White Book

BeSecure - FeelSecure (BSFS)

European Forum for Urban Security

The BeSecure-FeelSecure (BSFS) project is an especially new type of project as it was selected in the framework of a specific "Call for Proposal" centred around the topic of 'urban security and related innovative solutions', under the Urban Innovative Actions (UIA).

The work carried out under the 'Urban Agenda for the EU' – under which Efus coordinates a thematic partnership on "Security in Public Spaces" – that has as one of its key objectives to "contribute to identifying, supporting, integrating, and improving traditional, innovative and user-friendly sources of funding for urban areas", has contributed to this new type of funding.'

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BSFS project interventions in a glance

How can urban security be co produced?

Baseline assessment

- **Understanding** how different sectors of the population regard the security situation by evaluating the quantitative and qualitative elements of crime, as well as different factors related to citizens' insecurity in Piraeus

- Citizens in Piraeus believe that urban insecurity is one of the **city's main problems**, which contributes to feelings of hostility in the public space and the breaking down of social cohesion

- This baseline assessment provides the **relevant local stakeholders** with up-to-date knowledge of the local situation in terms of crime and insecurity

- **Indicators:**

  - Perception of safety

  - Fear of crime

  - Individual participation in community-based crime policy

  - interest in participating in community-based crime policy

  - Citizens' trust in local authorities with regard to urban security matters

- **Focuses** on citizens, shop owners, and local employees

- **Results** provided crucial information for the **Local Council for Crime Prevention** of Piraeus and the creation of the **Victim Support Unit**

Local Council for Crime Prevention

LOCAL COUNCIL FOR CRIME PREVENTION

Brings together local security actors

It is an advisory body whose role is to give guidance and recommendations

It supports local security actors in co-creating and implementing security strategies and prevention measures

The LCCP's activities are, for instance, built on the use of an innovative ICT tool, the Collaborative Urban Risk Management (CURiM) platform, which detects physical and cyber threats and assesses their risk

It supports the work of the **Victim Support Unit**

It supports the police and facilitates the cooperation of the local authorities with the local and national police forces

Its work is based on data related to the feeling of insecurity as expressed by citizens through the baseline assessment

CURiM (Collaborative Urban Risk Management platform)

- **It approaches security through participation**: city as a network whose citizens detect and report risks

- **Citizens** can use it to evaluate urban risks, report incivilities, evaluate an offense or crime they have witnessed and communicate with other citizens

- **It provides policymakers** of the **Municipality and the Local Council for Crime Prevention (of which the local police is a member)** with up-to-date information regarding the local security situation and enables the creation of tailored, evidence-based policies, and to visualise risks through a geospatial mapping

Victim Support Unit

- The baseline assessment allowed for a comprehensive understanding of victimisation factors and to design the creation of the **Victim Support Unit**, which **provides psychological, social and legal advice**

- **The Local Council for Crime Prevention** members contributed to the creation of the **Victim Support Unit** so it can respond with accuracy to identified needs in Piraeus. For an enhanced and sustainable impact, both entities work closely, bringing together the local security stakeholders

- Its action is based on three principles:

CONFIDENTIALITY   ETHICS   DATA PROTECTION

- It provides **assistance services to victims of offenses and crimes** (psychological support, legal counseling, information, referrals to other reputable services)

Social Interventions

- **Students** awareness sessions on bullying and cyber-threats

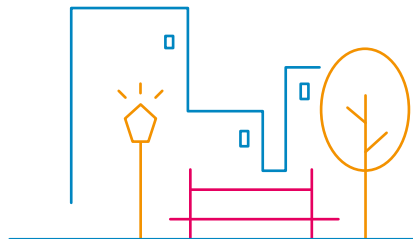- **Students** training sessions on the use of the CURiM app

- **Local shop owners** training sessions to protect themselves from repeated targeted crimes

- **Advisory meetings** with citizens of Piraeus to get insights into local issues of crime and security, and to hear about what citizens propose to improve the quality of life in their city

Spatial Interventions

- Implementation of practices based of needs expressed by Piraeus inhabitants in the baseline assessment **baseline assessment**

- More targeted practices

- Renovation of public spaces

- Restoration playgrounds
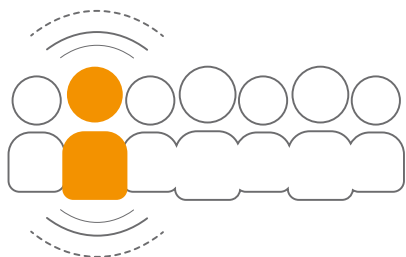
Local Security Audit

The case of Piraeus

Key Words:

#local security audit   #indicators   #feeling of security

Improving individual and collective security requires in-depth understanding of a given community. While crime statistics matter, understanding how different groups of population perceive the security situation is just as significant. Only by exploring subjective experiences of security, as well as socio-economic reality and levels of social cohesion, can security actors draw a nuanced local *security landscape*.

This is why the European Forum for Urban Security (Efus) has been consistently advocating the use of up-to-date qualitative data collected through complementary tools (e.g. victimisation surveys, interviews…) as a basis for security interventions. Such an approach is illustrated by the BeSecure-FeelSecure (BSFS) project implemented in the City of Piraeus, whose baseline assessment, a key axis of a strategic approach to urban security, can be replicated elsewhere.

The case of Piraeus

Dense commercial areas – like the City of Piraeus, one of the largest ports in Europe – are vulnerable to inbound and outbound smuggling, as well as street and organised crime. Citizens believe that urban insecurity is one of the city's main problems, which contributes to a sense of social and environmental degradation and low social cohesion.
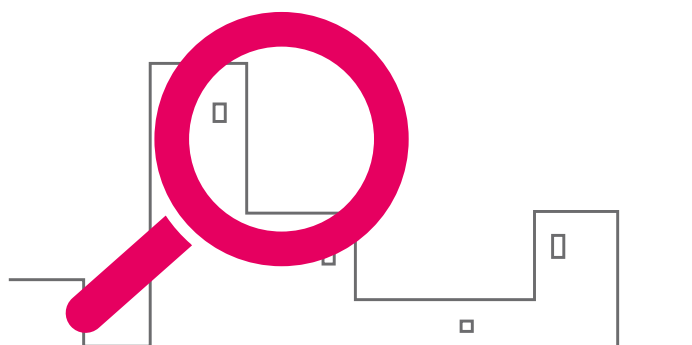
● What is BeSecure-FeelSecure?

The BSFS project (2019-2023) is co-funded by the EU Urban Innovative Actions. It allows the City of Piraeus to develop a governance structure, innovative ICT tools, as well as social and spatial interventions such as awareness raising actions addressed to youth about bullying and cyber threats, training actions for civil servants, shop owners and other stakeholders. Also, image management and target hardening based on the Crime Prevention through Environmental Design model have the reinforcing of urban security in Piraeus as an objective.

Thanks to the BSFS project, the City of Piraeus introduced the Local Council for Crime Prevention (LCCP) to help local urban security stakeholders to co-create and implement security strategies and preventive actions.

The project established an online Collaborative Urban Risk Management (CURiM) tool that allows to assess security threats, visualise risks and conduct geospatial mapping to facilitate more efficient decision-making.
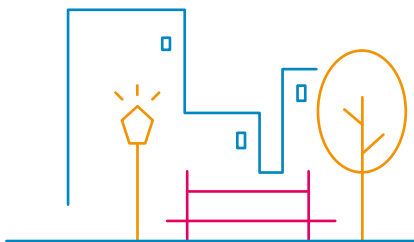
Furthermore, a Victim Support Unit was established in the City of Piraeus in order to provide holistic support services to victims of any type of crime.

Governance structure
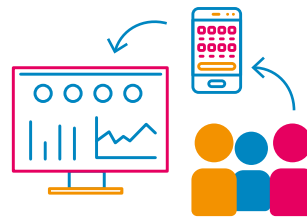
Innovative ICT tools

Social and spatial interventions

Victim Support

● Understanding and improving the security situation

In order to elaborate concrete, targeted interventions within a holistic security strategy that enhances citizens' real and perceived security, the Laboratory of Urban Criminology of Panteion University, a scientific partner of the project, carried out a baseline assessment focusing on the quantitative and qualitative characteristics of crime, as well as different factors related to citizens' insecurity in Piraeus.

Why a baseline assessment?

- It takes into account local specificities

- It provides relevant local stakeholders with up-to-date knowledge of the local reality concerning crime and insecurity

- It enables evidence-based interventions

- It allows us to adequately evaluate the success of these interventions (e.g. their efficacy)

- It complements and nuances official, quantitative data, such as crime statistics

- It allows us to grasp subjective dimensions of security from different social groups

Indicators

PERCEPTION OF SAFETY	FEAR OF CRIME	INDIVIDUAL PARTICIPATION in community-based crime policy
It assesses the social and physical elements of the area of residence. Satisfaction is measured based on the perception of the residents of the reputation and the social and physical elements of the area.	This indicator is captured by (a) the level of insecurity in the neighbourhood of permanent residence of the respondents, (b) the occurrences in the most insecure areas (c) the factors that contribute to feelings of insecurity.	Number of citizens participating in the organisation, planning and implementation of crime prevention measures.

INTENTION TO PARTICIPATE in community-based crime policy	CITIZENS' TRUST in local authorities regarding urban security matters
Citizens' willingness to participate in the organisation, planning and implementation of crime prevention measures.	Citizens' level of trust in local authorities and their aim of ensuring a safer urban environment.

● Tools

These indicators formed the basis of two surveys: (a) a household-level survey (based on a 35 point questionnaire) addressed to residents of two areas of the city and (b) a survey (based on a 14 point questionnaire) addressed to shop owners and employees.

Both surveys were built around the following thematic sections:

- Demographic and socioeconomic characteristics

- Insecurity and fear of crime

- Experience of direct victimisation

- Citizens' attitudes towards formal social control of crime and their perception of the dimensions of criminality

● Target groups of the survey

RESIDENTS

(539 filled questionnaires)

LOCAL SHOP OWNERS AND EMPLOYEES

(100 filled questionnaires) - This target group was identified as they are present and represent an important commercial character of one of the city's intervention areas

The respondents were surveyed by a private company – trained by Panteion University – (I) using 'Computer Assisted Telephone Interviewing' (CATI) for the 1st target group and (II) 'Paper Assisted Personal Interviewing' (PAPI) for the 2nd target group.

The research results offered valuable input for the Piraeus LCCP, as well as for setting up and running a Victim Support Unit in the city.

● Evaluation

These indicators formed the basis of two surveys: (a) a household-level survey (based on a 35 points questionnaire) addressed to residents of two municipal areas of the city and (b) a survey (based on a 14 points questionnaire) addressed to shop owners and employees.

Both surveys were built around the following thematic sections:

● Strong points

The baseline assessment questionnaire is a comprehensive tool tailored to the local context, whose results provide a solid basis for evidence-based policies aimed at reducing feelings of insecurity among citizens. Yet, citizens' perceptions and security context evolve and, thus, have to be revisited.

● Difficulties

Conducting a baseline assessment requires different local resources (e.g. human resources, knowledge and expertise, financial resources). Ethical and legal requirements are to be strictly respected and monitored.

The unprecedented pandemic situation of Covid-19 can make the implementation of the in-person interviews particularly difficult. Therefore, the interviews carried out by phone or online could serve as an alternative.

● Key attention points and recommendations

The assessment shall be based on a representative sample of the population in order to produce valid data. Therefore, the design and execution of the assessment should be led and / or supported by an experienced research partner.

Respondents should be informed about the aim of the exercise and their role in the assessment process.

● Tailor the assessment to the municipality's local context and needs

Suggested questions to ask before conducting a baseline assessment:

- What is our target audience?

- Do we have the necessary local resources, such as human resources, expertise, and financial means?

- Are they adequate and sufficient for different assessment phases, such as design, implementation, and analysis?

- Do we comply with the ethical and legal requirements of data collection?

- Have we envisaged alternative data collection scenarios, such as conducting phone instead of in-person interviews, as happened with Covid-19?

