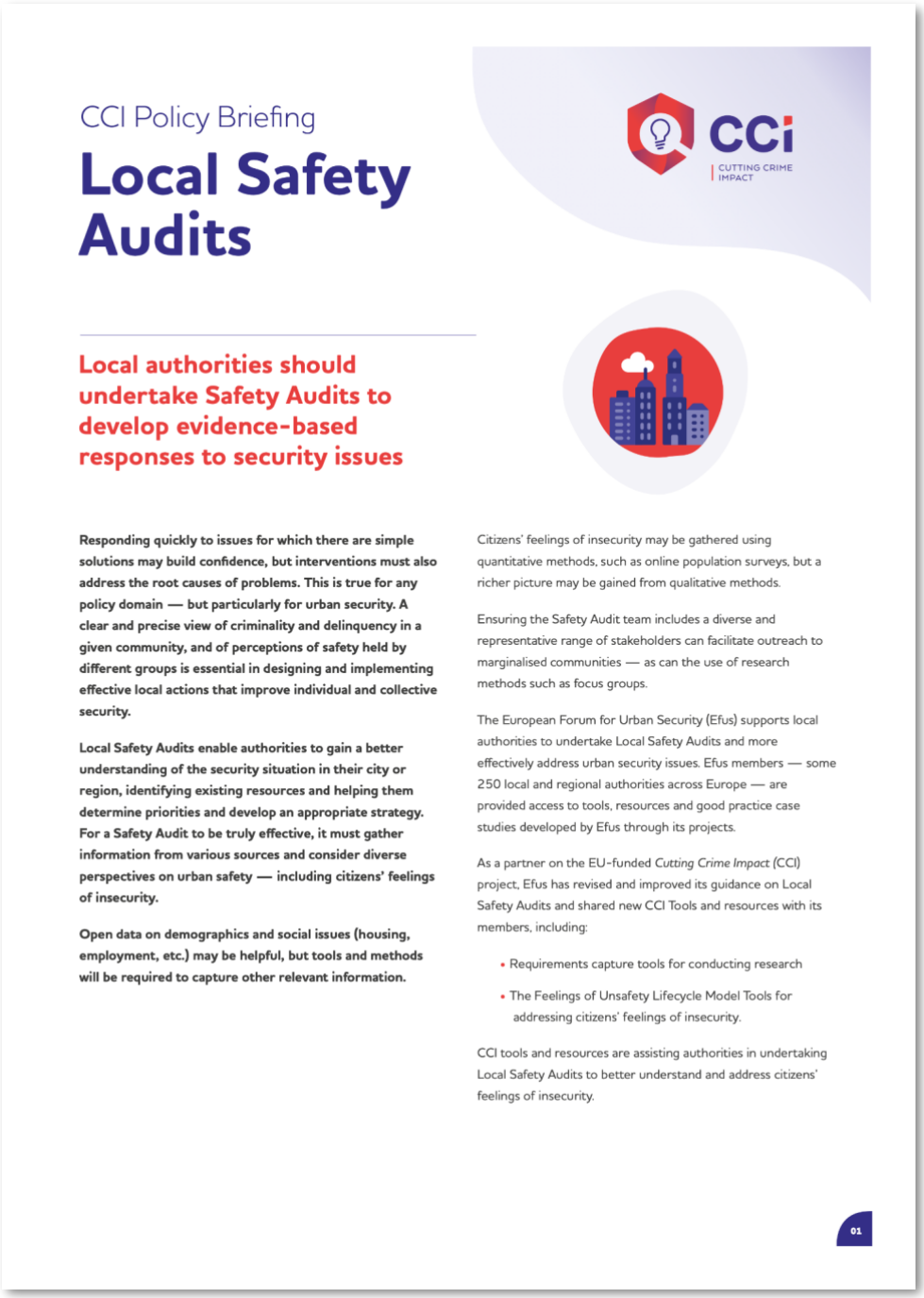
Figure B8. *CCI Policy Briefing — Citizens' Feelings of Insecurity (available here)*

B9 Local Safety Audits



CCI Policy Briefing

Local Safety Audits

CCi
CUTTING CRIME IMPACT

Local authorities should undertake Safety Audits to develop evidence-based responses to security issues

Responding quickly to issues for which there are simple solutions may build confidence, but interventions must also address the root causes of problems. This is true for any policy domain — but particularly for urban security. A clear and precise view of criminality and delinquency in a given community, and of perceptions of safety held by different groups is essential in designing and implementing effective local actions that improve individual and collective security.

