

LA PERCEPCIÓ IMPORTA

La seguretat de les
persones

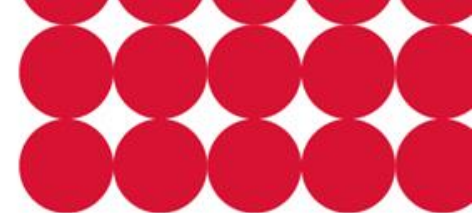
Subjective security as a core problem in security management. The CCI Project

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Security is subjective

- ▶ What is risky and negative depends on social subjectivity.
- ▶ The reality is perceived through human subjectivity
- ▶ Objective indicators don't exist



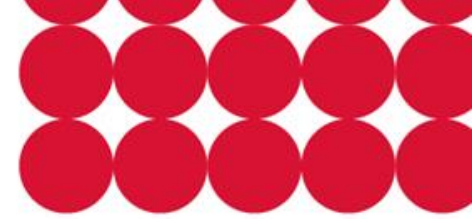
Example:

- ▶ Is it a security issue to cover the face up?
- ▶ Some years ago — yes: burka
- ▶ Nowadays - the other way round: what cause alarm are people with uncovered face.



Unsafe people:

- ▶ Avoid certain activities — higher isolation= + unsafe
- ▶ Take defensive measures:
 - ▶ Necessary ones — functional unsafety
 - ▶ Harmful ones — dysfunctional unsafety
- ▶ Is that not objective?



Problem Area



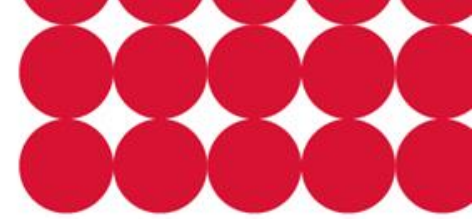
Problem Area – Citizens' Feelings of Insecurity or Unsafety

- ▶ Outbreaks of perceptions of insecurity cause political stress and require rapid response
- ▶ Outbreaks of perceptions of insecurity are a response to different causal factors
- ▶ In order to be effective, the response should be specific to the causal factor
- ▶ Most responses usually rely on police presence and increased visibility
- ▶ Generally, the underlying problem is not actually tackled



The Tool





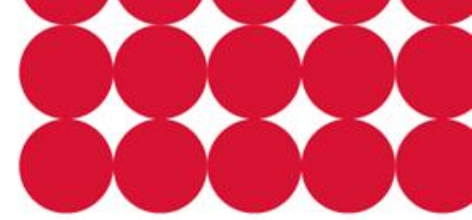
The Tool – Introduction & overview

- ▶ Quick manual for practitioners (prevention officers or security managers) (booklet 1)
- ▶ Criteria for a quick response (booklet 2)
- ▶ Available sources and methodologies (booklet 3)
- ▶ Criteria for mid-long term response (booklet 4)
- ▶ Communication kit (booklet 5)



The Tool – End users

- ▶ Public officials in charge of responding to insecurity outbreaks
- ▶ For example, Prevention Services within the municipality of Barcelona and Prevention Officers in other municipalities
- ▶ Senior police officers in medium and small municipalities with spare capacity
- ▶ The Police are the only organised service with sufficient capacity to respond to citizens' feelings of insecurity
- ▶ They need to identify background problems and take appropriate responses





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Guide to analysing and responding to outbreaks of perceived unsafety

01
02
03
04
05

Section 01 of 05

INITIAL QUESTIONS

— What is the general situation in the city?

Is the perception of safety in the city generally good, bad, are there other problem areas?

Have there been outbreaks related to the same issue elsewhere in the previous weeks/months? How have they evolved?

> Has any news surfaced in the media recently?

What physical space is the problem in?

> A neighbourhood? Part of a neighbourhood? A space between two neighbourhoods? A space that borders a neighbouring municipality?

— Do we know the proportion of the population affected by this outbreak of unsafety?

Does it particularly affect a specific group?

Is it a general feeling in the area or neighbourhood?