- Have we chosen a representative and context-specific sample of the population?

- Are our respondents transparently and fully informed about their participation?

- Have we chosen the most appropriate means of data collection, such as survey, focus groups, explorative walks, visioning, or social media applications?

- How will our indicators contribute to better understanding the security situation?
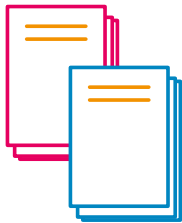
Further read: European Forum for Urban Security (Efus), *Methods and Tools for a Strategic Approach to Urban Security*, Efus, 2016

Evidence-based Collaborative Urban Risk Management (CURiM) Platform:
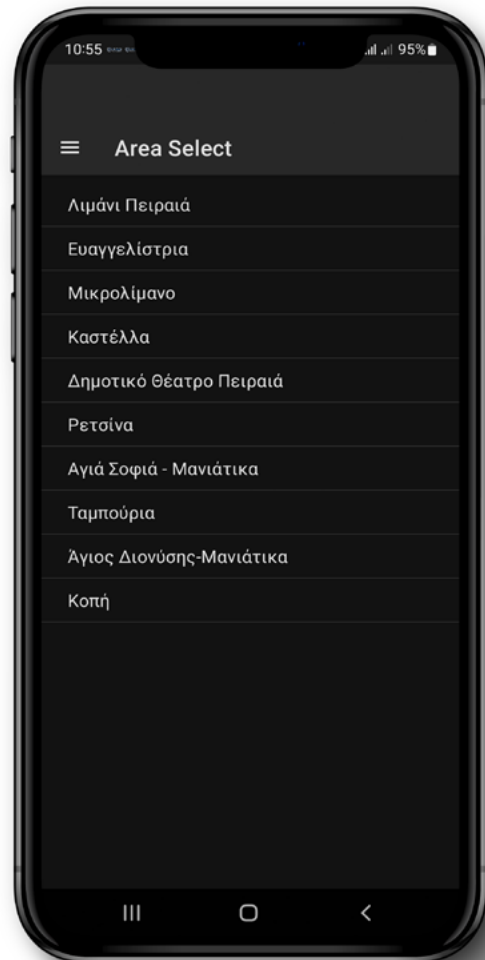
Gathering Data and Assessing Urban Threats

Key Words:

#digital tool

#social cohesion

#prevention at the local level
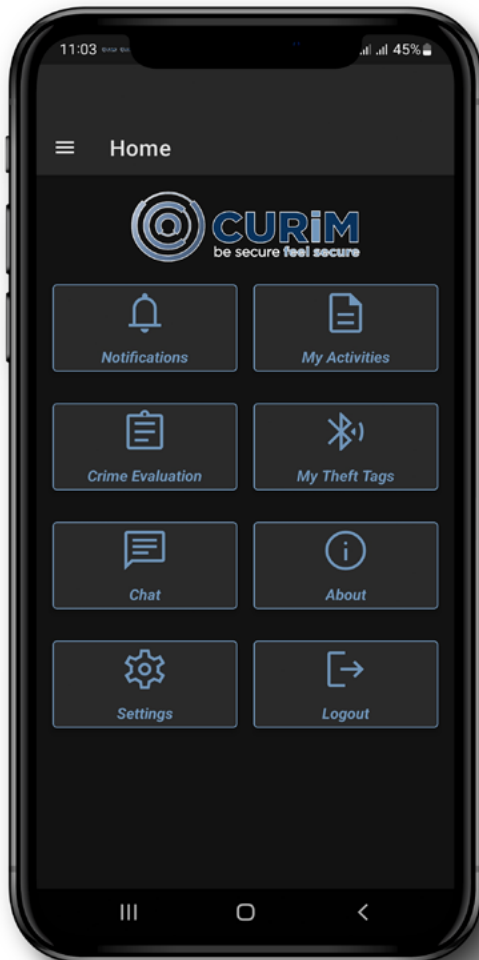
The **BeSecure-FeelSecure (BSFS)** project aims to reinforce urban security and feelings of safety among citizens. This is done through the development of a dedicated local level governance structure and the provision of strategies and tools that foster cooperation among the main urban security stakeholders, in both the physical and cyber space.

The project is built on three interlinked and mutually reinforcing pillars: governance (with the **Local Council for Crime Prevention - LCCP)**, social and spatial interventions, and technological innovation (ICT tools).

What is the Collaborative Urban Risk Management (CURiM) tool?

CURiM is the main tool that was developed under the 'technological innovation' strand of the project. It is meant for citizens, with the aim of enhancing social cohesion in the community and enabling people to exchange information either with one another or with their town or city council on issues of urban security such as, for example, incivilities. CURiM also serves as a database for local level decision-makers, thus contributing to evidence-based policymaking.

CURiM is designed to collect information from multiple sources: police reports, open online sources, smart sensors, the city's digital infrastructure, and directly from citizens through a custom-made mobile application. The information is fed into a risk management engine that provides the basis for analysis and for the generation of advanced crime risk reports. It provides the local authority with valuable urban security insights. A key aspect is that principles of privacy, data protection and fundamental rights are respected throughout.

Making the CURiM Platform Work - Key Actors

Various roles are involved in operating the urban risk assessment system:

ADMINISTRATOR

This role provides the CURiM system with support in workflow evaluation and improvement; to insert, delete, and modify data in the database and to manage user roles (e.g. create new roles, modify and delete existing users).

POWER USER

The Power User is a Municipality officer who is responsible for initiating, configuring and carrying out Risk Assessment Analyses and producing reports.

OPERATOR

An operator could be a member of/work for the Local Council for Crime Prevention, a municipal officer, or an authorised scientist (sociologist, crime expert) who only has viewer's authorisation rights. An Operator User is able to see the results of previously executed Risk Assessments and perform Risk Mappings.

IT ADMINISTRATOR

The IT Administratoris the municipal information security officer who has access to IT Risk Assessments and also to the broader administrative environment beyond CURiM. The IT Admin can modify the digital infrastructure and manage digital assets and their vulnerabilities, as well as perform threat assessments.

IT OPERATOR

The IT Operator is a member of the city's information security unit and has access to CURiM's features. They are able to run risk assessments on specific infrastructures and to view the results.

The Community:

CITIZENS

Citizens interact with the Urban Risk Assessment through the CURiM mobile application, which they can download for free. They can use it to report incivilities, to chat, to share their feelings about security in general and how they evaluate an offence or crime they have witnessed.
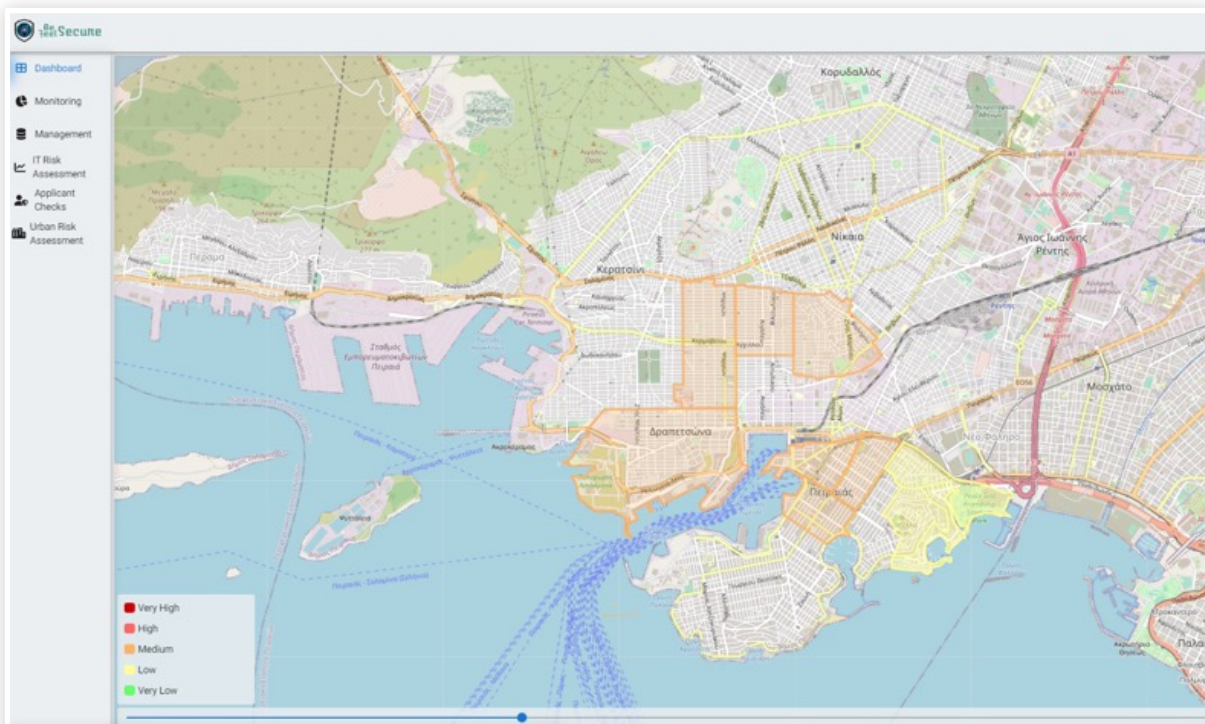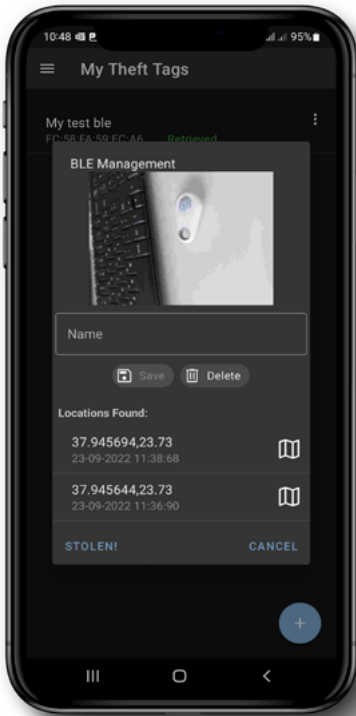

Figure: Time-layered crime heatmap

● Data Protection - Consent and anonymity
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The CURiM platform is compliant with the EU's General Data Protection Regulation (GDPR), national privacy laws, and best international practices.

- When a user registers with the app, the only personal information required is a valid email address, which is used as a unique user identifier and if need be to recover forgotten login credentials.

- Crime Evaluation is performed in a structured manner with predefined questions. Furthermore, when a user evaluates an offence or a crime, the user's precise location is hidden.

- The theft detection module (*My Theft* tags) tracks the user's location for Bluetooth Low Energy (BLE) tracking purposes. However, in compliance with the GDPR's Data Minimisation Principle, the user's location is not continuously tracked, but only in spatiotemporal intervals which are configurable by the user via the app's settings. Once a stolen BLE is tracked by a third app user, the latter can inform the owner of the BLE by sharing their location, where the BLE was tracked. This location is included in the BLE's profile within the owner's account. The owner can delete them by un-pairing the BLE from their device.

- The app's chat service is not linked with the user's email address, but with a user-defined username, which can be edited ad hoc.

- Finally, all the information associated with the CURiM app and the execution of crime risk assessments is used exclusively in an aggregated manner by the CURiM Platform. In light of this, the LCCP members and other MoP operators do not have access to any personal or sensitive user information.

● **Citizens can use CURiM app for:**

CRIME EVALUATION

- citizens can respond to short questionnaires about the frequency of specific crimes, their impact on urban life as well as the efficiency of the prevention measures in place

- the responses are sent to the CURiM platform, comprising the citizens' remarks and feedback (voice of the citizens), alongside other information sources. This enhances trust in the local authority and ownership of the potential actions that are taken
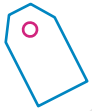
THEFT TAGS

- crowdsourced tracking of stolen objects using Bluetooth Low Energy technology

- a citizen who finds a stolen object previously reported on CURiM can help the victim retrieve it. This enhances collaboration between citizens and, ultimately, social cohesion

CHAT

- citizens can exchange text and multimedia content, forming local networks at the neighbourhood level = this enhances social cohesion

● **Citizens can use CURiM app for:**

✓ It fosters social cohesion and citizen participation through an openly accessible and freely downloadable mobile app.