Local Safety Audits enable authorities to gain a better understanding of the security situation in their city or region, identifying existing resources and helping them determine priorities and develop an appropriate strategy. For a Safety Audit to be truly effective, it must gather information from various sources and consider diverse perspectives on urban safety — including citizens' feelings of insecurity.

Open data on demographics and social issues (housing, employment, etc.) may be helpful, but tools and methods will be required to capture other relevant information.

Citizens' feelings of insecurity may be gathered using quantitative methods, such as online population surveys, but a richer picture may be gained from qualitative methods.

Ensuring the Safety Audit team includes a diverse and representative range of stakeholders can facilitate outreach to marginalised communities — as can the use of research methods such as focus groups.

The European Forum for Urban Security (Efus) supports local authorities to undertake Local Safety Audits and more effectively address urban security issues. Efus members — some 250 local and regional authorities across Europe — are provided access to tools, resources and good practice case studies developed by Efus through its projects.

As a partner on the EU-funded *Cutting Crime Impact* (CCI) project, Efus has revised and improved its guidance on Local Safety Audits and shared new CCI Tools and resources with its members, including:

- Requirements capture tools for conducting research
- The Feelings of Unsafety Lifecycle Model Tools for addressing citizens' feelings of insecurity.

CCI tools and resources are assisting authorities in undertaking Local Safety Audits to better understand and address citizens' feelings of insecurity.

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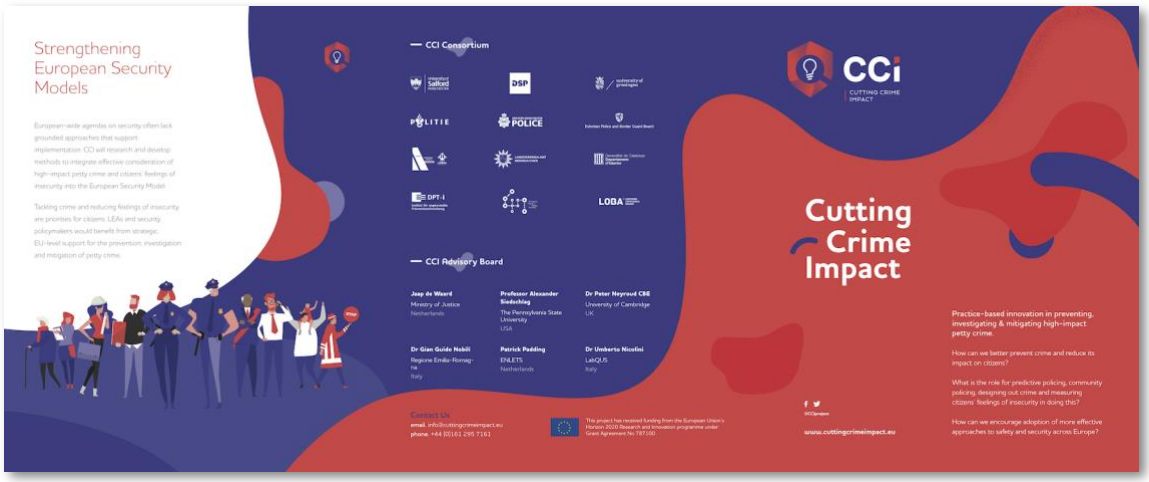
Figure B9. *CCI Policy Briefing — Local Safety Audits (available here)*

B10 The European Security Model

Figure B10. *CCI Policy Briefing — The European Security Audit (available here)*

D CCI Promotional materials

D1 CCI brochure (outside; inside; design mock-up)



