Senator für
Inneres und Sport
Bremen

KSKP BREMEN
KOOPERATIONSSTELLE
KRIMINALPRÄVENTION

IPOS

HfÖV
Hochschule für
Öffentliche Verwaltung Bremen

Conference Report

Local crime prevention:

How to promote and support the participation of citizens?

Contents:

Introduction

Citizen engagement in communal crime prevention has different facets. Citizens lead teens through the night, act as mediators in school, adopt reading sponsorships, arrange sport parties, work against disorder in their own district – they act as "watchful neighbors". Citizen engagement is one of the constitutive attributes of the community crime prevention.

Why should the citizens engage themselves?

They are seen as "local experts" because they have a large knowledge about their social district. The citizens can contribute their knowledge to the knowledge of the crime preventive work, they give encouragement for special themes and they achieve a positive contribution to the quality of life as well as to the social cohesion and to the preservation of the district networks.

In Germany citizen engagement in criminal preventive committees is low. To some extent citizens are not interested; there are cultural barriers, different understandings of who is responsible for the community crime prevention and inner security and there is the question in which fields citizens can participate.

The conference should clarify how other European communities handle the citizen engagement, which forms of engagement are available, which pros and cons are seen and which successes can be achieved by citizen engagement. Therefore the conference will, from the European perspective, do a practical contribution to the status, the advancement and assistance of citizens' engagement.

All citizens are heartily invited to the conference.

We are looking forward to the discussion.

Conference program

Programm 9. Mai 2012

09:00 Registrierung

09:30 Begrüßung und inhaltlicher Überblick
Prof. Dr. Arthur Hartmann, *Institut für Polizei- und Sicherheitsforschung (IPoS)*

09:40 Grußwort
Ulrich Mäurer, *Senator für Inneres und Sport Bremen*
Prof. Dr. Luise Greuel, *Hochschule für Öffentliche Verwaltung Bremen*

10:00 Kommunale Kriminalprävention in Deutschland – Anmerkungen zu Erfolgen und Defiziten, Risiken und Nebenwirkungen
Dr. Wiebke Steffen, *Mitglied im Programmbeirat des Deutschen Präventionstages - Vorstandsmitglied im Weissen Ring*

10:20 Kaffeepause

11:00 Community und Kriminalprävention – Wechselseitiger Nutzen
Prof. Dr. Paul Ekblom, *University of the Arts London Research Centre on Design Against Crime*

11:20 Bürgerbeteiligung in der Kommunalen Kriminalprävention - Motive, Erfahrungen und Perspektiven
M. Sc. Charlotte B. Vincent, *Danish Crime Prevention Council*

11:40 Mittagspause

13:00 Neue Netzwerker gesucht - Perspektiven präventiven Handelns auf kommunaler Ebene in einer europäischen Bürgergesellschaft
Erich Marks, *Landespräventionsrat Niedersachsen / Deutscher Präventionstag*

13:20 Ansätze und Herausforderungen zur Einbindung des Gemeinwesens in die Kommunale Kriminalprävention in baltischen Staaten
Evaldas Visockas, *International Relations Office – Law Institute of Lithuania*

13:40 Kaffepause

14:25 N. N.

14:45 Aufgaben von CEPOL, das CEPOL Exchange program und Anknüpfungspunkte zur Kriminalprävention
Jürgen Fehler, *Polizeioberrat - Seconded National Expert CEPOL-Exchange-Programme*

15:05 Abschluss offizieller Teil Tag 1 - Ausblick auf Tag 2
Prof. Dr. Arthur Hartmann, *IPoS*

15:10 Möglichkeit zum informellen Austausch mit den Referenten

16:00 Ende Tag 1

Programm 10. Mai 2012

9:30 Begrüßung und inhaltlicher Überblick
Prof. Dr. Arthur Hartmann, *IPoS*

9:35 Kooperative Sicherheitspolitik in der Stadt
Prof. Dr. Bernhard Frevel, *Hochschule für Öffentliche Verwaltung Nordrhein-Westfalen*

9:55 Der gute Bürger - Bereit deinen Beitrag zu leisten?
LL.M. Mats Glans, *City Office Malmö – Departement of Societal Safety and Risk Management*

10:15 Kaffeepause

11:00 Aufbau der Kommunalen Kriminalprävention in Estland
M.E.S James W. Hilborn, *Baltic Institute for Crime Prevention and Social Rehabilitation*

11:20 Bürgerbeteiligung in der Praxis
Andries Nederhoed, *Polizei Groningen*

11:40 Kaffepause

12:00 Kompetenzen in der Kommunalen Kriminalprävention
Dr. Rainer Hoffmann / M. A. Alexander Bähr, *Hochschule für Öffentliche Verwaltung Bremen / IPoS*

13:00 Ausblick und Schlusswort
Prof. Dr. Arthur Hartmann, *IPoS*

Die englischen Vorträge werden simultan auf deutsch übersetzt. Eventuelle Programmänderungen finden Sie im Internet unter:
www.ipos.bremen.de
www.kriminalpraevention.bremen.de

Prof. Arthur Hartmann – Inauguration and greeting

Today I have the honorary task to have the moderation through the program.

This conference is the conclusion of a project from the Institut für Polizei- und Sicherheitsforschung with the objective to research the horizontal crime prevention in the districts of large cities and to support this development. The project is funded by the European Union.

To this project contributed financially also the Senator for Internal Affairs and Sport Bremen. The project was furthermore assisted by the Kooperationsstelle Kriminalprävention. Mister Hoffmann and Frau Genz are here today. You also have a flyer with information about the Kooperationsstelle Kriminalprävention, which shows you the active support and the significance of the topic crime prevention in the house of the Senator for Internal Affairs and Sport Bremen. This is also proven by the fact that Senator Mäurer took the time to greet you personally today although he is very urgently needed at the household consultation of the federal state government of Bremen.

Mr. Senator Mäurer, I'm very happy that you are here and I thank you very much, that you take the time to greet us here today.

Ulrich Mäurer - Greeting

Good morning ladies and gentleman. It is my honor to greet you here in Bremen this morning.

Crime prevention is the topic of this conference and only some weeks ago in this city we discussed a lot about this theme. You might know that for many decenniums we have a structural problem in this city. We have a problem with property crimes which have an extent for many years which moves us. We know the numbers from the benchmarking. We know how the situation is in Munich and in other towns and therefore we discuss always and all the time about how we can continue, what are the right answers to these problems.

And I said we have to do more in the area of prevention. For this statement I have been criticized by the union of the police which said: please hire more police officers. This was the answer and the rest would come by itself. I believe that if you look at the things soberly and lets come back to the property crimes, where we have a lot of burglaries of apartments and that for many years, we can see that the classical police work reached its borders also over there. Of course, it is the central police task to clear up the offences, to catch the criminals and of course to convict them by justice, and everything that is connected with that. But we also see that for crimes with a low crime clearance rate, like less then 10 %, the police is coming to its limits and we cannot hire enough policemen to solve this problem only by this.

This does not mean that I have the opinion that we can improve the police work and the crime clearance rate if we have more staff, if we have better technique and also the control, but this alone is not enough. And since I was a senator I asked all the time what kind of alternatives do we have. For example we looked at other countries. The colleagues went to England, went to the Netherlands, there's a project which is called "Künstliche DNA". You mark your valuables with an invisible fluid.

We took this up as the first town and the first city state and federal state in Germany. We made a campaign from this, because we said "this can be only done with the citizens, we can change things only with the citizens. If whole streets are ready to make a sign that this area is DNA protected, and if there are campaigns in collaboration with the neighborhood to improve the security.

We developed this further with a police-project: "to look with the eyes of the criminal", that means that we made roundtrips with neighbors through the streets and we looked at it with the eyes of the criminals in order to see what can be done to reduce crime, like closing windows, put lights into places which are very dark and so on, and to move the citizens to work with us on crime prevention.

And this is what we said which is important. This is the central strategy of the Bremen police, these two things. On the one hand the improvement of the clear up quarter, and on the other hand to

involve the citizens, to organize the citizens into crime prevention councils and to have a communication with the citizens.

There are very successful examples in Bremen how we did that, since many years in the districts. Of course we have still to convince many people but this is the way we can reduce the number of property crimes only if we can motivate the population and the citizens to help us and to organize neighborhood help because only the police presence cannot solve this problem.

But we also have to see, that this is not really simple.

My experience over here is that where are citizen districts, there the police is very welcome and many people are ready to engage themselves and to get involved and these campaigns are very successful because those people say "this is our district, we will take care of this".

But there are not only these districts. There are also many areas, which are kind of in the red area, where the citizens' engagement is not as strong as in these other districts.

We have kind of ghetto formation, we have migration problems in these districts and there everything comes together, like unemployment, bad school formation, bad professional formation and bad living quality and there it is not so easy to motivate the citizens to participate.

And since in this area, because of the different countries of migration it is not normal to do this like in other areas. Like we have voluntary fire fighters, more than 600 were voluntary fire fighters. You see that this has a tradition in German. But we cannot transfer this one to other areas where there are people from other countries. It's not normal that other countries have voluntary fire fighters.

In other cultures the state relationship is completely different. Therefore I say, we have with all the action for prevention also districts where it is difficult to implement this. But I also say there is no alternative to this and therefore it is even more important to take the things in our hand to have assistants from the citizens. And this is what we organized with the prevention support work and what they do today is one contribution in this big round basket of commodities.

And we also want to have a look what other countries do better than we do what we can learn from you, therefore we have also international participants in this conference.