✓ It provides policymakers with up-to-date information regarding the local security situation and enables the creation of tailored, evidence-based policies.

✓ It enhances trust in local authorities.

● Recommendations

- When deploying such an app, citizens should be informed about its objectives, how it can be of use to them and to local policymakers, and about all the privacy and ethical safeguards that are included, such as GDPR compliance.

- To foster community ownership of any action taken on the basis of data provided through CURiM, it might be helpful to regularly exchange with citizens, for example through yearly Open Information Days. The local authority could give information on actions taken, or currently being implemented, based on the information provided by citizens through the app.

● Other European and international practices

- Safetipin - Essentially deployed in India and in some African countries, Safetipin is a system of mobile apps enabling women to 'score' the level of safety of streets and other public spaces, and thus plan safe routes when they go about in their city.

  More broadly, Safetipin is a social organisation working with a wide range of urban stakeholders, including governments, to make public spaces safer and more inclusive for women. It collects data through three mobile phone applications (My Safetipin, Safetipin Nite and Safetipin Site) and presents this to relevant stakeholders with recommendations. Safetipin also generates a safety score based on the data collected and provided by the My Safetipin app, for users to make safe and informed decisions about their mobility. In the My Safetipin app, users (citizens) can carry out local security audits by assessing "physical infrastructure as well as the social usage of streets and public spaces"[1]. Users can give a safety score to a given public space, or a street or other urban area, according to different parameters:

  - Lighting – Enough light available to see all around you
  - Openness – Ability to see and move in all directions
  - Visibility – Vendors, shops, building entrances, windows and balconies from which you can be seen
  - People – Number of people around you
  - Security – Presence of police or security guards
  - Walk Path – Either a pavement or road with space to walk
  - Public Transport – Availability of public transport such as metros, buses, cars, rickshaws
  - Gender Usage – Presence of women and children near you
  - Feeling – How safe you feel[2]

- Tellingstones is an app that was developed as part of the EU co-funded ToNite project, which sought to increase security and feelings of safety in two neighbourhoods of Turin (Italy). A large part of the project consisted in creating more services in these neighbourhoods, thus generating more footfall and activities during the day and at night, and in the end better quality of life.

  The *Tellingstones* app sends a notification to the user whenever they are near a place and provides content related to the history or cultural relevance of that place, or to the personal stories of local residents. In the framework of the ToNite project, *Tellingstones* helps create a sense of community, of shared history, and of belonging among local residents.

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[1] My Safetipin App: https://safetipin.com/services/

[2] Ibid.

Urban Security Governance

The case of Piraeus' Local
Council for Crime Prevention

Key Words:

#crime prevention   #governance   #institutional bodies

#citizen participation   #co-production of policies

> **"There is clear evidence that well-planned crime prevention strategies not only prevent crime and victimisation, but also promote community safety and contribute to the sustainable development of countries."[1]**

Urban security is not only a matter of state actors or local authorities. Preventing and mitigating incivilities and crimes at the local level requires **involving all the relevant stakeholders** – public and private, as well as citizens, their representatives, and civil society organisations. Thus, a **sustainable urban security governance should provide a platform for exchange and dialogue and be built on the principles of co-production of policies and partnerships** between different stakeholders.

Urban security councils serve as such a platform on the local level. They may vary in structure or legal status, depending on the local, national and EU-level requirements. They may also have different objectives, ranging from co-defining the priorities of a security strategy and information sharing to crafting recommendations based on urban security audits, setting communication guidelines and supporting evaluation procedures[2].

Citizens' involvement in the co-production of urban security policies is of particular importance in the context of increasingly fragmented social ties, growing suspicion towards authorities, and polarisation.

An example of such a structure is the Local Council for Crime Prevention (LCCP), established within the *BeSecure-FeelSecure* (BSFS) project (2019-2023)[3] in the Greek city of Piraeus, whose example can be replicated elsewhere.

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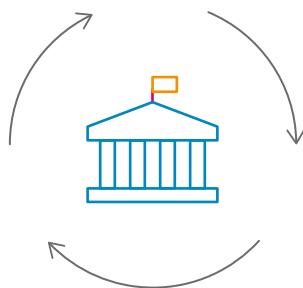
[1] UN Guidelines for the Prevention of Crime: UN Economic and Social Council, ECOSOC Resolution 2002/13.

[2] European Forum for Urban Security (Efus), Methods and Tools for a Strategic Approach to Urban Security, Efus, 2016, p.13

[3] The BSFS project (2019-2023), co-funded by the EU Urban Innovative Actions, aims to develop a governance structure, innovative ICT tools; as well as social and spatial interventions, such as awareness raising actions addressed to youth about bullying and cyber threats; training sessions on urban security for shop owners, public servants, and other relevant stakeholders; image management and target hardening based on the Crime Prevention through Environmental Design model, to reinforce urban security in Piraeus.

● Why LCCPs?

Local Councils for Crime Prevention are a decentralised and agile tool to address urban security-related concerns and challenges. They are an adequate and tested institutional setup to **encourage active community participation and citizen involvement in consultation, dialogue and co-production of crime prevention initiatives that seek to respond to every-day security challenges and concerns. As a common characteristic, these initiatives usually seek to decrease the level of fear of crime and insecurity while enhancing social cohesion.** Due to the active citizen involvement LCCPs are key pillars of a sustainable participatory policy framework.

● LCCPs tend to be structured around these pillars:

COMMUNITY CHARACTER

COLLABORATION

CO-PRODUCTION OF POLICIES
problem resolution by common agreement

COMMUNITY CHARACTER

Decentralised, local level social prevention, encouraging citizens' participation/involvement.

CO-PRODUCTION OF POLICIES
problem resolution by common agreement

can provide the LCCPs initiatives with an important level of legitimacy in the eyes of the citizens.

COLLABORATION

between relevant public and private sector actors, residents, and potential representatives of the national or international level of governance.

Due to different national and international contexts, there is no one-size-fits-all model for LCCPs. Thus, their *modus operandi* and composition should be tailored to the local legal and social reality.

Thus, **the creation of LCCPs and similar local level governance bodies should be** *ad hoc* - it needs to take into account the composition of society (socio-economic and ethnographic background, etc.), victims' needs (e.g. children, women, the elderly, persons with disabilities, social groups with low living standards, economic immigrants, illiterates, etc.) in light of the forms of criminality and legal traditions and requirements.

● **The case of Piraeus:**

Dense commercial areas – like the City of Piraeus, one of the largest ports in Europe – are vulnerable to inbound and outbound smuggling, as well as street and organised crime. Citizens believe that urban insecurity is one of the city's main problems, which contributes to a sense of social and environmental degradation and low social cohesion.

● **LCCPs in Greece:**

According to the Greek legislation, Local Councils for Crime Prevention are consultative bodies with an opinion-issuing role that can be established in any municipality with a total population exceeding 3,000 residents. LCCPs have to have from five to eleven members with their mandates lasting for three years. Their participation is honorary.

The Local Councils for Crime Prevention are convened and chaired by the Mayor of the City or the proxy of the latter.

In Piraeus, the mission of this newly introduced instance consists of: making an inventory of crime at the local level; assessing the security situation and planning; organising, coordinating and implementing actions undertaken by the community's respective bodies.

The LCCP's activities are, for instance, built on the use of an innovative ICT tool, the Collaborative Urban Risk Management (CURiM) platform, which collects information on and enables the assessment of physical and cyber threats.

● **According to the existing legal framework, LCCPs in Greece:**

✓ Promote multisectoral and interdisciplinary collaboration

✓ Make an inventory of the forms of incivilities and crimes, assess crimes in their practical dimension, annually evaluate the implemented crime prevention actions

✓ Design, organise, and implement prevention policies and actions

✓ Assist the police and facilitate the cooperation between local authorities and the local and national police forces

✓ Submit proposals to competent authorities, such as ministries

✓ Suggest to establish information centres for victims and support their work

In light of these diverse and mutually reinforcing missions, the work of the LCCP, established in Piraeus under the guidance of the Laboratory of Urban Criminology of Panteion University in April 2020, has so far revolved around:

STUDIES	TAILORED POLICYMAKING	AWARENESS-RAISING	TARGETED INTERVENTIONS
E.g. the LCCP uses insights on the feeling of insecurity of citizens revealed through a local security assessment	E.g. based on the results of the targeted security assessments	E.g. raising awareness amongst high school students regarding cyber threats and bullying	E.g. image management and target hardening based on the Crime Prevention Through Environmental Design (CPTED) model

● **The main challenges of LCCPs in Greece:**

✓ Convincing municipalities and the relevant stakeholders, who can still be indecisive, about the utility of the above governance structure

✓ Motivating citizens to actively participate in the LCCPs work

✓ Regular, fluid internal communication with the stakeholders

✓ External communication on the LCCPs' concrete actions and achievements

✓ Lack of resources and staff

Are there any LCCPs in your country?
How do they function and what is their composition?

Key elements to guarantee the effectiveness of an LCCP:

- **Stability and continuity of work** - Will the LCCP function smoothly in the context of political changes and in times of crisis?

- **Coordination and cooperation with the stakeholders to be involved** - What form and regularity does the coordination with the different stakeholders take?

- **Composition** - Do the LCCP's members represent diverse urban security expertise (be it theoretical or practical)? Is the LCCP representative of the society (in terms of age, gender, ethnicity, etc.)?

- **Structure** - Does the Mayor promote the Council in a transverse way - without restricting the participation in the LCCP's work to a service or a sector of the municipality?

- **Training** - Are the participants and especially the technical team well trained?

- **Resources & Support** - Does the LCCP have the relevant human and financial resources to operate? Does it have the necessary political and technical support indispensable for its daily functioning?

● **LCCPs' work should be based on multistakeholder and cross-sectoral collaboration with:**

- **Similar Councils** of other municipalities and the neighbouring communities

- **Municipal Service** (e.g. security and tranquillity, gender equality, culture, tourism...etc).

- **Public Service** (e.g, healthcare, education, health services, etc.)

- In the case of Piraeus, the Institute for Crime Prevention, penitentiary and **therapy institutions**, such as Therapy Centre for Dependent Individuals (KETHEA), the Organisation Against Drugs (OKANA), the prevention and rehabilitation centres, social reintegration units, the General Secretariat for Gender Equality (GSGE), Research Centre for Gender Equality (KETHI)

- **NGOs** (e.g. SOS Children's Village)

- **Scientific, professional, and social institutions,** such as students' and parents' associations, therapeutic communities, Bar and Medical Associations that will enhance institutional capacity, community involvement, risk awareness and raise awareness.

- **First line practitioners** (e.g. police, teachers, social workers)

- **Media** (public and private, national and local, print and online – including media awareness programmes)

- **Urban designers** (e.g., for buildings, streets, infrastructure, public spaces)

- **Universities, schools** and other **educational institutions**

- **Social service agencies**

- **Private individuals** designated by local authorities, such as qualified professionals, as well as local agencies, regional authorities and associations.

- **Youth, cultural and sport associations**

Other examples for Local Security Councils within the EU:

- Local Security and Crime Prevention Councils (France), where the number of inhabitants exceeds ten thousand

- Crime Prevention Councils (e.g. the example of the Crime Prevention Council of Lower Saxony) (Germany)

- Provincial crime prevention commissions (e.g. the example of Liège) (Belgium)

- Security Coalitions (Italy)

- Local Security Boards (Spain)

Concrete actions and activities:

- Elaborate and monitor social actions (e.g. actions to raise awareness among youths about cyber threats) and spatial interventions (urban regeneration)

- Cooperation with the Victim Support Unit of Piraeus
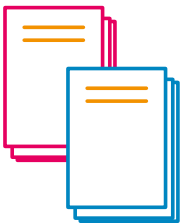
A separate thematic Fact Sheet will be dedicated to concrete examples of the LCCP's actions in Piraeus and its cooperation with the City's Victim Support Unit.