Does the affected group have a particular motivation and level of organisation?

— Has there been a reduction in residents' usual activities or the activities that they want to do, which they have abandoned because of these feelings of unsafety?

Which ones?

In which spaces? (These could be limited to the area that's considered "dangerous" or extend into neighbouring areas)

— Have residents taken any form of protective or defensive action because of perceived unsafety?

Who?

In what kind of spaces?

Have all these questions given us enough responses to have a clear idea of the problem?

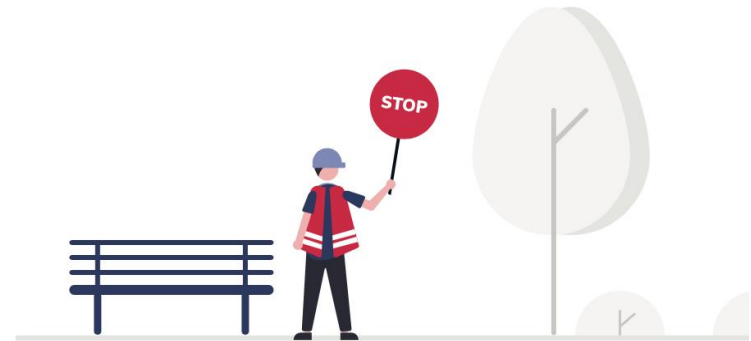
VERY IMPORTANT! | Do we think it necessary to take immediate steps? Which ones?