Therefore I also want to say that we did not invent this DNA project in Bremen but we want to have a look at our neighboring countries. And I believe that this can be interesting for all of us.

I want to thank all the participants who contributed until now at this events, it's the Hochschule für Öffentliche Verwaltung Bremen, the Institut für Polizei- und Sicherheitsforschung, the

Kooperationsstelle Kriminalprävention and last but not least also the representatives of the European union who supported this project and financed it and had the idea of a joined intervention in these questions and therefore I wish you lots of success for today in Bremen.

And you will not stay only in this room, maybe you can go to the beautiful Weser and to the town hall, to the market place if the weather will be fine. So I wish you pleasant days in Bremen and if you liked it, please come back. Thank you.

Prof. Luise Greuel - Greeting

I greet you very much and very heartily to this conference today.

We are in the midst of our topic.

Prof. Hartmann said already that for me it's a pleasure and an honor to host this conference on prevention which takes place in Bremen. So I greet you and by the welcome in the name of the Hochschule für Öffentliche Verwaltung and the Kooperationsstelle Kriminalprävention, the Institut für Polizei- und Sicherheitsforschung and the Senator für Inneres und Sport Bremen. Welcome in Bremen!

A pleasure is even more profound since the topic that you address in this conference, the local crime prevention, is a focus topic of the Bremen internal politics and also a very important pillar of the Hochschule für Öffentliche Verwaltung Bremen.

We strive for a continuous development of the crime prevention with the police in the city state of Bremen and also the Senator für Inneres und Sport Bremen. We are very close connected and I think I can say this even modestly that we work and cooperate very successfully. The close cooperation between the university in science and the internal affairs and police on the one hand, you can recognize from the fact that from the beginning the Kooperationsstelle Kriminalprävention which is seated at the Senator für Inneres und Sport Bremen is connected to us. And the fact that today we can meet today in this wonderful framework is also due to the fact that the Kooperationsstelle, together with the Innensenator could position this project successfully in Bremen from the European Union and this is also part of the success of our university To get funds to further development projects in Bremen and prevention projects in Bremen. We make this very successfully in the small framework as well as in the large framework.

I'm convinced that this project is the framework for this event and this continues a very successful research tradition of our university. This was founded seven years ago. A large prevention study which was also supported by funds of the European Union which was headed by Prof. Hoffmann and which also was from the point of view of the social politics so important that we could do this successfully. Than we have the prevention council Bremerhaven which is evaluating scientifically violence. Maybe our German participants know about this project which was awarded with the price of the German foundation for criminal prevention, especially because at that time and even today the prevention projects are not normal all over Germany. And it's also important that the scientific evaluation is done with these entire crime prevention projects. I don't want to say that we close a loop in the conference today this always sounds a little bit like things are concluded. I only want to

say, that with today's conference we make a further step on the long way of the constructive cooperation of the practice and scientific research.

In conclusion I want to point out that research of course has not aims in itself, it's a part of the prevention work.

From the university background I can say that after ten years of prevention research in Bremen the further education at the police has changed considerably. Therefore and from results of local, international and regional prevention project is included directly into the education of the police and also into the Bachelor studies. So we can say that our students to become higher policemen are educated so well in a way that we could not even think about it when we had our education.

They see crime prevention not only as an additional thing but first of all as a basic thing in their police work. And they let it influence their police work and this is a very important factor of their work. Also in the thinking as a policemen because prevention as a general principle is not only a method to criminological phenomenon, it's first of all also a special form of thinking. Before this background I believe today, before we start the conference, we can say that our common striving for interdisciplinary and orientation in the prevention work has here the fruits in the meantime.

I wish for the conference a very good and inspiring development which will be last longer than your two days in Bremen and which will inspire and help your work. And I also would say as already Mr. Mäurer and Mr. Hartmann said, I wish that we will have some time to come to know the interesting and beautiful city of Bremen and in this sense I wish you fruitful and enjoyable days in Bremen. Thank you very much.

Dr. Wiebke Steffen

Community crime prevention in Germany – Comments about accomplishments and deficits, risks and side effects

The development of the local crime prevention in Germany reads like a success story. Probably no other criminal preventive idea has such a large extension. Indeed the approach to fight against crime wherever it occurs, is advantaged or raised – namely locally, in the cities and communities – in a collective responsibility of the citizens in a particular community and their communal and state institutions to prioritize the prevention against the repression is from the criminological and political point of view a senseful and reasonable idea. However there are obvious gaps, risks and side-effects: Unclear contents, concepts and shapelessness, insufficient personal and financial resources, marginal obligation of the resolution and recommendation, a lack of documentation of the experience, less program and evaluation outcomes and: no citizen involvement!

Ladies and gentlemen, welcome. Thank you very much for the invitation and for the very friendly words that you extended for me.

The local crime prevention in Germany. The title of my lecture is "commends on successes and deficits and risks and side effects".

To say this at the beginning even if the focus is on the risks these are general sentences. In other parts of Germany this can be completely different like for example here in Bremen. And I also think it's important to hint to risks and problems because the best thing to learn is from the mistakes. And this should not be a critic but encourage going the way to local crime prevention, to continue this way, to avoid errors, to orient themselves at the successes and to try to make it better than it went before.

The organizers gave a very short overview of what happened here and I will do the same.

The development of the local crime prevention in German or maybe the development of their prerequisite, which is the organizing of networks for crime prevention, reads like success story.

Since the 90s in many German cities communities and regional areas, new networks of communication and cooperation between the communal administration, the communal politics, police, justice, economy and small services, free institutions and unions were created with a target to avoid everyday criminal and crimes and to guarantee the public order and to improve it.

Until the beginning of the second millennium there was a boom and they already talked about the victory of the local crime prevention and indeed no other criminal prevention idea was extended and so fast and such large extend.

You may already assume that now the bad news comes, because since then, there was some new information.

Since that time, the number of the networks is stagnating some of the councils stopped their work. Only a few new ones were created. And you ask yourself "Why is this not as it was heard before". Because it seems very good idea to start with crime prevention there were it is produced favored or promoted that means in the spot, in the cities and communities, because this is a very good idea.

As the colleague Heinz from Konstanz said, from criminology and crime political view this is a very senseful idea. But as you know one does not always do what is senseful. But I think that the underlying reason for this decrease is a reason which is typical for Germany. Because we do not have a problem of understanding for the crime prevention because everybody will agree that crime prevention is something which is good, senseful and has to be supported. But what we have is a problem of implementation. With regard to the councils of the crime prevention in districts, this means that this idea which is so very senseful could be realized only by a small number of councils in a sustainable way.

Already the question about how many council this positive finding is applying cannot be answered because we don't have sure findings about the local crime prevention.

What we know leads us to the conclusion, that deficits, risks and obvious side effects are well known.

Just to state the most important of them, the financial and personal stuffing of the council differs very much and is insufficient in many cases. Between some councils there are maybe one person or two persons with not much funds in the cash. Most of the councils don't have a legal status with is secured and the question of your institutional character and their task connected to this is unclear and therefore loaded with problems. The participation at the councils is voluntary in all cases and not obligatory with the consequence that also the bindingness of the decisions of the council is not given.

Also the same value and agreement of the partners is important.

It can accepted only what is agreed by all of them and therefore only a small number of topics of the criminal prevention can be used in such council work. And also the impression came up that from the councils there is more paper and discussions than really effective deeds. For the activities of a number of council unclear contents concept and shapelessness is a problem we have to fight with.

Many councils start with the second step and omit another step which can make the work of the councils effective. Which are an evaluation and an analysis how this work can be start. Only with such an analysis decisions and recommendations for these kind of prevention can be worked out and

be given to the councils. The councils most of all deal with children and youth crime prevention which means, they do not work with other areas of the crime prevention. With their approaches and activities they want first of all the universal approach, which means the social prevention and not the selective prevention, which means the situative or momentary prevention, although this approach would be much more suitable and more specific.

Since the crime is moreover a local fact and has a strong regional connection, these factors are many of the time, selective and situative nature.

Local deeds structures help and assistance of single persons and groups of person, the education of potential victims and so on.

Another weak point: Only in rare cases the councils talk about with the local crime prevention. Although networking and coordinated actions are strived for by the local crime prevention. And this means, that this is due to fact that not all participants are represented in the councils. The heterogeneous and sometimes contrarian interests of the participants are very multiple.

This can also be seen by the different understanding of criminality, order and suitable methods to do prevention. You can ask if the noticeable youth is someone who has problems or who makes problems. Is the neglected young person something that threatens the society or is this young person threatens by society?

Symptomatic for this alibi function is the honest answer to the question what would happen if most of the council would stop their work. That means nothing.

You wouldn't even miss them.

In the end, and here we are at the problem of the council of local crime prevention, which is interesting for all of us in the framework of this conference, only a small number of council could realize the participation of citizens and normal citizens without an official function that means the citizens without any efforts could not be integrated.

The coordination is between the local services, the representative of the media, of the economy and then in some distance schools and clubs. But at all are missing the citizens without functions although they are decisive factors for the success of the crime prevention.

I want to cite from the flyer of the Kooperationsstelle Kriminalprävention "citizens participations is one of the signs of the local crime prevention".

But it seems that the citizens participate only in one part. That means in the questionnaires for the security feeling of the citizens which are a standard part of the criminal prevention and therefore they are not.

Sometimes it could be successful done that the citizens participate in the crime prevention and feel responsible for the local crime prevention and security.

Measured at the self-understanding and the targets of the local prevention council this means we have here very weak point but also a basic misunderstanding.

Apart from the fact, if the functionless citizens have an interest to be part of a council, which means if there could be found enough citizens, the working structures of council is against the structure which the functionless citizens like.