Further read: European Forum for Urban Security (Efus), *Methods and Tools for a Strategic Approach to Urban Security*, Efus, 2016

Annex

In *Greece* LCCPs were created according to the provisions of the article 16 of the Law No 2713/1999. According to the article 2 par.1 of the Ministerial Decree 3002/1/14-f (Gov. Gazette No 12/14-1-2002) that was issued later, by the Ministry of Public Order on the "Regulating Matters for the Function of Municipal and Community Crime Prevention Councils and Their Cooperation With Relevant Authorities and Organizations", LCCPs are *"de-centralized instruments of crime prevention policy"* that endeavour to handle the problem of criminality *at local level with a principal aim to "diminish or eradicate feelings of insecurity among citizens and to create a feeling of trust in the ability of the state to legitimately and effectively protect their social benefits".* Moreover, the participation of a representative of the Hellenic Ministry of the Interior, Public Administration and Decentralisation in the composition of the LCCPs was foreseen according to the art. 30§ 3 of the Law No 3448/2006. The establishment and operation of the LCCPs fall within the competence of the municipalities (art. 84 of the Law 3463/2006). The Local Councils for Crime Prevention are consultative bodies that can be established in any community with a total population exceeding that of three thousand (3000) residents. The Councils are composed of scientists and officers that have specific knowledge on crime and criminality, such as criminologists, juries, psychologists, sociologists, police officers, social workers, doctors as well as representatives of the various productive classes and social bodies. The members are at least five (5) and no more than eleven (11), their mandate lasts for three (3) years and their participation is honorary (art. 16 of the Law No 2713/1999).

The institution of LCCPs falls within the broader model of participatory criminal policy, thus promoting cooperation and synergy between central government, local authorities, citizens and various institutional and social stakeholders for the prevention of crime and the enhancement of citizens' feelings of safety[4]. In this context, the main objective of the LCCPs is to strengthen of social cohesion and consolidate urban security through the organization and coordination of joint actions carried out by the community.

According to the framework of the Basic Principles for the Functioning of LCCPs, the latter have the responsibility of *studying and keeping records of criminality at local level as well as that of "designing, organizing, coordinating and implementing the relevant initiatives for the prevention or reduction of certain forms of lower to middle criminality by civic organizations"*[5]. In this sense, the LCCPs undertake actions such as: I. studying crime in its real dimension in certain municipalities, according to empirical data; II. mobilizing local actors, related communities, institutions and associations; III. suggesting the establishment of information centers for crime victims as well as activating and supporting their functioning; IV. motivating the participation of citizens and local actors; V. encouraging community mediation; VI. assisting the work of the police; VII. designing and implementing prevention programmes targeting certain groups; VIII. submitting proposals to competent authorities (e.g. ministries) for the conclusion of partnership contracts (e.g. prevention programmes); X. cooperating with executives in certain fields of crime; XI. drawing up reports on the developments regarding crime prevention in certain areas[6].

So far in Greece there have been established around 100 LCCPs but only a small amount of them are operating due to a series of reasons such as the lack of knowledge and information about the institution, the lack of funding and coordination as well as the reluctance of some local authorities to assume responsibility for serious and complex issues such as crime prevention[7].

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[4] Zarafonitou Ch., "Community" forms of crime prevention and fear of crime. The Local Councils for Crime Prevention and the Neighbourhood Police Officer, CRIMINOLOGY, 2019, p. 45 (in Greek).

[5] Zarafonitou Ch., "New" tendencies in prevention policy in Greece: Local Crime Prevention Councils and the partnership model", in A. Magganas (ed), Essays in Honour of Alice Yotopoulos-Marangopoulos, vol. II, Legal Library Publ. (Nomiki Vivliothiki), Athens, 2003, pp. 1563-1573, Zarafonitou Ch., "Local Crime Prevention Councils and the partnership model in Greece", Community Safety Journal, 3 /2004, pp. 23-28. See also Ch. Zarafonitou, "Contemporary trends in community crime prevention in Greece", Presentation at Meeting National Crime Prevention Councils 18/02/2020, Brussels.

[6] See www.astynomia.gr and for further details regarding the function and principles of LCCPs see Chr. Zarafonitou, 2003, op.cit., p. 1568; Chr. Zarafonitou, 2004, op.cit., pp. 24-25, Ch. Zarafonitou, 2019, op.cit., p.45.

[7] Ch. Zarafonitou, 2019, op.cit., p.47.

Providing Victims of Crime with Holistic Targeted Support at the Local Level

The case of the Victim Support Unit of Piraeus

Key Words:

#victim support   #legal and mental support   #victims' rights

#prevention at the local level

The access to justice and protection against repeat victimisation may remain unattainable in practice, if victims of crime do not receive professional advice and support. The criminal justice system may also seem daunting and confusing to those who are not familiar with it, while quality services and assistance, on the other hand, may enhance citizens' feelings of safety and increase trust in social institutions and local authorities.

The minimum standards on the rights, support and protection of victims of crime, established by the 2012 EU's Victims' Rights Directive, underline that *"Member States shall ensure that victims are recognised and treated in a respectful, sensitive, tailored, professional and non-discriminatory manner"*[1]. Yet, the 2020-2025 EU Strategy on victims' rights emphasises that *"giving full effect to all victims' rights everywhere in the EU and in all circumstances requires all relevant actors to be involved, at EU, national and local level"*[2].

Efforts to provide victim support services at different levels of governance are supported by Victim Support Europe (VSE), a leading European umbrella organisation that does advocacy on behalf of all victims of crime. VSE represents 54 national member organisations providing guidelines to victim support services from 29 countries.

One of the most important milestones of the BeSecure-FeelSecure (BSFS) project (2019-2023) - co-funded by the EU Urban Innovative Actions and implemented in the City of Piraeus (Greece) - was to establish a Victim Support Unit. This task was completed in May 2021 and provides insights for similar bodies to be established in other local contexts.

Governance structure

Innovative ICT tools
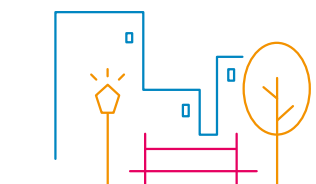
Social and spatial interventions

Victim Support

[1] Directive of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, 14/11/2012

[2] European Commission, EU Strategy on victims' rights (2020-2025), European Commission, 24/6/2020, p. 2

● What is the Victim Support Unit in the city of Piraeus ?

The Victim Support Unit is an innovative tool in Greece, as till 2020 victim support services only existed for specific categories of victims, such as minors and abused women. It is an independent service of the City of Piraeus with its own administrative bodies. The effective operation of the Unit is based on a partnership between the institutional and social stakeholders of the City of Piraeus.

It provides holistic tailored support services to victims of any type of crime and to those in their environment who can also suffer the consequences of victimisation. Such crimes in the context of Piraeus are mainly: domestic violence, thefts, burglaries, vandalism, robberies, bullying in school environment, trafficking, incidents related to use of substances, or cases of homeless people victims of any crime incident.

Its operations are in line with the EU's 2012 Victims' Rights Directive.

● What kind of support does the Victim Support Unit provide?

✓ **Psychosocial support** - a range of services based on individuals' needs, encompassing the psychological (e.g. feelings, emotions), the social (e.g. cultural values), and the material (e.g. the need to be informed, guided) realms with an aim to ensure well-being. It includes psychological support, distribution of informative material, and referrals to other services.

✓ **Legal counselling** - although the Victim Support Unit does not provide legal services, people in need may be referred to the Bar Association of Piraeus.

✓ Provision of **informative material** containing general guidance (e.g. in case of emergency)

✓ **Referrals** - 1) internal within the Unit e.g. psychologist, legal counsellor 2) external to other competent services (e.g. Police, NGOs or entities with institutional role)

Psychosocial support may be provided **in-person** in an accessible established office (e.g. for people with disabilities)

Psychosocial support may also be provided **remotely**: email, online (e.g. Viber etc.)

The main guiding principles

Respecting the EU's General Data Protection Regulation (GDPR) (victims' data protection)

Confidentiality of victims' personal information

Intention to limit excessive visits to the service to avoid causing danger for the victim

Safe hours and means of contact adapted to the victim's preference (e.g. phone calls, online)

Does not provide housing assistance (e.g. shelter service) or any types of outdoor activities

Every specialist has to respect a designated code of ethics

The Unit accepts emergency cases without prior appointment

Social workers, psychologists, and the legal advisor have to prepare bi-annual and annual reports

Who works at the Victim Support Unit in Piraeus and what responsabilities do they have?

SOCIAL WORKER

A social worker is the first person with whom the beneficiary comes in contact, responsible for maintaining beneficiaries' case history and for conducting an individual needs assessment. They liaise between the victim support service and its stakeholders, monitor beneficiaries' progress, disseminate information about the service, and seek partnerships.

PSYCHOLOGISTS

Psychologists provide emotional support to affected individuals and their families. They meet beneficiaries of the service through scheduled in-person sessions. They also collaborate with social workers and other members of the working team to provide holistic care.

LEGAL ADVISERS

Legal advisers provide legal counselling, information and guidance regarding the victim's rights, the legal processes that the victim has to participate in, and the victim's treatment in the framework of the criminal justice system. Legal advisers refer the victim for legal aid, if necessary, to the Piraeus Bar Association and prepare, if necessary, written opinions.

VOLUNTEERS

Volunteers, like employees, are trained by the municipality to support the service. Their engagement is registered in the volunteer book. They are informed and have to sign a document where they pledge to abide the internal regulations of the victim support service.

What are the main steps of victim support at the Victim Support Unit in Piraeus?

✓ **Registration:** Held by either the secretary assistant or the social worker. A photocopy of beneficiaries' identity card or any other necessary official document is recorded with the beneficiaries' consent. Although normally beneficiaries have to set a scheduled appointment with the service's representatives, in case of emergency they may be accepted without appointment within the operating hours of the service.

✓ **Individual assessment:** The social worker, apart from the history record of the victim, will also conduct an individual assessment of each beneficiary, which includes registering personal characteristics and information, such as age, gender, ethnicity, marital and employment status, type of victimisation, circumstances of the victimisation, previous experience of victimisation, the relationship between victim-offender, state of health, disability, life story, etc. The individual assessment should be held during the first meeting between the victim and the social worker to identify the victim's needs and tailor the support. This assessment also has a preventive role to protect the victim from repeat victimisation.

✓ **Sessions with the psychologist and the social worker:** Both the psychologist and the social worker must build confidential interactions with victims in order to efficiently support them and their families in the aftermath of a crime. This support also includes important information provision, practical advice, referral to competent bodies of the City of Piraeus and emotional support.

✓ **Referrals:** Referrals to other competent entities (e.g. police or other social services) is provided on an individual basis and tailored to each victim's case. Thus, efficient coordination within the Unit is a basis for its efficiency.

✓ **Signed consent form:** After their registration to the victim support service of Piraeus, the beneficiaries have to sign a form whereby they give their consent to their official documents being recorded and kept.

● Taking into account the risk of repeat victimisation and intimidation

Some categories of victims listed below may be more vulnerable to repeat victimisation. Therefore, they are provided with further and specialised support by referring them to competent collaborating bodies.

- **Women** victims of gender-based violence will be referred to the Domestic Violence Services of the Hellenic Police or/and to the Women Counselling Centre of Piraeus in order to receive targeted support, including legal, financial and practical aid, useful information, referrals to shelters and vocational guidance.

- **Minors** will be referred to the Juvenile Custody Service of Piraeus or/and the Minor Protection Society *The Good Poimen*.

- **Foreigners**, immigrants or refugees, apart from the services provided to them within the victim support service of Piraeus, are also referred to specialised competent bodies.

- **Shop owners** of the Municipality of Piraeus, who are considered to be a vulnerable group to victimisation (e.g. robberies), receive specialised support.

