**LA PERCEPCIÓ IMPORTA**

La seguretat de les persones

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

Francesc Guillén Lasierra
Head of Projects and Organisation

Department of interior
Catalonia

Generalitat de Catalunya
Departament d'Interior

Security is subjective

▶ What is risky and negative depends on social subjectivity.

▶ The reality is perceived though human subjectivity

▶ Objective indicators don't exist

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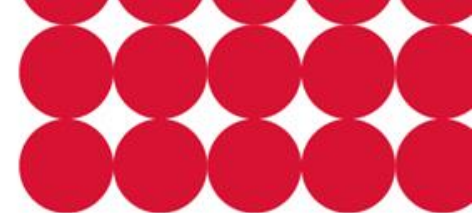
Example:

► 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?
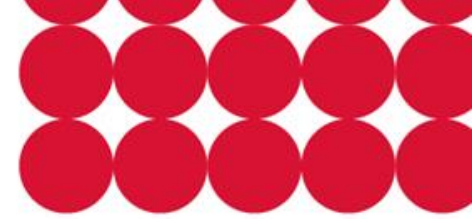
Problem Area

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

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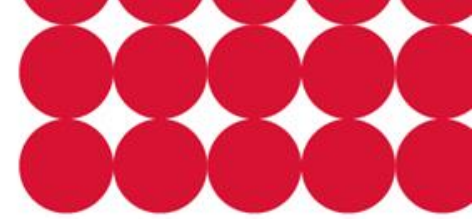
The Tool

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)

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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
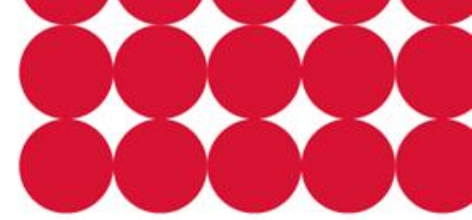
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LA PERCEPCIÓ IMPORTA

La seguretat de les **persones**

01
02
03
04
05

Guide to analysing and responding to outbreaks of perceived unsafety

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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?

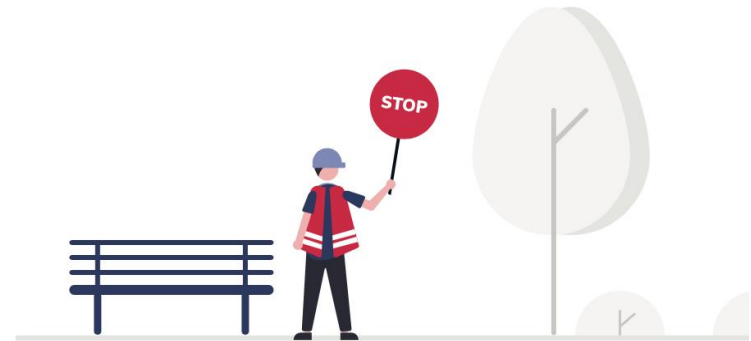## Have all these questions given us enough responses to have a clear idea of the problem?

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

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

B Otherwise, continue to section B. *pàg. 10*

**STOP**

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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