The council can only work in a senseful way, if the citizens feel responsibility vs. such an institution. That means are sent to the council in order to represent the interests of their institution.

On the other hand the members should then bring these participants of the councils, the results of the works to their institutions in order to be representatives to the functionless citizens, for example on the level of the clubs and the representatives of the results of these councils and research. This happens seldom.

But the citizens who have no function are ready to show citizens engagement on the low level in projects which are concrete and measures for crime prevention. This participation is possible and senseful.

If we see the needs of these citizens they can participate in action-oriented measures, which especially as you say politically correct, in districts with renewal need, before you talked about social problem districts. There the preventive measures are regularly more than crime prevention. And it's also a local strategy in the sense of a broad understanding of security, which not includes only the internal security but also the social and economic security.

Thank you very much!

LL. M. Mats Glans

The good Citizen – ready to do your work?

One of the greatest challenges in the field of prevention is to secure the quality of the work, i.e. do the right things and do them the right way. I suggest that, in most cases, this is not done properly. Why is that? The answer is of course multifaceted, but often it has to do with the lack of a system for prevention planning and implementation. A common scenario, at least in Sweden, is that media describe some severe incidents – e.g. gang related shootings/murders, youth robbery, riots, arsons – and/or the social situation in suburbs with unemployment, poverty, drug abuse etc. Politicians and/or community leaders, as the people of good intentions they are, respond by saying: We need to do something about this – now! Often with the additional command: And we need to involve the citizens in the work! This reaction can cause the Problem Of The Week-Syndrome, were you run around putting out fires as they turn up. The result: Gut (intuition) guided, action oriented waste of time and money. Good intentions are not enough for an effective preventive work. It could even be harmful. A system (structure and professionalism) for making quality decisions about preventive measures is paramount, if you want to make real change. If you look at citizens' participation thru these eyeglasses, you ought to ask yourselves: Why? What is the purpose of citizens´ participation? How do they fit in, or, do they fit in at all?

Well Ladies and gentleman, thanks for inviting me to the beautiful city of Bremen.

It's a pleasure to be here. I have to say something about the title of this speech "the good citizen, ready to do your work". Now some of you maybe think it is something ironic or sarcastic about the title, and you're perfectly right, it is. I'm here to provoke you today. A good provocation is a good start of a discussion.

If you are going to remember something about what I'm about to say today, I suggest to you that you remember this: People do not do, as they are told to do. People do not do what they are supposed to do. People do as they are /their pleased.

I know I'm a perfect example of that myself. Just a minute ago I had a plan for this speech and I had a structure for this speech, supported by the slides. Then I suddenly changed. Now I do something else. So now I don't have a plan, I don't have a structure, but it has to work anyway. But this sums it all up when we have with humans to do, with people to do. They do as they please. Why is that? Why did I change my plan? Well because I thought I had a better idea. It's as simple as that. I thought I would have a better idea. I knew better. And that's always the case when it comes to people, in people involvement in preventive work.

And the scariest thing about this is - I'm afraid to say- that if you don't have a system, a structure or plans for handle this, that people do as their pleased. You are going to burn money in the name of prevention.

I know it for sure, I have been there, I have done that. I'm probably going to do it tomorrow. Why?

Well, I was in charge of a large preventive project in the city of Malmo. It was valid for 9 years this preventive strategy. It contained nine objectives. The objectives were going to be achieved through 3 action plans. Each action plan was 3 years long. The strategy and the objectives applied to 7 big organizations in the city of Malmo. It was supposed to our employers, about 40.000 persons, were supposed to work according to the strategy and according to these action plans.

It was a wonderful structure in organization. Everything was super. We followed up every measure. We evaluated every action plan. We evaluated the strategy as a whole. And the result was: We totally failed.

Now why was that? We did everything right, we thought. We had this perfect organization and everything was clear. Who was supposed to do what, when and how to report it back. But we failed. And that was because of people don't do as they are told. People do as they are pleased. Be brought the knowledge to the city, the prevention science. We brought knowledge of evidence based programs, educated people, all over the town, all over the organizations. But we failed. Because people don't do as they're told. That's the simple truth. And that cost us several millions to learn. But now we know. But we still haven't got the structure, a system to handle this, that people do as they want, not that they are told to do.

So now we try to build this structure. It is about securing the quality of preventive work. We try to build this structure to handle people's wills. And we do together with several other European countries and cities in a network, called EUCTC. It's an initiative of the Ministry of Justice in Niedersachsen. It's a structure with its original in the United States in Seattle, it's called **C**ommunities **T**hat **C**are and it's a community that handles this problem.

So now I don't I don't know what to say. That was the easy part and now I'm totally lost in my plan as you already know, but I try to turn this back to citizens participation. It's really important; I firmly believe that we cannot do an effective preventive work without the citizens. And instead of calling it "citizens' participation", one could say "Nothing about us, without us". "Nothing about us, without us" is citizens' participation from the citizens' point of view, so to speak.

"Nothing about us, without us" also seems to apply as a general rule when it comes to changes. And changes are what we are talking about when we talk about prevention. We as a society, as a community, we cannot force changes upon you, against your will, that impossible, at least in the long run. Yes we can put you away, throw you in jail, but as long as we don't throw away the key for good that won't make any change. So we need to have the citizens with us, it's as simple as that. But in the same time it is completely utterly, almost hopelessly difficult to handle. Because what I just said, all

supplies to ordinary people, so to speak. They do as they want, they do as they pleased. Exactly like federal employees do.

If we asked ourselves: Who are the people, the citizens, willing to engage in our preventive efforts? Is it just ordinary people, just anyone who wants the community its best, so to speak?

Not necessarily, I would say. My theory is that ordinary people do not engage in this type of work voluntarily. Now why is that? Well, why should you. If I work as a hard working man, or a woman and I have family, I live in a house, in an apartment in a good part of the town. Why should I care, as long as the problem is not in my backyard? Why should I care?

My problems in engagement are probably on a totally different page. It is about how I will get the time to help my kids do their homework. How will I have the time to exercise to socialize with my friends, to go shopping? I just live my life, so to speak. And I'm fully engaged in that.

So my theory is that ordinary people don't care enough to engage in preventive work. Before you jump the stage and punch me in the face, I would like to add two things:

Isn't it a great preventive work, to work, raising children, socializing with friends and neighbors? Yes it is.

So completely under wear of it and totally unorganized, so to speak, at least from a preventive point of view; we all, most of us, do a perfect job, holding the society together and keeping our kids out of trouble.

Secondly: Yes I know, there are actually people with a genuine interest in doing well for society. Now what is my point there?

I'd liked to say: beware of or perhaps be aware of another or underlying motives when it comes to participation from citizens or perhaps the most NGO's companies stakeholders' involvements, so to speak. There are all another motives there, I know. I used to work with lobby for a while. I know, I've been there, done that.

Back to the citizen. Who is she? Who is he? Who would like to engage in our preventive work? Well, there's quite a chance that we will meet several people with close-up experience of things we want to prevent.

Ex-addicts, Ex-convicts or victims of crime, or persons with that sort of things, for instance in the family. And of course they want to do good things. They don't want to anyone to experience, what

they have experienced. The problem is: Can they separate their personal feelings about the matter? And look objectively on the work that needs to be done?

The amateur psychologist in me says: No they can't. They can't separate their personal feelings towards this work that needs to be done. Do they realize this? No they don't. Now why is that? Well, in their eyes, according to me, they are the experts, with first hand knowledge of the problem. So you can probably hear: "Don't give that crap about risk and protective factors. What do you know about reality? Have you been there? Have you done that? Academic training, so to speak."

So we have a conflict here, let's call "Street competence vs. academic training". Why would that be a problem? I mean the combination seems to be the best. Street competence combines with academic training. Well, if you put together a scale and an X-Something, you bet your life that the scale pretty soon is going to here: "… what I call the obvious argument. And the obvious argument is very hard to tackle; it's almost like an axiom. Do you really think that I would have starting smoking cannabis if I knew that I would turn out shooting heroin? Do you think I had been that stupid? Of course I wouldn't. It's obvious that if only I had known how dangerous it is to smoke cannabis, I wouldn't have started. Dr. Watson lets us tell the kids, it's dangerous to smoke cannabis, or doing other drugs.

Another way of putting this to say is: "Okay, the kids are wearing knifes in the streets or town and it's obvious that if they only knew, what damages a knife does to the body, they wouldn't carry knifes in the streets. So let's show it to them. Let us show the damages a knife do to their body. Then the problem would end.

Well, it won't. What's obvious for a reason? It's obvious that after today comes tomorrow. It's meaningless to argue about the possibility of this actually being the last on earth. We know it's going to happen, but it's meaningless to argue about it today because it's obvious.

So when you face the obvious argument you all to call back, because you cannot win, or it's very hard to win and argue where one your opponent, so to speak, use the obvious argument.

And this is a problem in prevention I think. They, as experts, considered things to be obvious, and it affects measures of preventive work.

Well, I was in to this with ideology and I think we see a lot if ideology when we talk about preventive work, especially if we talking about drugs.

If I say, I think Mr. Sarkozy was a much better president than the new president Mr. Hollande, you can say I'm wrong, if I think so. You can say, I don't agree, and we are both right. It is meaningless to argue if you are right, or if you're wrong. We are both right. And if you apply this to preventive work,

if you are going to have ideological discussions about preventive measures, where the ideological argument waste as much as argument based on prevention science, then we are in trouble.

So we have to find ways to handle the obvious argument. Can we handle this? Yes, we can handle this!