● Foreseen impacts of the Victim Support Unit's operations

- Preventing repeat victimisation

- Reducing the vulnerability of crime victims

- Enhancing citizens' sense of safety

- Increasing citizens' trust both in the justice system and local municipal services

- Enhancing cooperation with the instances of the criminal justice system and with public services

For an enhanced and sustainable impact the Victim Support Unit closely collaborates with the Local Council for Crime Prevention, bringing together the local security stakeholders.

● Other examples of victim support to explore

- France Victimes - national level example ; Maison pour l'Accueil des Victimes, City of Nice - local level example (France)

- "RIKU" - national level example (Finland)

- The Weisser Ring - national level example (Germany)

- "I-Care" - national level example (Italy)

- White Ring Hungary - national level example (Hungary)

● Gaining knowledge on victimisation

In order to understand all the relevant factors of victimisation, a safety audit is to be carried out that includes contextual data about the city and its population; information about crime and related activity; the impacts and costs of crime; factors linked to offending and victimisation; assets, services and initiatives that could reduce the occurrence of problems, and the views of local citizens. An audit shall take into account and assess both quantitative (e.g. numerical data from victimisation surveys - "what" and "how much" is happening) and qualitative information (e.g. descriptive data from interview - "how" and "why" it is happening).[3]
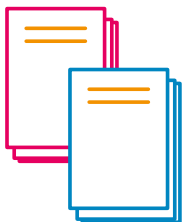
Further read:

European Forum for Urban Security (Efus), *Crime alerting applications – Can a better understanding of crime lead to better victim support by local security actors?*, Efus, November 2020, accessible here

European Commission, EU Strategy on victims' rights (2020-2025), European Commission, 24/6/2020, accessible here

Directive of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, 14/11/2012 - accessible here

[3] European Forum for Urban Security (Efus), *Methods and Tools for a Strategic Approach to Urban Security*, Efus, 2016, p. 22

Activities to Raise Awareness About Urban Security

Key Words:

#crime prevention   #awareness-raising   #citizen participation

#social interventions

Educating the public by raising awareness on potential threats is one of the most common strategies for crime prevention. Awareness campaigns are efficient because they are based on the premise that we act in accordance with the knowledge we have. Thus, based on the *awareness paradigm*, when somebody does not behave in a certain way, it might be because they lack information.

However, according to research conducted by the [European Crime Prevention Network (2020)](#)[1], knowledge about crime does not necessarily result in decreased crime rates or less victimisation. This is because human behaviour is influenced by a range of factors, such as planned behaviour, rational choices, role models, and social norms. Knowledge is just one factor.

In order to create a successful awareness initiative, it is important to take into account more than just how best to "impart information". Here are the key points to consider:

- **CONTEXT AND BACKGROUND** - Do not focus exclusively on knowledge transfer, but rather take into account socio-economic and cultural factors (e.g., who is seen as a role model, individual psychology, social norms). Do not ignore subjective feelings and fears.

- **EVALUATION** - Conduct an ex-ante process and impact evaluation to critically examine why the campaign was effective or not. The temptation is to rely solely on process evaluation, but having printed 5,000 posters – the reach – does not say anything about the campaign's effectiveness.

- **MESSAGE IS KEY** - Draft a message that is relevant, to the point, simple and specific. Do not tell people what they already know, unless there is a reason why they should be reminded of something at that particular time. Call for action rather than only give information.

- **CHOOSING THE RIGHT MEDIUM** - Map out and use the medium that best allows you to reach your target audience.

- **HOLISTIC APPROACH** - Awareness campaigns should be part of a wider, coordinated approach. Given the complexity of security challenges, only holistic interventions can be effective.

- **ACT LOCALLY** - The more localised (the closer it is to citizens) a campaign is, the more chances it has to be effective, so it is better to focus on a particular neighbourhood than an entire city. Use images that are recognisable and relatable to the selected audience in the area.

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[1] EUCPN (2020). Mythbuster: Awareness-raising never hurts, does it? Brussels: EUCPN.

The BeSecure-FeelSecure (BSFS) project (2019-2023) implemented in the Greek city of Piraeus, but replicable elsewhere, also used awareness initiatives (including social, spatial, and IT measures), to make the city safer.

TOPIC	Students awareness of bullying and cyber-threats	Training for local shop owners
HOLISTIC APPROACH	Actions to raise awareness among students and the training of shop owners are part of a broader holistic approach on urban security implemented in the city of Piraeus through the BSFS project. This holistic approach includes the design and implementation of social mobilisation actions (students' awareness actions, shop owners' training, consultation meetings, training sessions for civil servants, sport events); spatial actions based on the CPTED approach, actions at the cyber level (CURiM), and the establishment of the Local Council for Crime Prevention and of the Victim Support Unit. All these actions require the development of a wide and robust network of local stakeholders and citizens as well as their active engagement in the co-production of urban safety. In this context, diagnostic research was conducted (with representative samples of citizens on the one hand and shop owners on the other, in the two districts of the city) in order to record the quantitative and qualitative characteristics of crime and insecurity in the area under examination. In addition, meetings with citizens and local stakeholders were organised to get insights into local issues of crime and security, and to hear about what citizens propose to improve the quality of life in their city. *(To learn about the BSFS practices, which were implemented simultaneously, please see the Efus factsheets on baseline assessment, CURiM, Victims Support Unit, Local Council for Crime Prevention, and spatial interventions).*	
EVALUATION	**Ex-ante evaluation:** Before the design and implementation of the awareness-raising sessions, meetings were organised with the Directorate of the Education Department of the City of Piraeus and the school committees, as well as with parents and guardians' associations in order to understand the state of play on bullying and the use of internet by students. **Process evaluation:** 4 high schools and 680 students reached	**Ex-ante evaluation:** Before the design and implementation of the training sessions for shop owners, consultation meetings were organised with the Piraeus Commercial Association. Diagnostic research was also conducted using a sample group of local shop owners and employees in two districts of the city of Piraeus. **Process evaluation:** 100 local businesses reached

TOPIC	Students awareness of bullying and cyber-threats	Training for local shop owners
MESSAGE IS KEY	Bullying can take different forms and appear both on- and offline. Advices and support can be provided to prevent it and react to it.	Business owners can take effective measures, presented during the workshop, according to their needs and the challenges they face in their everyday business life to protect themselves from victimisation and repeat victimisation (especially regarding thefts, burglaries, and robberies) and actively engage in the co-production of urban safety in their community.
CHOOSING THE RIGHT MEDIUM	Hybrid sessions (both online and in-person) for students.	Online workshop - due to Covid-19 restrictions - for Piraeus local shop owners.
THE MORE LOCAL, THE BETTER	Carried out in schools from two districts in the city.	The training was given to local shop owners in Piraeus.

Spatial Interventions

Fixing the *Broken Windows:*
Empowering the Community

● Key Words:

#spatial interventions   #regeneration of public spaces

#crime prevention through environmental design   #target hardening

According to the well-known *broken windows* theory, visible indicators of crime and incivilities instil fear in a community. This theory is based on the assumption that the physical landscape affects people's feelings of security and wellbeing. Thus, *broken windows* in a neighbourhood can be perceived as a sign of the community's defencelessness and vulnerability, as well as suggesting a lack of social cohesion. Likewise, the opposite is true. In neighbourhoods where residents have a strong sense of social cohesion, these *broken windows* are fixed - both literally and metaphorically - offering residents a sense of control and reinforcing their sense of belonging.

This theory was particularly influential in shaping policies in the 1990s, although today it is not expressly employed as a means of managing crime in major cities. However, it is still used as a method for lowering infractions and maintaining social order. With this fact in mind, the **BeSecure-FeelSecure (BSFS) project** (2019-2023) implemented several spatial interventions in the City of Piraeus (GR), including target hardening, public space regeneration-beautification initiatives, and restored playgrounds.

● Target hardening

Target hardening is the measure of strengthening security by increasing the level of effort required to commit a crime on a target or object. In Piraeus, fencing was reinforced in 3 of the school facilities in one of the districts.

● Regeneration-beautification of a public space

removing graffiti, covering surfaces with anti-graffiti paint, and renovating the vandalised or destroyed facades of some schools.

● Restored playgrounds

fencing playgrounds, restoring their flooring, and installing colourful and welcoming new equipment, with the aim of enhancing the well-being of those using and visiting the playgrounds and thus enhancing their feeling of security.

Before ● .... ● **After**

● Crime Prevention Through Environmental Design (CPTED)

The *broken windows* theory goes hand in hand with Crime Prevention Through Environmental Design.

> **"Crime Prevention Through Environmental Design (CPTED) is a multi-disciplinary approach of crime prevention that uses urban and architectural design and the management of built and natural environments. CPTED strategies aim to reduce victimisation, deter offender decisions that precede criminal acts, and build a sense of community among inhabitants so they can gain territorial control of areas, reduce crime, and minimise the fear of crime."**

The International Crime Prevention Through Environmental Design Association

In short, CPTED refers to the theory that built environments – when tailored in a certain way – reduce crime and fear of crime.

Consider the following examples: if the landscape is well-kept and not overgrown, the area is more visible and allows residents to keep their "eyes on the street". When this is done, crime is less likely to occur. Alternatively, imagine a neighbourhood in which undesired graffiti is promptly removed. Keeping an area well-maintained indicates that it is well-cared for and that negative activity will not be tolerated. These are just a few examples of what preventing crime by design can mean.

However, as with everything, security by design has its pros and cons. Research has shown that, if its principles are applied proportionately, it has the potential to reduce crime. However, if misused, it can create hostile environments, displace crime, or create locations that exclude certain groups of people. Such examples include placing metal spikes outside buildings to deter homeless people from sleeping there, or metal studs and bolts to break up smooth surfaces and discourage skateboarders.

Here is a recap of the pros and risks of **CPTED**:

PROS	RISKS AND LIMITATIONS
● Plays a role in community crime prevention	● May result in crime displacement
● Immediate impact	● May increase vigilantism
● Reduces spending on policing and other judicial matters	● Inability to adapt to behavioural change
● Tested and proven impact	● Retrofitting an existing environment to meet CPTED can sometimes be costly
● If incorporated in the original design phase of facility planning, CPTED security principles are often cheaper than traditional approaches	

● Points to note and Recommendations

● Other European practices

Efus' Approach

In its *Security, Democracy and Cities Manifesto,* Efus notes that, 'numerous studies and experiments have shown that the design and management of public spaces have an impact on security and feelings of insecurity'. It recommends considering the various ways in which public spaces are used based on objective and subjective data, involving the public to co-produce security policies, and maintaining a healthy balance between the use of security technologies and the respect of fundamental rights.

Based on its long-standing work on these issues, Efus formulated the following recommendations and guiding principles:

- The planning, management and animation of public spaces have an impact on safety and feelings of insecurity.

- A well-designed public space is one which suits the multiple needs of daily and occasional users.

- Cities play a central role in fostering a shared culture of security in the public sphere.

- Solutions should produce security effectively whilst respecting the standards of an open society and achieving a balance between human presence and technology.

- Security and respect for fundamental rights are not contradictory objectives, but rather coherent and complementary.

● The New European Bauhaus Initiative

In line with their aim of creating visually delightful, inclusive and sustainable public spaces, the European Union launched the New European Bauhaus Initiative in 2020.

This initiative encourages European citizens to imagine and build together a *"sustainable and inclusive future that is beautiful for our eyes, minds, and souls, dedicating a central role to local and regional authorities. Beautiful are the places, practices, and experiences which are:*

- *Enriching, inspired by art and culture, responding to needs beyond functionality.*

- *Sustainable, in harmony with nature, the environment, and our planet.*

- *Inclusive, encouraging a dialogue across cultures, disciplines, genders and ages."*[1]

[1] New European Bauhaus: https://europa.eu/new-european-bauhaus/index_en

Lessons Learned and Attention Points

Funded by the Urban Innovative Actions (UIA) Initiative of the European Regional Development Fund, the BeSecure-FeelSecure (BSFS) project aimed to reinforce urban security and promote a positive perception of urban safety among residents of Piraeus by facilitating the collaboration of urban security stakeholders, both in the physical and cyber spaces.