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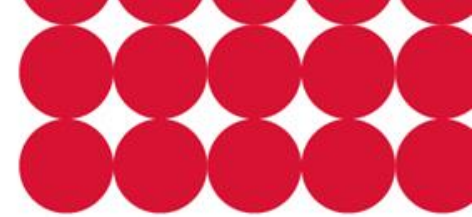
Who and how many are in which phase of the cycle?
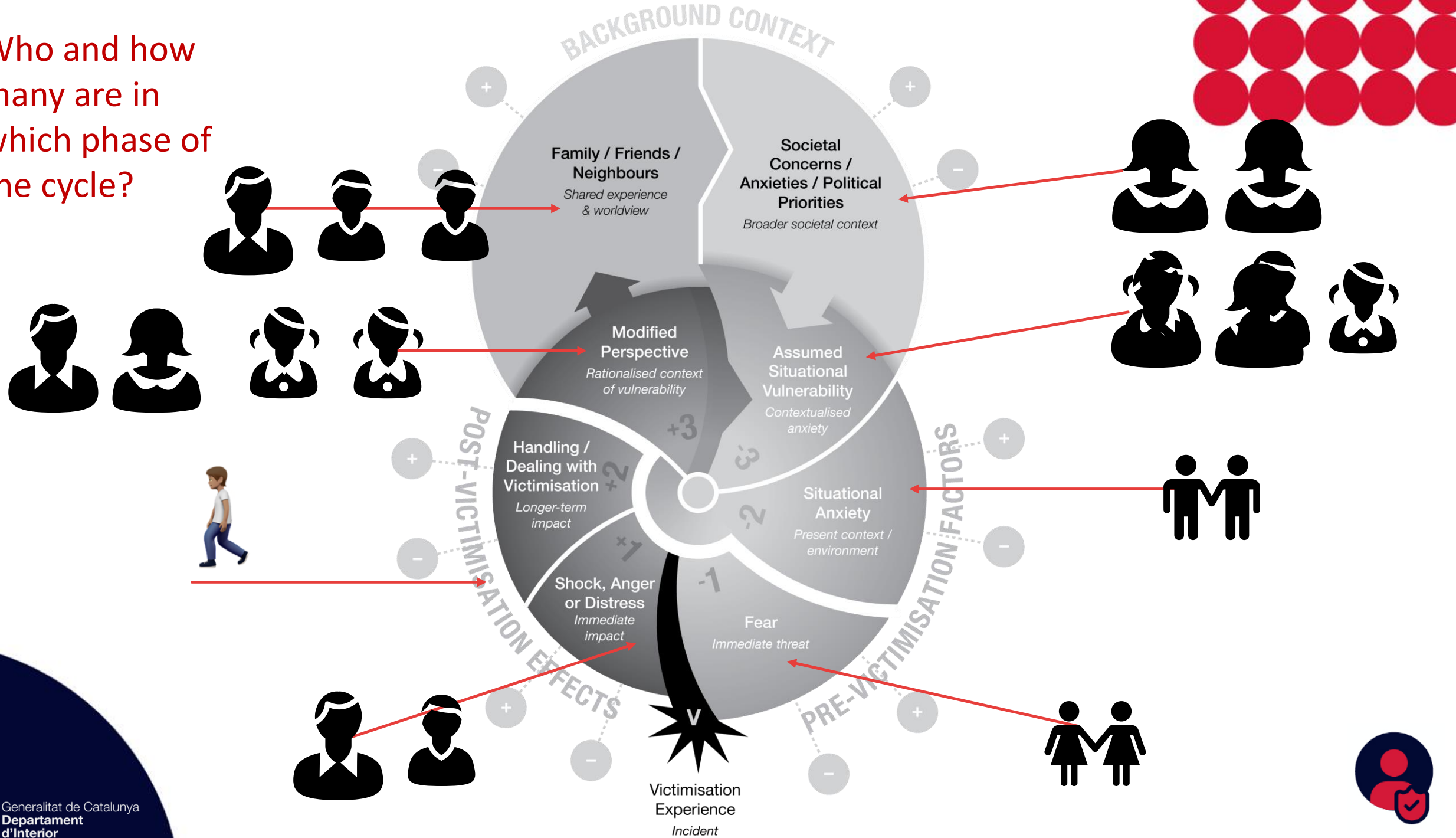
Section 2 – Immediate first steps when faced with outbreaks of unsafety: criteria

► 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 02 of 05

What elements or circumstances necessitate taking immediate first steps before completing the process recommended in the guide?

HERE ARE SOME OF THEM

Risk level for people and property. Measure the underlying risk of both criminal actions and the residents themselves. An increase in criminality or groups of residents patrolling the area are elements that must be confronted immediately.

Threatening groups (or groups that appear threatening) require an immediate response.

Risk level for the occupation of public spaces. Noticeable disuse of public spaces. Children, older adults, etc. withdrawing from them.

Absence of communication channels with the public who feel unsafe. Need to include the general public and address their unease. Significant social alarm in the conflict area.

Serious decline in public services (cleanliness of public spaces, offensive graffiti, lighting, etc.)

Existence of spaces or facilities that are likely to be targeted imminently (empty housing or warehouses, pedestrian areas with no external protection, centres for vulnerable groups, addiction treatment centres, institutional headquarters/centres, etc.)

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Section 3 – Useful tools and methodologies

▶ Mapping the process

▶ Key actors' map

▶ Focal group

▶ Insta-ethnography

▶ Interview

▶ Observation

▶ Immersion

▶ Journalism

▶ Exploratory Walks

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?

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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

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Thank you

Any questions?