One way is this system I managed on in the beginning. The community is that care. Its not the program, it's a system, it's a structure, it's like an operative system in a computer. It doesn't tell you what to do, but when you decide what to do, the operative system is going to make it work as you wish. You are going to get the facts you want. If I want to write a letter on the computer I start Word, and I write and it becomes a letter, because of the operative system. CTC is exactly like the operative system. It is flexible; you can put in almost anything you want. Base on your needs, of course. And this operative system will get you there. It is not that's easiest as its sounds. We have done this for about 2 year and we are not finished, yet. It's hard work, but its need to be done. You have to handle this. Not much slides, not much of plan or a structure, but I think I stop there.

M. Sc. Charlotte Vincent

Citizen`s motivation for participating in community crime prevention - experiences and perspectives

Increasing attention is given to community crime prevention and the importance of citizen involvement and participation. A trend reflected in crime prevention activities but also in the social field in relation to vulnerable groups in general, where citizens can be involved to have a role of different kind. How do we understand and articulate the citizen´s role in crime prevention? – Who takes the initiative and does it have an impact? The answer will be given in relation to the concept of the citizen which consists of various elements for citizen´s role in society, including the citizen´s role in relation to crime prevention work. Denmark has different kind of experience concerning citizen´s involvement in community work and in crime prevention in relation to themes such as city and neighbourhoods, advice and guidance for people in need including different associations supporting people and recreational area that actively try to include more or less marginalized groups in our society. Some perspective of the challenges involving citizen in community crime prevention will be summarized from the Danish experience.

Good morning. Thank you very much to be invited here. I have looked forward to this because in Denmark we have a lot of experience with citizens' involvement and try to involve citizens among many years. As I supposed you also have in your countries.

When I was invited here I saw I had to find out really if there were any evaluations or findings about what motivate citizen to go into crime prevention work. That was hard work. It wasn't very easy to find. So I looked and looked and I have found some. And I will present it for you.

I will briefly make a short presentation then I will also say some words about who is the citizen. Then I will present some things about voluntary work and experience from that and then I will present some evaluations about what motivate people and I will give you shortly some Danish example of the huge area, about citizen involvement and community participating in crime prevention.

This issue has been of increase tension for several years. In this context terms like citizen participation, citizen involvement, citizen ship and empowerment have been used. The trend can also be observed throughout society in the areas of social services in Denmark, in urban and residential planning, nature and the environment. Everybody talks about citizen involvement. We are increasing talking about it.

Citizen involvement and participation is a goal for all central, regional and local authorities who can consider it valuable to engage the public to participate.

Crime prevention is no exception and plays a similar part in the effort to involve citizen in solving issues or public concerns. This sound good, more influence, more involvement for citizens is a democratic way of handling. But what does this actually mean in practice?

Is it really as simple as it sounds? What lessons have we learned? And can we draw on them to involve the public or the citizen in local crime prevention?

And this question not many have asked in Denmark. We are just doing the work by trying to get them in our area. There is something basic we learn in sociology, the citizen isn't just a citizen. The citizen is many things. And we keep on forget that also when we talk about it. We keep talking about this general acceptance of the citizen. We describe the citizens in those terms, and we do not connect the social, economic and cultural affairs. Most of us know that we are different, have different attitudes. Of course we know that, our background and social economical and cultural bases. But why don't we use it in our crime prevention work? This is one of my big questions.

It is the same with the notion and the term of community.

It is a kind of slippery as well-known criminologist point out the crime prevention has to be defined. I would therefore like to offer a few thoughts about the concepts of community. It is important because different evaluation also shows that it is in some way social class related who is participating, also in local crime prevention work. The citizens who are going in the crime prevention work are not all citizen. There had been findings which show that it is class related.

2006/2007 the Ministry has looked in detail at one brought effort at community engagement in a large British city. He found as he called a class related pattern in variations in participation.

The engagement was best in the high income neighborhoods with strong social solidarity. There was much less in communities with higher crime rates. So it is different were people want to engage.

Then you can also talk about the role of the citizen. The community participation or citizen involvement can take place at all faces in project. You can go from the start of a project to the end of the project and you must know where is it you want to invite the citizen? Citizen can also participate via voluntary organizations and this is also, I think you must have in mind, it's not the same as is the citizen himself is going to participate in a project, it is different when a voluntary organization or the citizen via a voluntary organization participate in crime prevention. And you have to differ that when you talk about it.

Therefore I will also mention and go into some reflections about the voluntary crime prevention work. Also because it is a big part of the Danish crime prevention works. We have many big projects with voluntary organizations. Then you also have to know who the voluntary are? I want to present you a kind of definition. It is very big, I won't say it all but it's just voluntary work, or voluntary service is a term for individual unpaid work of a certain formal nature. It is not all the kind of voluntary work who is voluntary in so to speak.

For example neighborhood watch is not included in this part of the definition of voluntary work. But it's important to raise this. This is a kind of organization you are dealing with in crime prevention. You have to take that in mind because they have certain claims on you. We have some experience in Denmark that if you go and cooperate with a voluntary organization and look at them as if you who are going to decide, like top down, what is going to do and you tell the voluntary organization "you do that and you do that" that they don't like that.

You have to take in mind that they feel free and they feel free to have their own agenda when you are going to cooperate with them. It's quite simple but even it's quite simple we have done wrong may times in that.

But who are the volunteers? In the social work they have been an investigation of who is a volunteer because there are volunteers in Denmark.

Most of them they are women between 30 and 65 years. They are working and one very good point is, that it is only rarely are volunteers formal users or relative users in the field. That is good because the government try to make all the users of the welfare system to be a citizen in their own case so to speak. That is not the common issue and it makes a lot of problematic things to do. In this case I can also point this out that many researchers question if a volunteer work has sufficient potential to secure the future of our welfare society, our welfare states. It is our government who thinks that it is a good thing. Most researchers think "Oh be careful, we can't rescue our welfare state by cooperating or introducing voluntary work or civil participation."

This is the only investigation where I found some serious psychological and sociological motives about what is motivating people to do voluntary work.

The most common reasons are normative reasons. How it relates to their values, such as altruism, than one is affected and has commitments for the things. The other very important reasons are structural motives that relates to the necessity of belonging to a group and the need for social relations. These are very important findings.

So you can say it appears to be a combination of inner desire driven by feeling obligation towards a case. We have to remember this I think when we look at crime prevention. We have to remember that all people who are going into their work have normative structural motives. They are not just doing it as you told them. They have their motives and we must find what their motives are. We must recognize them. We must know them.

I will just give you some short examples of voluntary work in crime prevention. You probably even know it that the normal voluntary work are the Night Owls who work around in the night. That

means ordinary people who work around during the night and see if anything is okay. They are a group who wants to do it all by themselves and it is not so easy to cooperate with them in Denmark. We have to follow their kind of agenda.

Natteravnene (Night Owls)
The purpose of Night Owls is to heighten social value and engage in caring and preventive activities to improve the life quality, well-being and integration of certain groups in the public space, especially vulnerable children and young people.

Then we have victim support organization. They are not so wide spread as the night-owls but they are also giving some support to victims.

Victim support organisations
Volunteer workers at victim support organisations offer to talk to individuals who have been the victim of a crime. The aim of the conversations is to help these people regain faith in their surroundings and thus reduce their risk of once more becoming a crime victim

Then we have voluntary mentors and mentoring programs. This is very new and highly recognized type of voluntary work in Denmark. You can get mentoring to young people at risk. We have a big project in Denmark where local authorities have get in contact with some volunteer mentors. And they try to get a good mentor for young people, and we think that they will not commit in crimes.

Volunteer street patrols – a way of engaging the public
Volunteer mentors and mentoring programmes (mentor corps – organisations of volunteer mentors) is an area experiencing rapid growth. Young people at risk of adopting a criminal lifestyle are offered a volunteer mentor as a conversation partner, supportive adult and contact person to the extent the young person feels a need for it.

These were the voluntary organization.

Then we have more involvement in local crime prevention. We have citizen involvement in safety walks, where you walk around in an area and look for what is looking safety and not.

Then we have a very good project and very big about community participation in urban areas which is totally based on empowering people to find out themselves how to cope with the area. We are very much experienced from this kind of citizen involvement.

Then we have neighborhood watch and I can tell you the neighborhood watch seems that the Danish crime prevention council have just gone about 25 million to spread this over the whole Denmark from a private fond. This is a kind of citizen involvement where the crime prevention council will tell what to do and how to handle this and then you can take it out in your area.

What are the perspectives, the challenges? I think there are huge challenges dealing with citizen involvement. Challenges about, is it a single person, is it an organization, is it top down you are going to do this or how is it really working?

Thank you!

Erich Marks

Search for new networkers – Prospects for preventive actions at local level in a European civil society

Civil engagement in the field of crime prevention does exist in multifaceted shapes and has a long tradition. Even in the multifaceted work field of prevention you can find a big development process in the self-perception and in the engagement design of voluntary engaged citizens. The participation facilities for citizens, representatives and experts are becoming increasingly complex. So you have to think global to act competent on a local base. To make our society more attractive and safe you have to take the further development of the civil society in mind, because civil and democratic engagement and moral courage keep the society together and act crime preventive. Even financial assistance for communal prevention councils are affected of civil friends associations, foundations, clubs and local foundations. The contribution informs about concrete projects and discusses structural attributes and perspective of local action on communal bases in a European civil society.

I'm very happy to be here, thank you for the invitation.