The holistic approach of the BSFS project was based on four mutually reinforcing pillars:
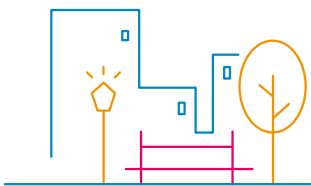
GOVERNANCE STRUCTURE

Governance innovation through the creation and operationalisation of a Local Council for Crime Prevention (LCCP), which helps to better coordinate crime prevention amongst different stakeholders;

INNOVATIVE ICT TOOLS

ICT innovation with the development of an application called CURiM (Collaborative Urban Risk Management), which collects data helping to assess physical and digital threats;

SOCIAL AND SPATIAL INTERVENTIONS

Social (awareness-raising) and spatial interventions aiming to improve citizens' feelings of security, for example through anti-bullying awareness sessions for students and the beautification of public spaces around the city of Piraeus;

VICTIM SUPPORT

Victim support through the creation of a Victim Information Unit, which is a one-stop-shop for victims of crime.

Underlying BSFS' holistic approach is the local security audit or baseline assessment (as per the terminology used by the University of Panteion, which conducted the study for the municipality of Piraeus). Such an audit is an indispensable first step prior to designing and implementing measures to strengthen urban security.

The purpose of this document is to present the lessons learned, attention points and recommendations drawn from the main measures implemented by the BSFS project in order to facilitate their transferability and adaptation to other cities and urban contexts.

Each of these interventions has already been discussed in detail through dedicated webinars and factsheets, which review the implementation process of the chosen measure and provide other interested local and regional authorities with inspiration and guidance.

This document provides interested local and regional authorities with a repository of general tips and advice they can apply to their own context.

● **Key attention points and recommendations regarding:**

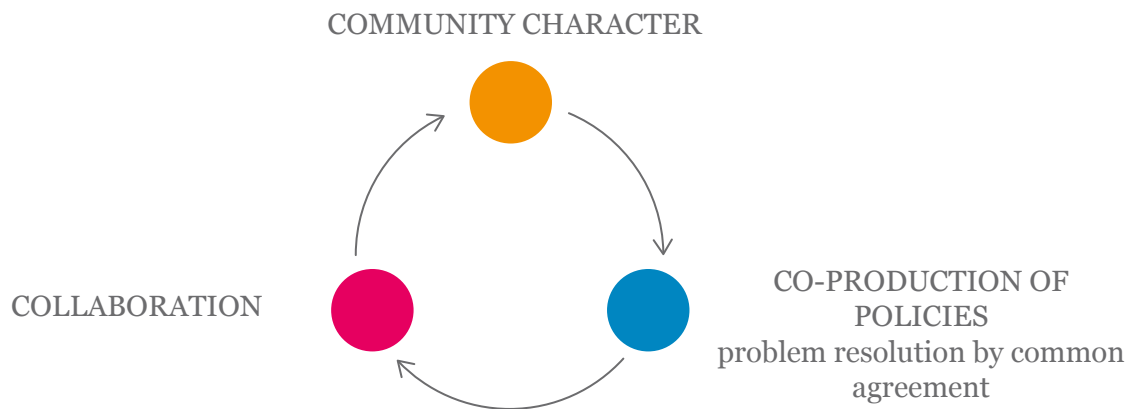- **Baseline assessment/local security audit**

- The relevant indicators should be co-defined with security stakeholders.

  The assessment shall be based on a representative sample of the population in order to produce valid data. Therefore, its design and execution should be led or supported by an experienced research partner.

- Respondents should be informed about the aim of the exercise and their role in the assessment process.

- The safety perceptions of vulnerable groups of population should be included into the baseline assessment (to compensate the fact that their perceptions are often ignored in official crime statistics).

- A back-up plan should be prepared in case the assessment cannot be conducted as planned. In the case of BSFS, the assessment was hampered by the Covid-19 lockdowns, which made it impossible to meet respondents in person.

● **Evidence-based Collaborative Urban Risk Management (CURiM) platform**
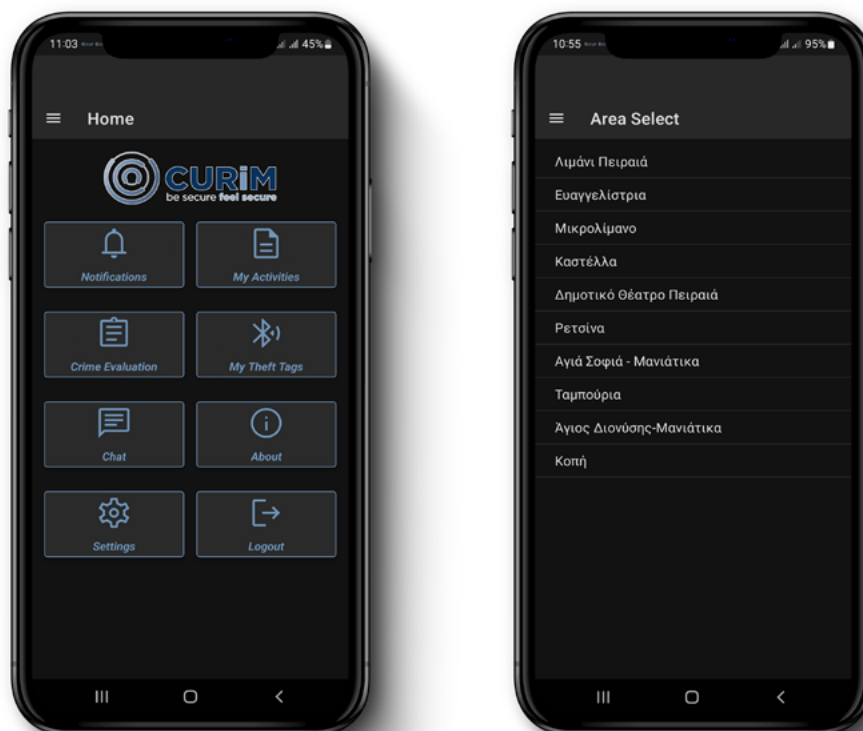
- Ensure that you have a communication strategy for making citizens aware of the application and encourage them to use it. Indeed, such tools can play an important role in strengthening social cohesion and creating a sense of belonging in the local community.

- Give citizens information to help them use the application with ease.

- Clearly inform citizens about the ways in which the data collected could/will be used, for example by the Local Council for Crime Prevention for evidence-based policy-making.

- Make sure you comply with data privacy regulations and ethical guidelines.

- Incentivise citizens to report crime, whilst being mindful that it can also lead to vigilantism. A balance should be struck.

● **Local Council for Crime Prevention (LCCP)**

COMMUNITY CHARACTER

COLLABORATION

CO-PRODUCTION OF
POLICIES
problem resolution by common
agreement

- Identify what local stakeholders you will need to involve in the LCCP, making sure they represent a range of perspectives and fields of expertise (e.g. theoretical and practical, gender perspective, etc.). Define how they will contribute to the LCCP, how they will work together, and how often they will meet.

- Ensure that local elected officials promote and present the Council in a cross-cutting way without restricting participation in the LCCP to a service or a sector of the municipality.

- Make sure LCCP's participants and especially the technical team are well trained, and provide regular follow-up training sessions.

- Ensure that the LCCP has sufficient human and financial resources to operate, as well as the necessary political and technical support.

- Work on internal (with LCCP members) and external communication (with citizens) to ensure that the LCCP's work is transparent and perceived as legitimate.

- Design a plan/strategy to enhance citizen engagement in the LCCP's daily work (e.g. the creation of specific working groups for citizens, invitation to the plenary sessions, etc.).

- Have a crisis management strategy for the LCCP to operate smoothly in times of political change and crisis.

● Victim Support Unit

Ensure that the Victim Support Unit includes a range of stakeholders, both institutional and social.

Make sure you respect the confidentiality of victims' experiences and GDPR regulations.

Limit excessive visits to the service to avoid putting the victim in danger.

Consider which hours and means of contact are the safest for the victim.

Make sure that every specialist at the Victim Support Unit complies with an ethical code.

- **Social interventions and awareness-raising**

- Conduct an *ex-ante* process and impact evaluation to critically examine why your chosen action was effective or not.

- Draft a message that is relevant, to the point, and specific for awareness-raising campaigns/actions. Use images that are recognisable and relatable to the chosen audience in the area. Focus on calling for action, instead of merely providing information.

- Use the medium that best allows you to reach your target audience, whether leaflets or videos, for example. Research which channels are best adapted to reach the target audience.

- Consider the complexity of security challenges in the target area and act accordingly.

- Be aware of the location of the actions. The more localised your actions are, the more they will be recognised and their impact felt by citizens. This in turn will bring citizens on board, which in turn will make the actions and overall intervention project more sustainable in the long run.

● **Spatial interventions**
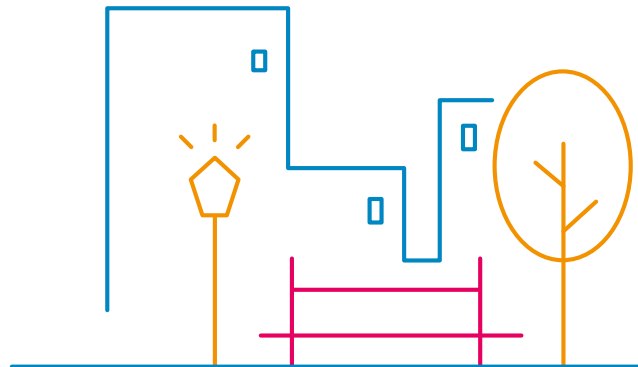
- Make sure that the local community has a say when decisions about spatial interventions are made.

- Be mindful that some measures may result in crime displacement. The "benign" displacement of a crime is where CPTED (Crime Prevention Through Environmental Design, see link to the practice sheet above) initiatives result in crimes that have less impact or cause less damage to persons and properties. "Malign" displacement means displacement and replacement of a crime by one that has a greater impact and more adverse effects.

- Ensure you have a plan for the maintenance of public spaces once they have been beautified.

- Always seek to include security by design in the initial design and facility planning phase.

Innovative Practices & Their Implementation

Funded by the <u>Urban Innovative Actions</u> (UIA) Initiative of the European Regional Development Fund, the <u>BeSecure-FeelSecure</u> (BSFS) project aimed to reinforce urban security and promote a positive perception of urban safety among residents of Piraeus by facilitating the collaboration of urban security stakeholders, both in the physical and cyber spaces.

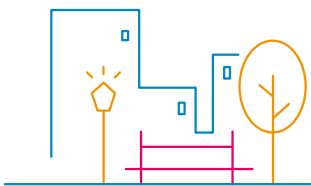The holistic approach of the BSFS project was based on four mutually reinforcing pillars:

GOVERNANCE STRUCTURE

Governance innovation through the creation and operationalisation of a Local Council for Crime Prevention (LCCP), which helps to better coordinate crime prevention amongst different stakeholders

INNOVATIVE ICT TOOLS

ICT innovation with the development of an application called CURiM (Collaborative Urban Risk Management), which collects data helping to assess physical and digital threats

SOCIAL AND SPATIAL INTERVENTIONS

Social (awareness-raising) and spatial interventions aiming to improve citizens' feelings of security, for example through anti-bullying awareness sessions for students and the beautification of public spaces around the city of Piraeus

VICTIM SUPPORT

Victim support through the creation of a Victim Information Unit, which is a one-stop-shop for victims of crime

Amongst other measures, the project established:

- the **Local Council for Crime Prevention** (LCCP);
- the **application** called **CURiM**;
- **anti-bullying awareness sessions** for students;
- **training sessions** for shop owners and civil servants on urban security issues;
- a **one-stop-shop victim support service**;
- **sport events**;
- **consultation meetings with stakeholders** (local authorities, businesses, citizens,...);
- **regeneration of a range of public spaces** in Piraeus.