If the answer is yes, we can go to section D. pag. 14

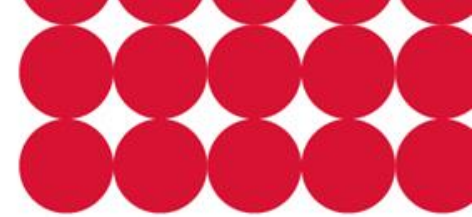


Otherwise, continue to section B. pag. 10

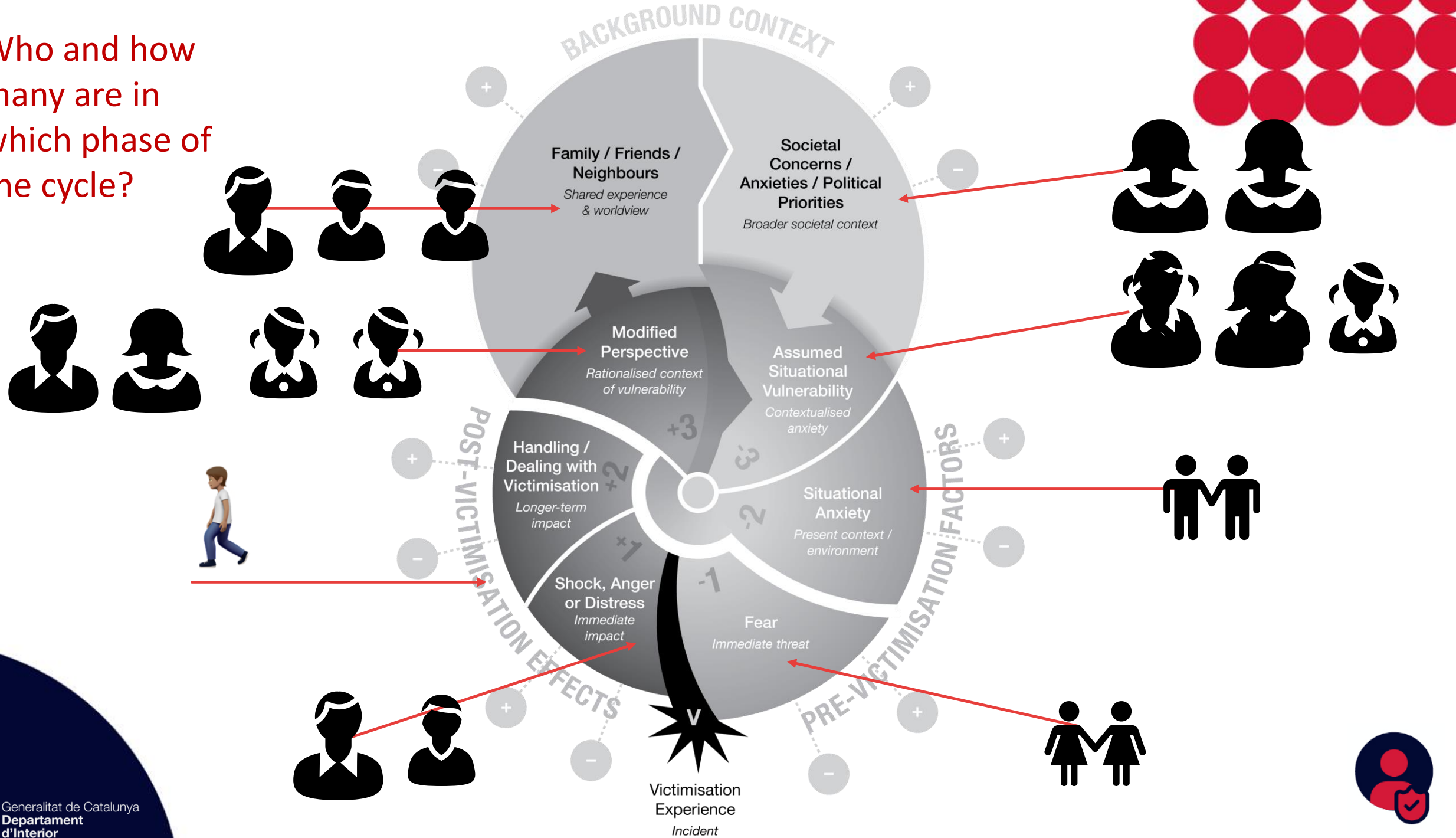


Section 1 – Guide to analysing and responding to outbreaks of perceived unsafety

- ▶ What is an outbreak of perceptions of insecurity?
- ▶ Questions to be considered during an outbreak of insecurity
 - ▶ Where? Who? Why?
- ▶ Available data:
 - ▶ Police crime incident data; 112 calls; surveys; complaints; census results; commercial profile; household type; employment; immigration; urban design
- ▶ Relevant actors:
 - ▶ Public officials in the problem area
 - ▶ Neighbourhood / residents' associations
 - ▶ Commercial associations
 - ▶ NGOs
- ▶ Identification of the problem



Who and how many are in which phase of the cycle?



Section 2 – Immediate first steps when faced with outbreaks of unsafety: criteria

► Indicators:

- *High levels of risk (threatening groups)*
- *Very deteriorated spaces*
- *Total lack of communication*
- *Targeted spaces*
- *Low level of use of public spaces*

► Four main sources:

- *Involved people*
- *Police officers in the area*
- *Crime, incivilities and complaints' data*
- *Data about feelings of unsafety (surveys, estimates...)*



Section 3 – Useful tools and methodologies

- ▶ Mapping the process
- ▶ Key actors' map
- ▶ Focal group
- ▶ Insta-ethnography
- ▶ Interview
- ▶ Observation
- ▶ Immersion
- ▶ Journalism
- ▶ Exploratory Walks

Section 03 of 05

Interview

What? A method of gathering information through direct dialogue with an individual around a defined set of questions.

When? When you have identified an individual whose insight or perspective on matters relevant to the problem in question it would be useful to gain.

How to record?

The audio recording of the interview (if allowed by the interviewee) will need to be transcribed. Alternatively, notes on the interviewee's answers to questions should be made.

Make sure to include a copy of the questions, anonymised interviewee details and the interview notes in your research diary.

Tip

Input from those who manage and deliver the process is critical to ensure the mapping is accurate.

How?