It's very important for me to be here in this connection with you. And then Mr. Hartmann was still a lighting man for events and I'm very happy to see a number of European friends here. Just one remark before my lecture starts. I have more or less thirty slides. I don't want to talk about them detailed, but I left the slides, because you can find this Power-Point-Presentation on my private website and everything is linked.[1] So everything you want to look at again, or to check up like "What's the name of this program?", "What's the name of the organization?" and so on, that you can do on my website.

Let's start with the preventive citizen as such. The idea we have, that everybody has to care, everybody is responsible for everything, and not in way that if everybody is responsible for everything than nobody is responsible for nothing. There are a lot of meanings to this. It's not so long ago, that we have the citizen; we have a lot of dashes, now the educational-citizen, and the citizen-in-rage.

But I want to start from a point of view of the citizen as a citoyen, who is free and who cares himself and I don't care about the variations with the dash.

What to do? There are multiple possibilities of engagement when you deal with criminal action.

First of all we can say that there are two large areas which can be limited against one another. One is the voluntary work, you can be a lay judge, you can be a mediator, and you can be a mentor of

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[1] http://www.erich-marks.de/nano.cms/Buergerbeteiligung

criminals. Or you are not active officially, but as a free citizen in free citizens' engagement you are a free assistant and there we have a lot of change constellations during the last years.

One talks about between 20 and 30 million persons who are voluntarily engaged in Germany but today we know a lot more about how is this functioning and what kind of requirements are there for this on the citizens sides. Like a timeframe. The voluntary action twenty years ago was more a long-term thing, connected with some institutions like a helper at the Red Cross.

Today it's more short-term. And there is also a basic understanding of this which is different. I try to show here how Wikipedia makes the "Network" definition. This is more for the technical area but its anyhow quite interesting what a self-understanding is behind this. The citizen who engages himself today has a whole heavy burden on his shoulders, because he has to keep everything together by the network he is creating. But on the other hand he is not so interested to be like an assistant sheriff. The free citizen who engages him- or herself is working as an active networker wants to be much more himself in charge about what to do and look himself for his activities. And there we are at the point which we heard this morning from Mr. Glans and then we are at the point that people do what they like to do and not what really is needed.

So what does derive from this as roles? First of all the citizen gives his time. He can invest his time, this is very important, because what we don't have is time. Than he can give ideas and he can give also funds, like money, we talk also about the rich. If we look at this according to the definition we just had, there must be the givers of time, of ideas and of funds and then it will keep society together.

Policy is interested in asking involving citizens into dialogues, for example at the moment there is the citizen dialogue with the German chancellor. And the policy recognizes that the communication has to be a different one in the time of "facebook" and networks of another kind. If you have a look at the citizens' dialogue which is active now at the chancellors' site, the crime prevention is not really included. And the second highest ranked situation is at the moment the freeing of cannabis. I don't know if the German chancellor intended this, this is a very exciting situation to look how they handle it when something like that happens.

We saw yesterday what happens when Horst Seehofer invites for a party, but this is an approaching process which is quite exciting.

Then we have the sub-committee "Citizens' engagement". I recommend this because there is a lot of places where you can find things about surveys which done about an understanding that is there in the German Bundestag which is discussed by all the parties and which is evidently a constant subject.

There was a conflict with the "Buftis" which means we had the civil-service which was modified into other situations. And the Minister Schröder had the approach that if we something we will do this also for the elders and it's interesting to see that from the about 30.000 voluntaries which registered, a third is not the target which you had originally but persons which are thirty and older up the retired persons. And this is also a change in voluntary work.

When you remembered when we started the social security at Bismarck times at the end of the last century. The retirement age was 70 but nobody almost reached the 70 or even the 60. Today we are at 67 and in average the men reach an age of 76 and the women of 83 and more. There is a potential and an understanding of civil-service where things are changing very much significantly. And we asked ourselves what does that mean when those come into an age where very consciously they can engage themselves in civil work or in voluntary work. And they have a lot of knowledge about criminal prevention and the fact how we want to live.

Then we have the knowledge that we can asked for things from civil-service, from citizens who do voluntary work there are positions that are missing which also voluntary persons could do.

This discussion is not desired anymore. The voluntary persons don't want to make the work of the professionals. There must be a culture of recognition and this is in a good.

There is the citizens' movement. This is Christian Pfeiffer who is driving through the republic. This is the citizens' foundation which has been founded. We have half a billion of capital in these foundations. About 15 Millions are used yearly and this is in your movement that there are citizens' foundations for the cities. And they give themselves a 10-sentence program how they understand themselves. The citizens' foundation there is everyone to act regionally. We don't want to exchange the government but we want to do things in addition to that and take care.

This does not stop at the economy and goes up the voluntary sector but also to the second sector, if we see the country as the three sectors state: economy and voluntary. Also in the second sector this is arriving. Big companies think it's normal to have CSR programs, that means to take their social responsibility serious and try to help their employees to make voluntary work including the cooperate volunteering. This is a movement where institution say that we give some things to the table X or to the youth project in Y, we give resources to these people, to these institutions for one or two months.

In addition there is a research. We have more and more surveys and server with very detailed information, who is engaged in what field, who has which desires, which development is required. But most of all we have the situation that we have matching structures in the foreground.

What does that mean? There is so much multifaceted things in the social room, that there is a need for specialized agencies to connect the requests and the demands.

Almost every country has a website where you can enter what you need, what you want and there are also councils and committees who look for voluntary workers and will have to observe how this development will continue. If it continues like: "we need three voluntary workers to go for a walk with Granny Smith" or if there is another self-understanding of the voluntary work.

Then another remark in comment, I don't want to give more details about this, but the direction what is it? Is it voluntary work or civil-engagement? What is it, if we talk about social development? What is the meaning of Philanthropies today? There is one institution called Maecenata, which does a lot of work and research in this area. There you can find foundations, paper, developments and tendencies in the communal work. And you can read about all those facts.

Now let's talk about the crime preventive citizen. This is the citizen as a voluntary, the citizen as a stakeholder and an interest representative of groups and the functionless citizen upon his own incentive. We also have a lot of mixed forms in this area. And this goes very far sometimes. For the persons coming from the direct area: If you look at the city of Bremen and see what is happening in Bremen and around Bremen, I looked at this and I got an explanation about this for Tenever. There persons can participate in the decision how to use government funds. They can influence this and they can say it's more important to repair this trash bin, than put there another bicycle stand or exactly vice versa.

Examples from abroad, and this is very easily in Bremen, that whenever you leave the borders of the city, you are in abroad, like in Niedersachsen, of course friendly foreign countries.

On our website we prepared a map where we marked all the communities and said where there is a local committee and what do they do. I cannot go into detail, because it will take too much time. You have information about all those committees. About one half of the Niedersachsen communities have such a committee and this is very interesting. Especially with regard to what Wiebke Steffen said this morning: to look at this more profoundly. We have to understand, at least we, that we organize criminal prevention on local and communal area, to act according to the subsidiary principal. We have to look, what the local citizens want on the local area. And on the federal country and the government level we are responsible for the fact that the persons which are in the local communities have to have a better life. The local culture is extremely important.

I will come back to this, but here is again the example which Wiebke Steffen already talked about, that the whole city is doing prevention near to Oldenburg, this is just one landmark in the north.

There are many more landmarks, but they do it quite sustainable and somehow for the public attention we were very pleased to see, that they unite all the people which have to be united and connected, not only the funds, but also the public and ministration, the economy.

They have a local committee, they have a supporting club, a supporting foundation and the have also enough money, of course my colleague will have a different opinion, but they raised enough money to be able to create a number of prerequisite to make everything successful. And we saw that during the last German congress on crime prevention which was in Oldenburg. Normally there are between three and a half and 4 thousands persons in Oldenburg, we have 10 thousands persons which is more than 5 thousand more. And this is only due to the fact that the Oldenburg people came.

This was a demonstration of young people demonstration that made also demonstration in the web. That was a lot of citizens who wanted to look at certain things in the schools, which means it is possible to activate a community. We also made formerly a number of instruction booklets for the local criminal prevention. This is my very personal project of four committees. As I already said, you can look this up at the websites. This is a recommendation of the journal council for local prevention management. We can see that this citizens engagement, to implement all the things, is already been researched. Some results we will have also during this conference. But more and more this is also a subject of a research. Which I think is very exciting because twenty years ago, nobody would have thought, to write a dissertation about local crime prevention. But today this is more and more. And when you see that, and you did one as a professor, you can say, okay these persons researched about this aspect, and then there are more aspects which can also be very interesting.

Then let's talk about some special aspects. One of them is the civil-courage, which in many communities is playing a decisive role. The initiatives and the non-profit organizations start like this with their work. And more and more we can see that also here the recognition culture is growing. There is a lot of recognition culture.

Okay I don't want to talk even faster and I'm already shown the red card. So if you want to have a look in the internet you can read also something about police and citizens, a special relationship. You have the assistants' sheriff orientation, some person wants it, and some person wants to be there. Here is a very interesting contribution of the colleague Hepp, who tries to make a strategy out of the Stuttgart 21 experience. Then there are collectives of citizens against of for, for example against right extremism. For example if there is a community with a strong right extremism, there are very strong community collectives bottom up that's not top down, but bottom up. This is not what we want and we have to unite over all borders. And this is also done on a European level.

Here are a number of things which are important for me, which a basics of a certain, fundamental orientation. We need criminal analyses on a local level. We need data about deeds. Sometimes we just start and do something. But first we have to make an analysis and an evaluation. One is the criminal analysis the second is citizens' surveys like in Heidelberg. Then we have to put standards, like the Beccaria standards and then CTC - communities that care. This program as Mats already said means, that we first of all look, what is the problem. We look on the local level. What kind of resources do we need? What kind of resources do we have? Who has to participate? Who we can meet and which networks can be done? I also wanted to tell, this is also very current on a European level. This is a conference taking place every 5 years, this year near to Paris, where the European dimension of a citizen's society will be discussed. Who is taking over a responsibility?