This document is an overview of the project's best practices in three areas: **security assessment, governance, and citizen participation**. It also includes the project partners' relevant practices, and thus is not limited to Greek examples.

The current roadmap presents the main elements which are to be adapted to the relevant local context to implement a holistic approach to urban security. As there is no one-size-fits-all model, local authorities need to tailor the following steps and practices to their specific needs.

The roadmap consists of the following proposed actions:

- **assessing the security situation** by gathering data and information, which will serve as a basis for evidence-based decision making and concrete actions (spatial or social);
- **creating a local-level security governance organ**, which will be the main organ enabling evidence-based decision making on local urban security;
- **enhancing citizen participation and social cohesion** via ICT tools, which also feed into the governance organ;
- **ensuring that victims of crime are provided with expert support** and that secondary victimisation is prevented.

Assessing the Security Situation

In order to improve individual and collective security, one needs an in-depth understanding of the given community and local context. Whilst quantitative crime statistics do matter, understanding how different groups of population perceive the security situation is equally significant. Only by examining subjective experiences of security, as well as socio-economic factors and levels of social cohesion in a given locality can actors of this field obtain a nuanced view of the local security landscape.

> **A baseline assessment of the security situation, as was done by the City of Piraeus, is one option.**

Eleni Kontopoulou, *Postdoctoral Researcher at Panteion University of Social and Political Sciences* & **Angelos Mimis**, *Associate Professor in Applied Informatics in Spatial Analysis, Department of Economic and Regional Development at Panteion University:*

- The baseline assessment (safety audit) in Piraeus used the following measurement indicators: **(I) perception of safety** (How would you describe your area? Are you thinking of moving out?), **(II) fear of crime** (How safe do you feel walking alone in your area of residence? Which area do you consider the most unsafe? Evaluate each of the following factors that contribute to the feeling of unsafety), **(III) participation in community-based crime policy, (IV) intention to participate in community-based crime policy, (V) trust in urban authorities.**

- Apart from the safety audit, meetings were organised with residents and district representatives in the framework of the Local Council for Crime Prevention (LCCP), to discuss crime and insecurity issues in their neighbourhood and their suggestions for improvement. Meetings were also held with local institutional and social stakeholders about the needs and difficulties of vulnerable groups of population. The audit also encompassed on-site observations, and an analysis of police crime statistics.

There are different methods of conducting security audits. Regardless of the chosen method, a few steps should be followed.

Mateja Mihinjac, *Executive Director at the International CPTED (Crime Prevention Through Environmental Design) Association.*

- One should focus on a smaller geographical level (e.g. neighbourhoods), as this is the closest level to citizens and any given community. Safety auditing is a process. It includes identifying the assets and resources available, what is lacking and the needs that should be prioritised, and drafting a tailor-made crime prevention and mitigation strategy based on the audit's results. Building trust and partnerships are indispensable guiding principles for any local safety audit

The steps to follow to implement a local security audit are:

- **Step 1:** Understanding safety issues. Train local teams (residents, neighbourhood associations, students) to carry out neighbourhood exploratory walks and on-site visits so they can obtain relevant crime-related data. They can then analyse such data with the help of trainers and experts. Thus, the audit itself becomes a co-operative, transparent process and participants have ownership over the actions. Elements the security audit may focus on include the state of the physical infrastructure, the viability of a public space, or the public lighting. For instance, some perceptions of safety are related to lighting.

- **Step 2:** Vision-based asset mapping (What objects exist in the chosen area? What kind of buildings? Where is the lighting placed and how dense is it? Where is the lighting lacking? What physical barriers exist in the neighbourhood?).

- **Step 3:** Prioritising (What are the neighbourhood's shared priorities?) Prioritising also means identifying the appropriate timeline (short, mid, long-term for concrete actions).

- **Step 4:** Preventive strategising. Each neighbourhood should have its own plan with City Hall as the coordinator.

> **Audits can also target specific groups. An example is the mobile app system Safetipin, a social organisation working with a wide range of urban stakeholders, including governments, to make public spaces safer and more inclusive for women.**

Safetipin collects data through three mobile phone applications (My Safetipin, Safetipin Nite and Safetipin Site), and presents them to relevant stakeholders with recommendations. Safetipin also generates a safety score based on the data collected and provided by the My Safetipin app, in order to help users to make safe and informed decisions about their mobility. Safetipin **focuses on gender and can be adapted to any local context.**

Barbara Holtmann, *Director at Fixed Africa (South Africa)*

- *If cities are safe for women, they are probably safe for everyone* - it is crucial to include the perspective of women into the safety audit.
- The Safetipin audit results show that people feel safer in open spaces, where visibility is clear all around.
- A safety audit should ask questions that are answerable by cities and be regularly repeated to adapt to the ever-changing local situation.
- The My Safetipin app generates a safety score based on data collected from users, enabling them to make safe and informed decisions about their mobility and the use of public spaces.
- Users can give a safety score based on different parameters, such as:
    - Lighting – Enough light to see all around you.
    - Openness – Ability to see and move in all directions.
    - Visibility – Vendors, shops, building entrances, windows and balconies from where you can be seen.
    - People – Number of people around you.
    - Security – Presence of police or security guards.
    - Walk path – Either a pavement or road with space to walk.
    - Public transport – Availability of public transport like metro, buses, rickshaws.
    - Gender usage – Presence of women and children near you.
    - Feeling – How safe you feel.

● Agile Local Level Urban Security Governance

Urban security is not only a matter of state actors or local authorities. Preventing and mitigating incivilities and crime at the local level requires the participation of all relevant stakeholders – public and private, as well as citizens, their representatives, and civil society organisations. Sustainable urban security governance should provide a platform for exchange and dialogue, and be built on the principles of the co-production of policies as well as on partnerships involving different stakeholders.

Crime prevention councils serve as such a platform at the local level. They may vary in structure or legal status, depending on the local, national and EU requirements, and have different objectives (that can also be combined), ranging from **co-defining the priorities of a security strategy and information sharing to designing recommendations based on urban security audits, setting communication guidelines, and supporting evaluation procedures.** Yet, they all serve the same purpose of involving the relevant security stakeholders and citizens in the co-production of urban security policies, which is of particular importance in a general context of increasingly fragmented social ties, growing suspicion towards authorities, and polarisation.

> **As previously mentioned, one of the measures implemented by BSFS in the City of Piraeus is the creation of a Local Council for Crime Prevention.**

Kyriaki Bourdakou, *President of the Local Council for Crime Prevention (LCCP), Deputy Mayor of Piraeus in charge of Public Health and Social Services*

- Dense commercial areas – such as the City of Piraeus, one of the largest ports in Europe – are vulnerable to inbound and outbound smuggling, as well as street and organised crime. Citizens believe that urban insecurity is one of the city's main problems, which contributes to a sense of social and environmental degradation and low social cohesion.

How the LCCP operates and how did its establishment in Piraeus contribute to better coordinated decision making?

- The Council brings together key local security stakeholders including, for example, municipal services, criminology experts, first line practitioners, and NGOs. This fosters **multisectoral and interdisciplinary collaboration**. The Council seeks to foster a climate of security and trust, and to acquire a better picture of the daily lives of citizens in order to be able to identify specific needs and challenges.

- It focuses on building an **inventory of crime** that occurs at the local level, **assessing** the security situation, planning and then **implementing** actions to prevent petty crime, reduce feelings of insecurity and build **confidence among citizens** towards public governance and the justice system.

- Specifically, the LCCP has worked on securing and landscaping **public property** in one of the municipal districts of Piraeus that has been identified as a key intervention area. Equally, **awareness-raising sessions** for school students on bullying and cyber threats have been carried out under its governance.

- Key challenges the LCCP is facing include a **lack of funding**, difficulty in convening in person during the Covid-19 the pandemic, **effectively communicating** on its operations and decisions and **involving citizens** in its operation.

- Future plans include building a **network of volunteers**, producing **awareness seminars** for citizens and stakeholders, and further promoting its work with the public at large. The LCCP also aims to increase use of the Collaborative Urban Risk Management (CURiM) platform developed and tested under the BSFS project.

> **Although Local Councils for Crime Prevention share many principles of governance, they are context-specific. We will now explore a French example.**

Loline Bertin, *Deputy Mayor of Montreuil in charge of Public Tranquillity, Cleanliness, Crime Prevention and Nightlife,* about the Local Security and Crime Prevention Council (CLSPD according to the French acronym) of the City of Montreuil

- The CLSPD has several, mutually reinforcing roles based on the following axes:
  - Partnership: sharing of practices, information, and knowledge, dialogue, mobilisation of stakeholders.
  - Strategy: definition and management of the Territorial Security and Crime Prevention Strategy (Stratégie territoriale de sécurité et de prévention de la délinquance, STSPD), based on the results of local security audits and in line with the national crime prevention strategy.
  - Actions: monitoring, evaluation, and visibility of the actions aimed at crime prevention.
  - Articulation: link with other city or national contractual frameworks and strategies.

- Strategic/political, technical and operational management are indispensable and complementary.

- One of the main objectives and challenges is the fostering of citizen participation (representativeness, empowerment, involvement in the co-production of policies). Representatives of local residents participate in the Council.

- In order to further open the CLSPD to the public, the creation and operationalisation of resident groups is foreseen (by drawing lots, dedicated training, etc.)

- Plenary sessions are held once a year to address important issues and take decisions. There are also a range of sub-structures focused on specific priorities, such as working groups on reducing youth vulnerability to delinquency, combating gender-based violence, and preventing radicalisation (to be established).

- The CLSPD uses a four-step process to design actions that are concrete and tangible:
  - Watch/alert
  - Make a diagnostic
  - Inform/train/discuss
  - Act

- It is essential that the Council enact concrete actions that are visible to citizens and have real-life effects.
- Changes have been made over time to make the sessions more dynamic and participatory, for example:
  - Adopting a more direct format for exchanges in order to increase the participation of different stakeholders
  - Making the sessions more open to citizens
  - Improving communication and transparency to ensure that the Council's work is well understood by citizens
- Key aims of the Council are to define and pilot the City's Territorial Security and Crime Prevention Strategy (STSPD), build trust among stakeholders, conduct thematic local audits, and promote the co-production of policies.
- Awareness of what is happening 'on the ground' is crucial to enhance citizens' feelings of security and improve police-population relations. Events such as casual 'walks with the police' were organised in this end.

● Enabling Citizen Participation

The use of technologies has become increasingly common as a means of addressing security challenges such as incivilities, crowd management, or terrorist threats. Although the emphasis has long been placed on surveillance, a whole range of civic technologies and initiatives have emerged that facilitate the involvement of citizens in the co-production of urban security policies and enhance social cohesion and a sense of belonging to the city/neighbourhood.

> **One of the main measures of the BSFS project is the CURiM application. Its architecture was built to foster citizen participation and the inclusion of a range of stakeholders.**

Marios Zacharias, *BSFS Technical Manager and developer of the CURiM application*

- The platform provides a holistic view of security, leveraging heterogeneous information from different sources including information provided by citizens, open-source intelligence and crime reports.

- Building cohesion not only among citizens, but also between them and the local authorities is one of CURiM's main objectives. This is done through the following functionalities:
  - Creating local social networks at the neighbourhood level, giving citizens a local channel to exchange urban security information and concerns.
  - Enabling citizens to share their personal evaluation of interventions carried out in Piraeus against certain types of crime.
  - Collaborative tracking of stolen items using Bluetooth low-energy sensors.
  - Providing a map to conduct urban risk analysis, based on available crime rates filtered by date, time, place and source-type.
  - Allowing for urban security experts to compare responses from mobile app users to registered police crime reports. Disparities between these can be identified by urban security authorities as critical points for investigation.
  - Custom crime mappings to visualise crime rates in specific neighbourhoods.
  - IT security risk analysis and vulnerability overviews for the municipal IT Officers.

Citizens can also be digitally engaged through storytelling.