D2 CCI roll-up banner

D3 CCI pop-up exhibition stand

Figure D3. *CCI pop-up exhibition stand in use at the EFUS "Security Democracy and Cities" conference, 20–22 October 2021 in Nice, France*

E CCI Final Conference materials

E1 CCI Final Conference programme

E2 CCI Final Conference exhibition stand

E3 CCI Final Conference entrance flags

Figure E1. *CCI Final Conference entrance flags in use at the "Designing Security Futures" conference, 24–25 November 2021 in Brussels, Belgium*

F CCI Tool exhibition materials

F1 CCI Tool exhibition pull-up banners

F1.1 Predictive Policing Focus Area – NPN Tool and LKA Tool banners

F1.2 Community Policing Focus Area – CML Tool and GMP Tool banners

F1.3 CP-UDP Focus Area – PJP Tool and GMP Tool banners

F1.4 Feelings of Insecurity Focus Area – LKA Tool and INT Tool banners

F2 CCI Tool exhibition cubes

F2.1 NPN ProHIC Tool cube

F2.2 LKA PATROL Tool cube

F2.3 CML Safer Communities Tool cube

F2.4 GMP Community Connect Tool cube

F2.5 PJP Building Safer Cities Together Tool cube

F2.6 GMP ProMIS Tool cube

F2.7 LKA INSIGHT Tool cube

F2.8 INT Perception Matters Tool cube

Figure F1. *CCI Tool exhibition cubes on stage at the CCI "Designing Security Futures" conference, 24–25 November 2021 in Brussels, Belgium*