We also have quite frequently news about the prevention and therefore I want to make some publicity also for my daily prevention news. If you subscribe to this you will have a lot of information.

Two basics thoughts are very important for me: That prevention is kind of a lived thing which we exercise and learn.

This is valid for the individual person up to a certain number of years until he understands okay this is this, it can be done, it takes also a time for a family to be in coordination. And the same goes for villages, towns, countries and continents. We have to take care of the point that in justice will be less and less. From the research we know exactly that the countries that have the highest injustice income and so on… they have the highest problems with everything: with income contacts health and everything. This was by case, that this was discovered in research but these are two sources where you can read this and we have to make it, and this is my prevention flower, that the problems we do not want, that the conditions, the situations we do not want, with you can find in the middle, like crime violence and so on.

Figure 1: Prevention flower

We have many ideas what could be done and what is done, what is also ruled by law, and which is done against this. What is necessary is a more précised coordination between the different areas. Who for example can take over which parts for the subject prevention? This is also about drug prevention. We have to find an understanding with the colleagues of the drug prevention. We have to have a very intensive cooperation to see who can make what part. And we have to intensify the cooperation between officials, professionals and voluntary persons. All this has to go together. And all this goes, if it has to be European, also bottom-up, the new foundation of Europe from bottom-up. This is the manifesto which is in the internet since a few days. A lot of important people signed this, from Helmut Schmitt to Mr. Cone Bendett, Mr. Beck up to other politicians.

And thank you very much for your attention.

Evaldas Visockas

Community Engagement for Policing and Security: challenges and approaches in Baltic states

Community Engagement for Policing and Security is a subject discussed for a long time all over the world. Baltic states have their own peculiarities in European context. 20 years since gaining independence made a huge impact on society, but previous years of Soviet regime left significant imprint also. Initiatives for encouraging communities to join civic actions for security during last two decades usually have their origins in western European countries, USA, Canada. Best practices and models from foreign countries were taken as best solutions and being implemented by Police or local authorities through security policies without deeper examination of their context. In many cases such actions were neither efficient nor effective. However some particular civic initiatives, spontaneously developed by communities for security reasons, appeared to be sustainable without any encouragement from local authorities. Why do some models work and others do not in Baltic states? What are these working models based on? What makes communities get involved in security activities? Why some activities are sustainable and others are not? All these questions are discussed in this presentation.

Good afternoon, dear guests and colleagues.

I would like to make introduction what's happening in Baltic States.

In Baltic States we usually think that best examples are UK and Germany and then we talked yesterday in the evening that we have the same problems. In any keys we can think that we have common problems that we have to solve because people are the same everywhere. We have the same problems and the crime is everywhere the same.

My presentation will be about community engagement for policing and security. What are challenges for? Well those who are implementing … activities and what could be approaches taken to involve more people, more communities in crime prevention.

I was reading politics of Aristotle and there was one sentence that attracts my attention: "Every State is a community of some kind. And every community is established with a view to some good."

What is the relation for Aristotle between community and state? And f you lose this relation we cannot expect community will be involved in activities which are important for a state, for a government.

This will be the basis for my presentation and for other slides.

The history of Lithuania and Baltic States is quite complicated in the 20th century. During 20th century Baltic States, for example like Estonia, Latvia, Lithuania has changed the government 5 or 6 times and we have only less than 40 years of independence from the last century. So it was quite a different

time for these communities, for these countries. We inherited many from these years; we distrust the state institutions and police, etc.

When we speak about cooperating with police it's quite complicated because in many cases we were occupied most of the last century. Distrust in political system, in governmental system is very high, despite we have independence. Every collaboration with the police is very complicated.

If we take assessment of trust in criminal justice system, or the police all over Europe, we can see that most European countries have a very high degree of trust in the police, which is about 75 %. If you look at the countries which are in the Baltic States, Estonia is an exception in this way, but in Lithuania we have trust in police 40 % and I think it's a high rate for us. We cannot speak of a good cooperation if there's no trust. In an organization you have to trust.

Another relict of the soviet occupation and the changes of government is a lack of civil society because we don't traditionally have civil society. No movement was big enough to connect the people for such activities and that's the problem for building communities in Lithuania.

The last one, a very important thing: Local institutions are available, but it is not understood how the bottom-up principle is to happen. Usually it was always our top down, because we are accustomed, that is to say, the local institutions: we know everything we can do anything and we have the money and this is a big challenge to change this system.

If we speak about Baltic States usually you understand Estonia, Latvia, Lithuania, and Poland. I don't want to discriminate many other countries, Germany is also by the Baltic Sea, but it's such a historical understanding in Lithuania what are the Baltic States. Maybe other countries have other understanding.

- Estonia
  - Neighbourhood watch (leader NGO), successful
- Latvia
  - Neighbourhood watch (leader State police), not successful
- Lithuania
  - Neighbourhood watch (leader State police), not successful
  - Police supporters (leader State police), eventual activities
  - Rifleman union (leader semi military voluntary organisation), eventual activities
  - Safe communities (leader Community), successful
- Poland
  - Neighbourhood watch (leader Municipal Police), average success

Most of community engagement models are Neighbourhood watch models.

EUROPE
The Baltic States

Models of community engagement for in Baltic states

Figure 2: Models of community engagement in Baltic states

If we make a review of activities and initiatives that are carried out in communities, including the police and the crime prevention, then there are a few examples what can we provide about these countries.

The first is Estonia; geographically I will start from the top.

Neighborhood watch.

We have much to be proud of, we have done very good work and I think there's much about the leader. The leading organization and who is participating in this activities. In this case a NGO is the leading organization; it is not the city council or the police. These duties are managed by NGO's. This means that more people are involved and they trust the NGO's of course more than state institutions.

Latvia: There is very few information, despite I was trying to contact many people and police. I tried to contact people in NGO's, in the local police. They said: we have neighborhood watch. But I couldn't find any information on the Web; we cannot provide exact details about how much the neighborhood watch is developed in Latvia.

I found information that one NGO was trying to develop some projects but after the projects ended, there was no activity for ever.

So in my opinion these activities which are carried more by state institutions not by NGO's were not very successful in Latvia.

As for Lithuania: I'm more involved in these activities so I can speak in detail.

The neighborhood watch is driven by state police. We are very active, we are promoting neighborhood watch activities, and we ensure that police officers go to the streets. But this distrust towards the police or the lack of civil society breaks almost everything in this case. I think the problem is because of actors who are driving these activities, because there is distrust towards the state police. We have other initiatives for local initiatives and voluntary initiatives as police supporters.

We have a law in Lithuania for police supporters, about how they can act, what they can do. They are usually patrolling the streets with the police. They are under police control also.

It's also driven by state police and I cannot say that we have some important results. It is not very successful also.

There is a kind of union, which is a volunteer paramilitary organization that everybody person can join. They will be trained to use rifles or pistols, but when they are patrolling on the street with the police, they are the same police supporters as in the previous case.

They are used only for mass events or for patrolling the streets, there is no big influence for local communities.

The other thing that I wanted to mention is safe communities.

I even don't know how to call them because they are organizing not on security bases and not on neighborhood watch bases. They are just active, big, young and strong communities.

Activities in a security area are just a small part of their activities. These communities are not supported especially from the state or from the police this only happens because of need. And we have found that these communities are usually engaged together by big problems. In order to build community you have to have a big problem, than a community appears and solves problems. And then it solves one problem, it comes to another and then they becoming bigger and stronger community.

If you speak about Poland: we have neighborhood watch but it's leader in this neighborhood watch is not the state police, usual it's the municipal police, which is a little bit nearer to the community or the city. I think the cooperation in this case is a little bit better but if we take an account for results so I can evaluate an average success.

Later I will speak about reasons of unsuccessful activities and about two models, about Estonia and Lithuania which are successful.

The conclusion can be that most of community engagement models are neighborhood watch models in these Baltic States.

Unsuccessful models, what are the reasons?

First reason is that initiatives from state institutions and they aren't accepted because of the distrust.

Another reason is that there is no coordination with the needs of the communities. There are no surveys in the communities, what do the community need or expect from state or from police for the neighborhood watch.

Reaching plans numbers: when I speak with some police officers, usually I find out that we have plans. This year we have 5 or 10 more neighborhood watch communities in our territory. So usually it's quite formal approach not real activities. We have 10 more communities on the list each year but we are doing nothing.

I can say it's not everywhere like this. Some police officers doing a quite good job in this area so I cannot speak about everything in this way but it's quite usual.

The other problem we found: there are no implementation guides for police officers, municipality, and representatives. They have no guide how to make crime prevention. They have no instructions; they don't know exactly how to do it. So everybody does it in its own way and not always in a successful way.

If we speak about good working models, the Estonia model neighborhood watch, which leader is the Estonia neighborhood watch association? The first thing what we want is that the community will be willing to do something so we have to show we are an own initiative to do something.

Their activities are based on the same idea. You cannot make anyone do something that he doesn't want. The other thing is that they are signing neighborhood watch-contract between some parties. It is community, police and municipality who are the main actors in community crime prevention.

So each partner has its own functions and obligations. If any party does not commit their obligations, the contract is stopped. There are some cases when communities had stopped their contracts. But I will discuss it later.

What this association is doing usually, they provide constant information support, organizes cooperation with police and local authorities.