1. Write down what you aim to find out from the interview. What is the purpose of the interview?
2. Identify a diverse range of stakeholders to interview.
Think: Have you included individuals from underrepresented groups?
3. Develop a "question route" to guide the discussion (no more than ten questions for a 30 to 60 minute interview)
4. Approach the interviewees for interview, introduce yourself, the purpose of the interview and obtain (signed) consent
5. Conduct the interview, making a digital audio-recording for transcription (as long as the interviewee gives permission)

Tip

If you are working on subjective safety (the perception of unsafety), try to refer to the incidents causing unsafety that you want to convey to the experience of the representatives. For example, if the person talks about frequent attacks in the area, you can ask them if they can tell you about the last time that he/she was a victim of such an attack. In this way you can slightly distinguish perception from the actual victimisation.

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11



Section 4 – Criteria for Response

- ▶ Social isolation causes insecurity
- ▶ Unknown people cause mistrust
- ▶ Peaceful use of public spaces implies social control
- ▶ What's police presence good for
- ▶ The core issue of institutional communication
- ▶ Neighbour's dialogue
- ▶ Degraded spaces (e.g., poor lighting)
- ▶ What people do or give up doing?



1. Social isolation facilitates the perception of unsafety. People who have more social contact tend to feel safer. It is important for people to get out of their social bubbles and interact in public spaces.
2. The unfamiliarity of others leads to a lack of trust (and feeling unsafe). Activities that put members of different groups in contact with each other in a peaceful, fun or celebratory way can reduce the unfamiliarity between them.
3. Streets are safer if several (peaceful or course) activities take place there at the same time. The peaceful and legitimate use of public

spaces gives residents confidence. Dedicating spaces exclusively to specific activities can result in a lack of activity for multiple periods of time, during which these spaces feel isolated and neglected.

4. Police presence can have several different effects that must be taken into account:
 - ▶ The presence of community police officers helps increase subjective safety. In other words, this type of police work increases the public's trust in the police and when the public has a good level of trust in the police they feel safer.

- ▶ The preventive capacity of police presence is time-limited. If it is not accompanied by other structural measures, if you want to reduce security incidents in a safe way, it is recommended to follow police presence with measures that tackle the underlying problems and improve the environment.
- ▶ A very aggressive police presence can cause alarm among residents, especially if the police are aggressive towards everyone.

5. Good communication by institutions with residents of different areas of the city increases trust and reduces feelings of unsafety. This involves both being informed by public institutions of the actions carried out and having open communication channels to express needs and be heard.
6. Facilitating communication between residents of different areas of the city can help alleviate problems. It is important to make it easy for citizens to visit and carry out activities in neighbourhoods other than their own. This communication can help to dismantle rumours regarding safety in certain areas or spaces, when this notably improves and residents of other neighbourhoods can confirm it.

7. Neglected spaces cause discomfort and demonstrate a lack of action from institutions, resulting in a reluctance in people to use them. This circumstance results in them being perceived as unsafe and that decreases the number of people who use them. It is therefore important to tackle the deterioration of public spaces as soon as possible.
8. The presence of public authorities that provide services in a given area helps citizens feel cared for, feel protected and supported by public authorities.
9. Well-lit public spaces, as well as the absence of spaces that are closed or not externally visible, promotes feelings of safety.
10. Architectural barriers may cause feelings of unsafety in people with mobility issues.
11. It is important to identify the activities that people stop doing due to their feelings of unsafety and to take appropriate steps to promote the resumption of these activities.

Section 5 – Perceived safety and communication

Supports users in dealing with outbreaks of insecurity

- ▶ Highlights that insecurity can be linked to a range of factors, including:
 - Lack of information
 - Absence of public actors (capable guardians)
- ▶ Highlights the need for transparent, responsive and direct communication needed
- ▶ Identifies the opportunity of social networks (twitter etc.)
- ▶ Identifies ‘sensors’ within each community that can detect and report feelings of insecurity before an outbreak occurs
- ▶ Identifies possible design responses and interlocution for incidents and crisis



The security-communication pairing

Communication between public actors and residents has a huge influence

Feelings of unsafety are often related to two factors:

1. A lack of information when faced with situations that generate uncertainty
2. The absence of public actors who safeguard public interest





Thank you

▶ Any questions?



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Generalitat de Catalunya
**Departament
d'Interior**



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