Francesca Zanutto, *creator of Tellingstones, a storytelling and community engagement application (ToNite project)*

Created under the EU-co funded ToNite project, Tellingstones is a mobile application through which residents of two neighbourhoods of Turin (situated near the Dora River) tell their stories related to local places and landmarks. Users receive a notification when they are in the vicinity of such places. The app was used in the ToNite project with the aim of strengthening residents' feeling of belonging and to tell a positive narrative about their neighbourhood.

Thanks to the following features, Tellingstones favours social cohesion and offers an innovative way of visiting the city:

- The app sends users a **notification** when they find themselves near a point of interest in the city/neighbourhood, and updates on topics selected by the user.
- Creates a **welcoming digital environment** and value for communities by helping to foster a **positive, original** and **authentic image** of the area, which can create a sense of belonging.
- Creating connections between people and among communities by allowing the sharing of personal stories linked to local places.
- The app offers creative, artistic approaches to **community engagement**.

Key functionalities of the dashboard:

- **Operators**: cities, venues, and all types of local operators and networks can publish content on the app.
- The app can be used together with a **network of virtual sensors (geofence)**, which allows users to **locate on a map** the stories and services related to specific places, and to be alerted when they walk nearby.
- **Stories**: enter the location, title, main photo and main text of the story you seek to share, related to a specific spot in the city/neighbourhood.
- **Suggestions**: to share on museums, shops, restaurants, hotels or other types of services, including booking .
- **Itineraries**: they are created by loading a gpx file, which attaches stories and suggestions about places to visit.

> **The previously-mentioned tool, Safetipin, also serves to digitally engage often-neglected vulnerable groups, especially women.**

Kalpana Viswanath, *Co-founder and CEO of Safetipin*

- **1 in 3** women globally have experienced some form of **sexual or physical harassment.**
- Cities are usually **planned with able-bodied men in mind**; navigation, transport and mobility are all designed for them. Women often experience **fear** when in public spaces.
- What is a **gender-friendly** city? It is a city where women feel safe, and thus free to access and use all the city's public spaces.
  - How do we work with urban stakeholders to change this and how do we measure/identify these issues in the first place?
- The Safetipin tool can facilitate such identification. It has been tested in over 60 cities across the world.
- The Safetipin app uses a **safety audit feature**, an established assessment tool in the field of urban security, and transforms it into a user-friendly digital tool.
- It has a dual functionality of users inputting their own data, and using generated data to help them discover cities.
- It has a variety of uses, including, for example, useful information for women on where to rent accommodation (e.g. based on a safety audit score).
- The data can be used to **lobby, guide and improve local urban security policies**. Aim of mainstreaming a gender approach into all safety strategies.
  - There were nearly 8,000 dark spots in the city of Delhi (India), in 2016.
  - By 2018, this was reduced to under 3,000, thanks to the use of Safetipin's data by local governments.
  - The mobility of women from low-income areas of Delhis was improved, giving them access to new opportunities.

Key functionalities:

- Measures factors including security measures, infrastructure, visibility, lighting, busyness of streets, etc., in order to provide **safety scores and safest routes** for users.
- Built-in **tracking feature** (can be turned on and off).
- In India, the app has a '**Nearby Safe Spaces**' feature (e.g. based on lighting, nearby facilities or establishments).
- AI-based **safety scoring of photos** based on a variety of factors. Users can disagree or agree with these scores, improving the accuracy of the tool over time.

● Local Level Victim Support Services - A Pillar of a Holistic Approach to Urban Security

The right to access justice and to be protected against repeated victimisation may remain unattainable in practice if victims of crime do not to receive professional advice and support. The criminal justice system may also seem daunting and confusing to those who are not familiar with it. In the opposite case-scenario, adequate services for victims can enhance citizens' feelings of safety and increase their trust in urban authorities and social institutions.

With this in mind, the Municipality of Piraeus (GR) established a Victim Support Unit that supports victims of any type of crime and provides psychosocial and legal services, as well as referrals to relevant institutional and social bodies. The City of Nice (FR) established the House of Victims, which offers comprehensive, sustainable support to victims, whether individual or collective. These two examples are fully in line with general victim support principles and rules, as presented by the international NGO Victim Support Europe.

The example of the City of Piraeus - One-stop-shop service
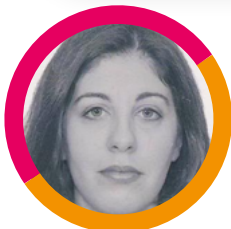
Chara Vlastari-Dyovouniotou, *Researcher and expert, BeSecure-FeelSecure project*

- The 2012 EU Directive[1] on "establishing minimum standards on the rights, support and protection of victims of crime" recognises both the multidimensional consequences of the criminal act on the victim and **the need for sufficient victim support** by competent and legally established governmental or non-governmental bodies.

[1] For further information on the Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32012L0029

- Therefore, it is considered that victim support services could contribute to **the prevention of repeated victimisation and the enhancement of victims' feelings of safety.**

- Moreover, adequate services for victims can increase citizens' trust in urban authorities and social institutions.

- In the framework of the BSFS project, a survey was conducted with a representative sample of respondents (residents and shop owners in two specific districts of the city). It concluded that the main factors contributing to citizen's insecurity are the **lack of protective measures regarding children/ adolescents in public places, inadequate policing, poor lighting of public areas, abandoned areas, absence of victim support services, and indifference of passers-by in case of a criminal attack.**

- These factors further highlighted the need to create a local Victim Support Service.

- **The Piraeus Victim Support Unit** was designed following a four-step process: observation of promising practices of generic victim support (meaning supporting all victims of crime) services at the European level; observation of promising victim support practices from other Greek cities; data from surveys conducted by local Piraeus institutions and social organisations; information provided by stakeholders of the Piraeus Local Council for Crime Prevention (LCCP) . The Piraeus Victim Support Unit was designed on the basis of all this information so as to be tailored to local needs.

- It has to be noted that the Piraeus Crime Victim's Information Unit is the first generic victim support service of this kind to be offered in Greece. Thus, it provides multidimensional support to crime victims regardless of the type of victimisation.

- To prevent victimisation from happening in the first place, the main idea is that **crime prevention actions** can enhance feelings of safety and therefore strengthen social cohesion.

- Both **institutional (LCCP) and social stakeholders** are engaged with the Piraeus Victim Support Unit. Synergies with stakeholders are created through a holistic approach to the protection of crime victims and their families. This means that the various institutions and social entities of the municipality of Piraeus survey instances of victimisation, identify the victims and record the cases in order to offer adequate support to vulnerable groups of population.

- Generic support is provided to victims, with psychological support and legal counselling, ensuring privacy and confidentiality through a code of ethics and data protection measures. Competent services are consulted to **ensure adequate and targeted support to the most vulnerable people** such as female victims of domestic violence, minors and refugees (including unaccompanied minors).

- Overall, the Victim Support Unit has been created bearing in mind the **principle of co-production of urban security** (community, Piraeus LCCP, the importance of a holistic approach, stakeholders' network). This **participatory policy** contributes to building trust in the criminal justice system, preventing repeated victimisation, mitigating feelings of insecurity, and strengthening social cohesion.

The case of the City of Nice - The House of Victims

Martine Ouaknine, *Deputy Mayor in charge of Victims' Rights City of Nice (France)*

- The 14 July 2016 ram-vehicle attack on the Promenade des Anglais sent shockwaves in Nice. The municipal authorities made it a **priority to protect the local population** not only from terrorism, but also from incivilities, petty crime and all forms of aggression. The municipal police are well trained and work alongside the state security services.

- The City Council's flagship initiative is the creation of the **House for the Reception of Victims (Maison pour l'Accueil des Victimes[2])**.

  - Set up in 2015, this **one-stop-shop structure** located in the centre of the city is permanently linked with the municipal police.

  - The reception staff assess the needs of victims and refer them to psychologists and lawyers who are experts in counselling victims, as well as a social worker who supports them in finding accommodation or a job. **This house offers comprehensive, sustainable support, whether individual or collective.**

  - This structure was also created with the idea of welcoming victims who hesitate or do not wish (for different reasons) to file a complaint and help them regain their self-confidence.

  - The support provided is **global and holistic** throughout the whole process: online pre-complaints, contact with the required professionals, contact with specialised associations well established in Nice, etc. The House for the Reception of Victims does not replace health professionals or lawyers, but it **allows victims to be referred to specialised associations, which are considered as partners.**

  - Regular well-being workshops (art therapy, sophrology, etc.) enable victims to find some form of serenity and to rebuild themselves. A mobile victim support centre was set up during the 2020 Covid lockdown. It also provided support to victims of the 2020 Storm Alex, which affected villages around Nice.

- Women victims of domestic violence (and if need be their children) can find accommodation in a refuge whose address is kept secret. There, they find a **safe space** where they can recover from their trauma.

[1] More information: https://cotedazurfrance.fr/offres/maison-pour-laccueil-aux-victimes-nice-fr-3032069/

- Women victims of domestic violence (and if need be their children) can find accommodation in a refuge whose address is kept secret. There, they find a **safe space** where they can recover from their trauma.

- The trial of the 14 July 2016 terrorist attack that was held in Paris in September 2022 was a new trauma for the victims and their families, many of whom could not afford to spend three months in the French capital. The City of Nice thus provided, with special authorisation from the Ministry of Justice, a room where the trial was broadcast live for them. The municipality is now looking at how to 'manage' the post-trial period.

- The municipality also established a **Steering Committee on the July 14 Victims that will organise a yearly commemorative ceremony**. It was inaugurated in 2022 with a "memory artwork" on the theme of **'resilience and the future'**, which was unanimously selected by the victims' families.

- The city of Nice now ambitions to establish a **European expertise centre on victims of terrorism,** which would be headquartered in the city.

- All these aspects show the importance of **exchanging knowledge and know-how for the future and establishing partnerships.**

General principles and rules on victim support - Victim Support Europe
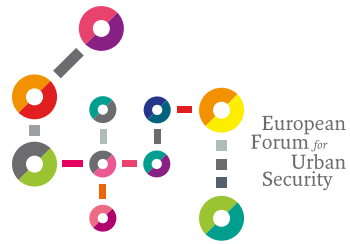
Levent Altan, *Director of Victim Support Europe and Member of the SHINE Advisory Board*

- Victim Support Europe (VSE), as an umbrella organisation of national victim support services and instances, **advocates for the respect of victims' rights and adequate services in Europe.**

- VSE works within the EU framework of support obligations (2012 Directive).

- Before support can be given, a few questions have to be asked:
    - Does the support exist? Is it easily accessible?
    - How to approach victims?
    - What types of services can be offered?
    - What is the quality of the support service?
    - Who can offer support?
    - Should support services work in a dynamic of coordination and collaboration or competition?
    - Can we establish a **systemic, national, comprehensive and long-term framework for victims** so they are not sent to different organisations or simply turned away? So far, there isn't really a fully systemic long-term framework for victim support in any country. As a consequence, **victims do not always find the organisation that fits their specific situation and needs.**
- The environment of victim support services is **quite complex and variable**: organisations can be national or local, work as a single unit or within a network, provide specific specialist assistance and support all kinds of victims. Support can be proposed within state agencies (Belgium Police), can be self-financing or government-supported, can reach high density communities or low density rural areas. Support can also be provided by specialised NGOs.
- Some victims do not even need professional services. The key question is **how, in all aspects of life, do we help citizens to be resilient before they suffer all kinds of trauma?**
- Furthermore, **the existence of such support services** is not enough as such: **people must know that they exist.** It is thus crucial to communicate and raise awareness.
- The quality of victim support services can be evaluated through nine aspects:
    - The service is accessible to all victims.
    - Victims are treated with respect and dignity.
    - Victims are safe.
    - Individual needs are taken into account.
    - A range of services are provided.
    - The service offers referrals and coordinates with other services or organisations.
    - Good governance of the structure is ensured.
    - Quality is ensured through training.
    - Monitoring and evaluation are recurrent.
- In any case, **all types of services have to be designed around victims.** One entity alone cannot do this massive work by itself. It is also crucial to exchange practices at the international level.

Project Partners