These are usual activities. We do not organize patrolling or direct interventions in crime prevention matters. We organize just contacts and cooperation.

What is the result of these activities? That these neighborhood watch communities, who are started as neighborhood watch they are developing their activities.

We starting from neighborhood watch and later we go to municipality, participating in some decision making.

In this case we can see that these active communities can influence city life and it's a very good model.

The Lithuanian model, I'm speaking about these big active communities. I don't speak about small communities in the center of the city which take just a few flat of blocks but these are much bigger, they take a few hundred of houses. So they are strong.

Police and local authorities provide protection so we do not need very big intervention from state police, or support from the municipality we do it by ourselves, we collect money, we have funds, and we prepare projects. These communities have councils to deal with problems, so it's not a big problem for them to lose one person. If a person leaves a small community, all the activities die in this community. When we have big community there is no problem of such kind.

Activities: The organization of neighborhood watch, hiring of security safety equipment.

I have already said that numbers are important; it depends on the size of the communities. If the community is small, only a few people are involved, so there are big problems for them if something changes, for example the leadership in the community.

Then: Bad communication and preparation of local agencies and the police. Usually communities do not trust the police, and there is almost no cooperation in this field, because municipality has its own objectives and they are quite different from community objectives.

We made some surveys about neighborhood watch activities. The actual activity is to look through the window if anything is happening out there. I don't know if we are trying to build communities just for such activities.

Well of course, another problem is the lack of information, what and how to do.

There are two simple ideas that a city consists of communities, not from territory and we have to take care of. And if we want people to take responsibility we have to feel themselves owners over the city.

Local authorities and police have to be near. We have quite opposite things happening.

In Lithuania, we are optimizing police and municipalities, we are centralizing call institution and people do not have local representatives of these institutions so they do not know who are working for them.

Next thing: Working objectives of municipality have to know the expectations of the community.

Simple communication and problems solving when we want to report something to police it's quite a big bureaucracy. You have tried papers and in many cases in nowadays people do not want to do this, they need simply ways to communication.

People need the possibility to influence decision making to know they can act as active citizens and to get the results.

Of course a very important thing to support for community ideas and activities, because if there is no support, people understand that they are not wanted in the city.

What we can do, simplify mechanism of applications, problem solving, community engagement in city planning. Community attend to take care of neighborhood, they consider being theirs. We are owner, we have to understand that and if municipality supports communities, communities accept and support municipality decisions and feel owners of city.

And the most economical important thing, that if support of community safe the resources than it's better for everybody. Municipality covers only small amount of expenses needed by community to do something good to them, and the rest part of this resources are provided by community. So in this way they evaluate what is done for the community and the municipality needs less money for doing this.

That's all for today, thank you!

Jürgen Fehler

Tasks of CEPOL, the CEPOL-Exchange-Programme and links to crime prevention

The acronym CEPOL stands for the French description "Collège européen de police". The German description means European police academy. CEPOL brings together police officers from all over Europe and supports the transnational collaboration in fighting against criminality and the maintenance of the public security and order. In 2005 CEPOL becomes a European agency. The secretary of CEPOL has its domicile in Bramshill in the United Kingdom, about 70 km west from the center of London. CEPOL acts as a network at which the activities - courses, seminars, conferences and proceedings – in and of the member states, first of all take place in the national education facilities for higher police officers. CEPOL organizes annually 60-100 courses, seminars and conferences on a wide range of topics which are relevant for the policing in Europe.
Additionally CEPOL brings together leading police officers in the framework of a European exchange program. In this exchange program the police officers can apply for special topics – for example crime prevention.

Well you heard a lot about crime prevention this day. Some points have been: cultural difference, network is very important. There are positive and negative aspects in these cases. We heard something about "The good citizen"; we heard something about "We should use the citizen's point of view". We heard about citizens' motivation. We heard about mentoring program. We heard about time ideas and money which is given by citizens. We heard about distrust in police and we heard about information exchange. But nobody spoke about police, until now.

I think it's quite important to speak about the police. Can you imagine that also police needs to be educated regarding crime prevention? Because we don't learn it, of course we learn it in some small pieces when we are at the police academy. But I think we have to learn it for a much longer time and it is very important to do this perhaps a lifelong.

So I want to give you a short introduction about CEPOL. I want to speak about courses and seminars. I want to speak about an exchange program, and it's marked in yellow here, because I'm responsible at CEPOL for the exchanging of police officers all over Europe. I want to speak about e-learning facilities. Of course now I leave the step, or I leave the level of the local community. I'm speaking of Europe now. In the first moments I thought: okay you are the last one with the presentation on Wednesday, oh this could be awful at 3 o'clock in the afternoon. You are quite tired now and you perhaps do not want to listen. But on the other hand, there it seems to be a logical system inside, because we started with the local community and now we arrive at the level of Europe.

Well, you can imagine, Germany has 16 states. It is quite difficult to teach all police officers in Germany regarding to crime prevention or other topics. And then we are looking to the United Kingdom. There are more than 40 police departments or police organizations that have to be covered. So this is much more difficult. At least we speak about 27 member states in Europe now,

and it will be more in summer this year. Police officers should be trained in special things. And one special thing, and I want to speak about it, of course could be crime prevention.

So when you are looking on CEPOL's website you will find some small sentences. "CEPOL brings together police officers and they fight against cross border crime". And this is the main and the most important topic.

CEPOL is in European agencies since 2005 we celebrated the 10th anniversary last year. This means in 2001 there was the first step to implement something like CEPOL, the European Police Colleague. At this time it was a kind of a small secretary which was responsible to connect the member states to each other. Since 2005 it's an agency. The aim, I spoke about it "Cross border cooperation and the fight against crime" and "warranty of public security and law and order. The vision of CEPOL, and this might be in the future, we want to be acknowledge by lied agencies, we are not the only one of course here in Europe, there are many other agencies, I will speak about it. And authorities and the policing and academic world to be the prime source of learning and development and the education, training for better cooperation, policing in Europe. Sounds quite difficult, it's very easy I think.

We are the legal basis. The legal basis is written down in the Stockholm program. The Stockholm program was built in 2009 and there is written down that CEPOL has some tasks. CEPOL has to take care of education and training for police officers. CEPOL has to introduce a kind of an exchange program and CEPOL has to introduce e-learning facilities.

You see the left side, the training unit; this is the unit where I belong. If you imagine we have around 30 people working at CEPOL so this means, training unit has around 10 persons, and the rest they are doing several things: finances, techniques and anything more. But this is not so important.

Well what are our tasks?

Courses and seminars, exchange program, common curricula, e-learning, e-library forums.

I only want to pick out 3 of them.

Courses and seminars: You can see in 2011 CEPOL managed 88 courses and seminars, in 2021 there will be 93 courses and seminars. And then we start the slide. And you see many topics, and these are not all topics we offer, there are much more, but I don't want to put them all on the slide, because it's completely confusing. You can see one point also is crime prevention.

We are inviting police officers all over Europe to these topics, courses and seminars. These courses and seminars are in during 3 or 5 days. They are not in Bremen; they are all over Europe, because the countries also apply to do these courses and seminars. They have to take care of the content, they

have to take care for the speakers, and they have to take care of some things. And we try to manage these things in complete. And now we have the interface to crime prevention, to your tasks, and to your efforts, and to your interests. So in 2011 for example it's not crime prevention, its community policing, but it's always very deeply connected to each other. In Finland there was a course, in Latvia there was a course, in Germany to road safety, of course this does not really belong to it, crime prevention in Sweden. And you can see all the points.

So we invite the police officers, they are taking part in these courses. The background is: if you want to know what is the best then we have to compare. We cannot say "We Germans are the best in community policing, or we are the best in crime prevention." That's wrong. We have to look over the borders. For example, I'm responsible to the exchange program now, but I took part in the exchange program in 2009. And I was sent to Estonia. I didn't apply for Estonia. Honestly spoken I didn't know where Estonia laid at this time. I looked at the map and it's a really small country, you can believe. And when I travel there of course I had some ideas. You are coming from good old Germany, you are well educated, and you are a senior police officer. So we will show them how police is working.

And I came back as a broken man. So it was really confusing, because Estonia is really well prepared, especially in community policing and perhaps in crime prevention. So we learned from each other. And this is not only Estonia. I want to go to Latvia; I want to go to France, anywhere. And this is the main point.

In 2012 of course we have similar things. You can see it here. Then we are working with curricula. It's not very important for it. And if course we also have craft agendas: What will be spoken in these courses and seminars.

But I'm the professional for the CEPOL European Police exchange program and I hope that some police officers are here in the room. Hands up please police officers. Great some, that's great. So you are my target group now, please listen carefully.

So the CEPOL European police exchange program has some main pillars. Exchange program, commanders program, so if you are a commander you would apply for this. Then the main topic here is trafficking in human beings. It's a very important topic regarding to the European commission and study visits.

Main important now for the police officers: you are able to apply for it, for a special topic. You will have a direct contact partner, because we try to match people for special topics. If you apply for "crime prevention", I try to match you with a person who is responsible for crime prevention in

another country. You don't have to pay anything. CEPOL pays costs for flights, CEPOL pays hotel and you are and your colleague you are doing a real draft program, for 13 days.

You are responsible for your guest, and when you are in the country, your counter partner is responsible for you.

This is a kind of an information exchange. And we spoke about it, I told you some minutes before, we spoke about cultural differences. You can learn from each other. You can learn from the other countries. It's important to know, why it is as it is. Why are in Estonia young police leaders with 27 years, when in Germany the police leaders are 45 or older. Because they kicked off all the communist and they needed of course leading persons, and therefore they are young, they are directly from the police academy. You have to know about this.