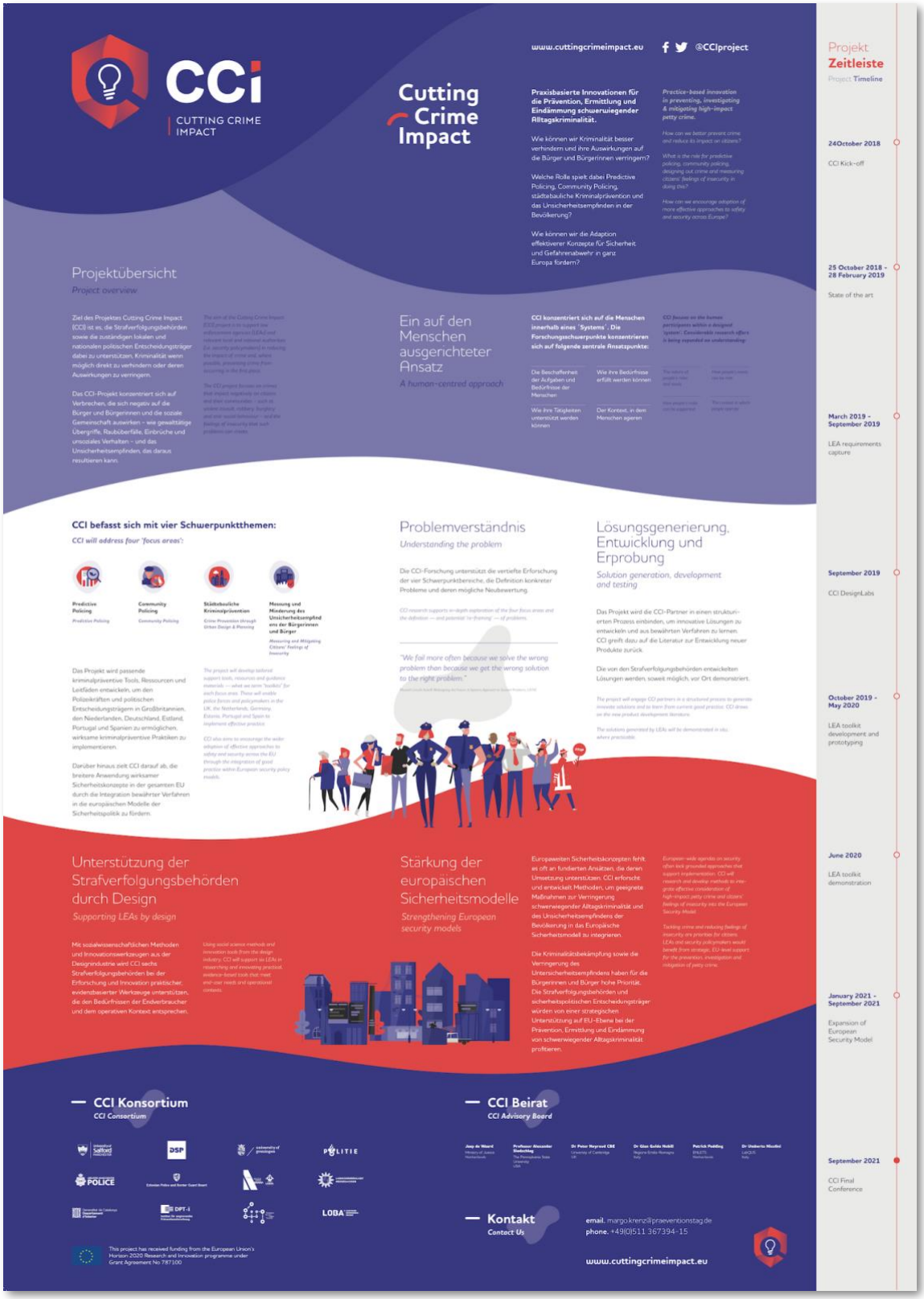
F2.9 Tool Focus Area cubes

G CCI posters

G1 English CCI poster

G2 Catalan CCI poster

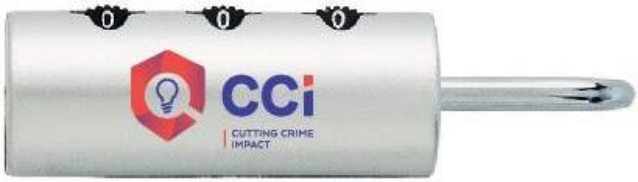
G3 German and English CCI poster



H CCI promotional merchandise set

H1 CCI keychain whistle

H2 CCI lock



H3 CCI pen

J CCI project social media activity

The below table documents the CCI project social media activity undertaken over the whole project period.

DATE	CHANNEL	LINK	TYPE	FOLLOWERS	LINK CLICKS	ENGAGEMENTS	SEGMENTATION
13 March 2019	Twitter	Link	Engagements Campaign	–	–	94	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
13 March 2019	Twitter	Link	Followers Campaign	12	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 March 2019	Facebook	Link	Engagement Campaign	–	–	42	Germany | Estonia | Spain | France | UK | Netherlands | Portugal Crime Prevention | Law Enforcement | Security | Public Security | National Security | International Security
23 March 2019	Facebook	Link	Followers Campaign	11	–	–	Germany | Estonia | Spain | France | UK | Netherlands | Portugal Crime Prevention | Law Enforcement | Security | Public Security | National Security | International Security
5 April 2019	Twitter	Link	Followers Campaign	8	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
8 April 2019	Facebook	Link	Engagement Campaign	–	–	27	Germany | Estonia | Spain | France | UK | Netherlands | Portugal Crime Prevention | Law Enforcement | Security | Public Security | National Security | International Security

7 June 2019	Twitter	Link	Engagement Campaign	–	–	324	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
14 June 2019	Twitter	Link	Followers Campaign	20	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
25 June 2019	Twitter	Link	Engagements Campaign	–	–	105	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
10 July 2019	Twitter	Link	Engagements Campaign	–	–	124	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
16 July 2019	Twitter	Link	Followers Campaign	29	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
30 July 2019	Facebook	Link	Engagements Campaign	–	–	47	Germany | Estonia | Spain | UK Crime Prevention | Law Enforcement | Security | Public Security | National Security | International Security
29 August 2019	Twitter	Link	Website Clicks	–	19	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

17 September 2019	Twitter	Link	Followers Campaign	43	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
24 September 2019	Facebook	Link	Followers Campaign	98	–	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 October 2019	Twitter	Link	Followers Campaign	21	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 October 2019	Facebook	Link	Followers Campaign	95	–	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
7 November 2019	Twitter	Link	Followers Campaign	33	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
18 November 2019	Twitter	Link & Link	Engagements Campaign	–	–	271	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

18 November 2019	Facebook	Link	Followers Campaign	33	–	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
23 December 2019	Twitter	Link	Followers Campaign	26	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
10 January 2020	Twitter	Link	Followers Campaign	60	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
11 February 2020	Twitter	Link	Followers Campaign	79	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
10 March 2020	Twitter	Link	Followers Campaign	59	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
9 April 2020	Twitter	Link	Followers Campaign	67	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

6 May 2020	Twitter	Link	Followers Campaign	34	–	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
6 May 2020	Twitter	Link	Website Clicks	–	63	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
11 May 2020	Facebook	Link	Website Clicks	–	4	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
15 June 2020	Facebook	Link	Followers Campaign	47	–	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
21 July 2020	Facebook	Link	Engagement Campaign	–	–	434	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
21 July 2020	Twitter	Link & Link	Engagements Campaign	–	–	967	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

28 July 2020	Twitter	Link & Link	Engagements Campaign	–	–	541	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
20 August 2020	Twitter	Link & Link & Link	Engagements Campaign	–	–	1887	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
20 August 2020	Facebook	Link	Engagement Campaign	–	–	395	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 September 2020	Twitter	Link & Link & Link & Link	Engagements Campaign	–	–	1405	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 September 2020	Facebook	Link	Engagement Campaign	–	–	536	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 October 2020	Twitter	Link & Link & Link & Link	Engagements Campaign	–	–	1137	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

22 October 2020	Twitter	Link	Website Clicks	–	34	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 October 2020	Facebook	Link	Engagement Campaign	–	–	445	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 October 2020	Facebook	Link	Website Clicks	–	3	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
27 November 2020	Twitter	Link & Link & Link	Engagements Campaign	–	–	562	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 November 2020	Twitter	Link	Engagements Campaign	–	–	358	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 November 2020	Facebook	Link	Website Clicks	–	2	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

27 November 2020	Facebook	Link	Engagement Campaign	–	–	449	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
23 December 2020	Twitter	Link & Link & Link & Link & Link	Engagements Campaign	–	–	2793	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 December 2020	Twitter	Link & Link	Website Clicks	–	68	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 December 2020	Facebook	Link	Engagement Campaign	–	–	1559	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 December 2020	Facebook	Link	Website Clicks	–	31	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 January 2021	Twitter	Link & Link & Link	Engagements Campaign	–	–	872	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

26 January 2021	Twitter	Link	Website Clicks	–	78	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 January 2021	Facebook	Link	Engagement Campaign	–	–	166	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 January 2021	Facebook	Link	Website Clicks	–	24	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 February 2021	Twitter	Link	Engagements Campaign	0	–	264	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 February 2021	Twitter	Link	Engagements Campaign	1	–	555	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 February 2021	Twitter	Link	Website Clicks	–	45	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

26 February 2021	Twitter	Link	Website Clicks	–	19	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 February 2021	Facebook	Link	Website Clicks	–	27	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 February 2021	Facebook	Link	Engagement Campaign	–	–	375	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 March 2021	Twitter	Link	Engagements Campaign	3	–	885	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 March 2021	Twitter	Link	Website Clicks	–	77	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 March 2021	Facebook	Link	Website Clicks	–	59	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

22 March 2021	Facebook	Link	Engagement Campaign	–	–	311	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 April 2021	Twitter	Link	Engagements Campaign	0	–	318	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 April 2021	Twitter	Link	Website Clicks	–	11	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 April 2021	Twitter	Link	Engagements Campaign	0	–	57	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 April 2021	Twitter	Link	Website Clicks	–	46	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 April 2021	Facebook	Link	Engagement Campaign	–	–	279	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

26 April 2021	Facebook	Link	Website Clicks	–	116	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
25 May 2021	Twitter	Link	Engagements Campaign	0	–	501	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
25 May 2021	Twitter	Link	Website Clicks	–	55	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
25 May 2021	Facebook	Link	Website Clicks	–	119	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
25 May 2021	Facebook	Link	Engagement Campaign	–	–	238	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
30 June 2021	Twitter	Link	Website Clicks	–	57	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

30 June 2021	Twitter	Link	Engagements Campaign	0	–	1465	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
30 June 2021	Facebook	Link	Website Clicks	–	138	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
30 June 2021	Facebook	Link	Website Clicks	–	83	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
30 June 2021	Facebook	Link	Engagement Campaign	–	–	363	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 July 2021	Twitter	Link	Engagements Campaign	2	–	2581	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 July 2021	Twitter	Link	Website Clicks	–	40	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

26 July 2021	Twitter	Link	Website Clicks	–	44	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
26 July 2021	Facebook	Link	Website Clicks	–	109	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
26 July 2021	Facebook	Link	Engagement Campaign	–	–	309	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
23 August 2021	Twitter	Link	Engagements Campaign	0	–	882	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 August 2021	Twitter	Link	Website Clicks	–	36	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 August 2021	Facebook	Link	Website Clicks	–	99	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

23 August 2021	Facebook	Link	Engagement Campaign	–	–	230	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
23 September 2021	Twitter	Link	Engagements Campaign	1	–	951	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 September 2021	Twitter	Link	Website Clicks	–	17	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 September 2021	Twitter	Link	Website Clicks	–	3	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
23 September 2021	Facebook	Link	Engagement Campaign	–	–	1258	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
23 September 2021	Facebook	Link	Website Clicks	–	44	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

21 October 2021	Twitter	Link	Engagements Campaign	0	–	182	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Engagements Campaign	1	–	150	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Engagements Campaign	1	–	922	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Website Clicks	–	6	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Website Clicks	–	9	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Website Clicks	–	16	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality

21 October 2021	Twitter	Link	Website Clicks	–	68	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Engagements Campaign	0	–	91	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Engagements Campaign	0	–	148	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Twitter	Link	Website Clicks	–	14	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
21 October 2021	Facebook	Link	Website Clicks	–	19	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
21 October 2021	Facebook	Link	Engagement Campaign	–	–	182	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

21 October 2021	Facebook	Link	Website Clicks	–	147	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
21 October 2021	Facebook	Link	Engagement Campaign	–	–	225	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 November 2021	Twitter	Link	Website Clicks	–	62	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 November 2021	Twitter	Link	Engagements Campaign	0	–	1392	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
22 November 2021	Facebook	Link	Website Clicks	–	175	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
22 November 2021	Facebook	Link	Engagement Campaign	–	–	407	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

27 December 2021	Twitter	Link	Website Clicks	–	62	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 December 2021	Twitter	Link	Engagements Campaign	2	–	1842	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 December 2021	Twitter	Link	Engagements Campaign	4	–	2262	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 December 2021	Twitter	Link	Website Clicks	–	33	–	Spain | Hungary | Luxembourg | Estonia | Greece | Ireland | Romanian | Cyprus | Germany | Denmark | Finland | France | Lithuania | Bulgaria | Austria | Malta | Croatia | Belgium | Portugal | Poland | Netherlands | United Kingdom | Italy Crime prevention | Predictive Policing | Impact Crime | Prevention | Security | Community Policing | LEAs | Law Enforcement | Criminality
27 December 2021	Facebook	Link	Website Clicks	–	330	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security
27 December 2021	Facebook	Link	Engagement Campaign	–	–	4513	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

27 December 2021	Facebook	Link	Engagement Campaign	–	–	–	Ireland | Italy | Netherlands | Spain | Sweden | UK | Finland | Denmark | Belgium | Greece | Austria | Croatia | Poland | Portugal | Luxembourg | Bulgaria | Czech Republic | Slovenia | Slovakia | Lithuania | Hungary | Cyprus | Romania | France | Germany | Malta | Estonia | Latvia Government, Public Politics, Politics, Crime Prevention, Law Enforcement, Security, Public Security

Table J.1. *CCI social media campaigns carried out during the project period.*

CCi

CUTTING CRIME IMPACT

University of Salford MANCHESTER

university of groningen

Greater Manchester POLICE

Estonian Police and Border Guard Board

www.cuttingcrimeimpact.eu

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