When you are looking to trafficking in human beings, we have a big problem with Rumania. There was a meeting in Den Hag at EUROPOL. I took part in it and we spoke about prevention of trafficking in human beings. And we have thousands of ideas, it was really great. And the Rumanian guys said "Oh yes great, you are great, you are so good. But the main problem is, we don't have enough to eat, we don't have money. And mostly of the girls know that they will work as prostitutes, they know about it. So if there is no money, of there is nothing to eat, they will do this. So and how do you want to prevent this?" It's very difficult.

But if you are exchanging, and if you are travelling, and in German it means "Reisen bildet" as we know, "travelling means education" and I think this is the right approach.

These are the topics we are offering, where people can apply for.

"Community policing"

I have applied for, because this was the only topic where uniform police officers were able to apply-meanwhile we changed- "crime prevention" now is a special topic, so it's also possible to apply for this. And if you are looking further downstairs, this means "Illegal immigration, synthetic drugs and container shipments" these are new topics and these topics are regulated by the European commission. So we try to used them and to offer them to all countries, because these are the main targets the European commission wants to be fulfilled.

Figure 3: CEPOL European Police Exchange Programme 2012

Some statistics shortly: You see some very interesting topics "Forensics"- is very popular and "International information exchange" "organize crime" and of course others and "Crime prevention" is in the middle. But that's okay.

Then we have commanders program for really commanders, they have other topics. There are more "Management leadership", "Police ethics" "Public private partnerships" but you also can see here: There are some connections and some interfaces to crime preventions.

"Management leaderships" of course is well asked. "Public private partnership" is the second one, "Police ethics": sometimes.

And these are the statistics and we of course try to involve as much police officers as possible. Last year we exchanged in the complete sum: 292 police officers. This means in the regulate exchange program: 180 or 185. We had study visits and I will spoke very short about it. So in the end we had 292. This year we only offer one exchange. We had this year 234 applications for it. So we try to exchange 234 police officers all over Europe. 24 commanders and we offer more study visits than years before. Because exchanging information over the borders, I believe, is the most important for the police officers. To compare: What is a good system, what is a bad system? What can I take with

me here? What can I deny or avoid here? And if there would be the case that one officer would say "okay I'm so thankful to stay and to work in Germany, because it's awful in the other country". It's also an experience. Yeah, you laugh about it, I mean it seriously.

So study visits in 2012: These are European agencies, EUROPOL for example. We invite police officers who are connected to EUROPOL. Who have tasks to do with EUROPOL or are interest in EUROPOLs work. And of course EUROPOL also is very interested in crime prevention programs and they are working on it.

We have 3 of these study visits. We have one to EMCDEA. It's an agency responsible for Drugs and drug addiction in the south of Europe and this will be the first one we offer. We will have one study visit to Frontex. Frontex is responsible to border guards, especially at the eastern boarders. So there will be one study visit on the first on this year. And one study visit to Olaf. You see the picture on the right site. Olaf is the anti-fraud office or agency in Brussels. So it's very important that police officers also learn from these specialized organizations. What is happening all around Europe, to get the best practice?

So and the last point is the e-learning tool.

So we have the task to rebuild our e-learning module. So when you are looking on our homepage you can read about some aims and something like this. Police officers who are registered and every police officer can register, can read much more of course. There is a news-forum, there is a best practice forum. So you can read about crime prevention, what is well done in Lithuania, what is well done in France or anywhere else. People can ask questions –How did you solve these problems? Or do we have the same problems as we have in Germany? There is a discussion forum, there is a live chat, and there is one main and very important thing, I believe, no I'm convinced about it, these are the "Webinars". This means: Web Based Seminars". You know about the economic crises, well we Germans know about, because we are paying a lot of money for it, I think. And of course it is very important that we transfer our knowledge all over Europe. On the other hand, we don't want to fly every day and want to pay high flight costs and hotel costs. So these web based seminars are offered via E-Mail, something like this, to a special target group with a special topic, for example we had one topic it was "social media". And the social media Webinar, there I think 200 persons took part in it, so you are sitting in front of your personal computer at your police station or at home, you have a microphone, that's all you need. You see a presentation online, you hear the speaker online, you can communicate with the speaker online, you can communicate via chat and they offered some problems regarding social media. And they spoke about "how can police use "twitter" or "facebook" for its own resources?"

Facebook we know about it, that polices doing some things with it but twitter, for me it was new. That an officer from Ireland is writing down in twitter "I'm going on patrol now" in which areas he will go sometimes. There's a kind of a quiz so people can win something if they find him outside. So it's connected police to the publicity to speak about problems, to get them closer and nearer to the police. It's a new approach. I think nobody has any ideas about it. But they try something new and we speak about this and if this is a good practice, why not? Be creative!

So this was the Webinar. Recorded Webinars means, we record all the things so if people cannot participate because they are sick or they have no time, they can go online and see it online. Everything is recorded.

Crime prevention, Webinars until now have not been introduced but I think this is maybe the future.

There is also a kind of language training, common terms for police officers and much more. So when you see the target group "Law enforcement officers" of the 27 member states, next year some more.

So and you cannot imagine: That's it!

Prof. Bernhard Frevel

Cooperative security policy in the city

Networking is a basic attribute of communal crime prevention which has to be emphasized. Since 1990 crime preventive committees, councils, round tables and workshops act as essential elements. Especially police, communes, educational institutions and welfare institutions are important members. Also leisure clubs, neighborhoods and "free" citizens are involved here. New forms of controlling the inner security develop which concerns the citizens. From the view of the political science networks can be seen differently:
In addition questions of legitimacy and efficiency of local acting have to be considered. In this lecture the central aspects of two empirical research studies "Cooperative safety politic in the city" are going to be discussed from the view of the political science.

Good morning everybody, my name is Bernhard Frevel.

It was just said where I belong to and I was asked by colleague Hoffmann to talk about the current research work of our university in cooperation with the university of Münster and the other colleagues. We deal with cooperative security policy in the city and from these questions we take one partial aspect. I could talk for 14 days about this subject but this is not the idea. I just focus on the citizens' participation.

The basic facts for our research work are quite clear. We know already since 20 years that security, law and order, criminality and the fear from criminality in the local area from the relevant actors and of course from the citizens, are regarded as a problem. And since of the beginning of the 90s and the end of the 90s and starting with the year 2000 it was more that we have network security policy that we have criminal preventive committees and try to work more in the crime prevention in the communities. There we have a number of actors who try to cooperate. At some time this question was interesting also for us sociologist. Who is participating in this? What kind of new institute is this which forms here? And the first studies dealt with the spread of the committees. We saw that there are regional differences. Lower Saxony has more of them, North Rhine Westphalia and the southern part less of them. You can see that there are certain focus subjects like "domestic violence" or "youth" and we know something about the structure and organization principles. But what we did not know for a long time was, "How does it look like internally?" "Who is participating?" "Which interests are represented?" "How do the persons act?" "How the will creation is triggered?" "And how does all this affect?" About this is now the project "Cosipol - Cooperative security policy in the City". And here we have different questionings from the political science point of view, also from the sociology point of view. And today I focus on the analyses of the actors and citizen participation.

Maybe my arguments come close to the things we discussed yesterday. The background of the research to which our results refer, are two projects the "Cooperative security policy in medium sized

cities". Here we have a look how in the crime preventing committees and in the order partnerships they think about prevention and how decisions are taken. And the current project two which is "the cooperative security policy in the city" we go on to the working level, where policemen and local officers are very close to the subject.

When we talk about communal crime prevention there is a basic thesis. That this is a task which is for everybody, where are many actors from communal, state, governmental and social sectors of all society had to participate, in order to fight against the disturbers of the order. And of course the feeling of security of the citizens must be considered. It is implied in this story of the criminal prevention and it's the additional thesis that the citizens have to be participated, because they have a direct perception of the problems. Because they are the bearers of the informal social control and because also with civil social measures deviance can be ford and integration can be achieved.

Now I will make the counter thesis, that for what we want to do, the integration of citizens in the criminal preventive committees does not have many positive affects, but that the negotiation costs will be increased. The quality of the consulting will be decreased, the efficiency will not be increased and the question of legitimacy will not have to been seen critically. Very individual questions will be included into the question which is not connected to the central problem and we also have to ask, where the free functionless citizen is legitimized to do something in the crime prevention. May everybody say "I want to participate, because this is the basic concept of the local criminal prevention". And what will we do if there's a gentleman from the right scene seeing and said: "I want to take care if the criminality problems of the foreigners". So where is he legitimized?

Okay let's have a look at the results of the two research projects which we did as qualitative projects in a number of communities. We did not find any free citizens; there is no free citizen in these committees. He sometimes has a function as the chairman of a club, as a speaker of a victim's protection association, but as a free citizen he is not there. What we can see is that the committees live from the cooperation of the persons in charge and the professional persons. Here where the persons in charge and the persons with a professional point of view come together, there the cooperation is born. This cooperation and the recruiting of actors have implied targets of cooperation. You look who could fit or suit into this group, that means the persons are invited to take place and to participate without that there's a special selection program.

And this, since these social actors are professional people, therefore the focus in on the institutional actors. And also this initial actor is responsible for the program and for the direction of the program. That means if the initiation of crime prevention is done by an official person we can be based on the

fact, that also the police is involved. But if the initiator is a welfare committee or a council there is another constellation and the program can have a different direction. And the citizen is not involved.

The basis of the cooperation of committees is a targeted objective putting in the communication coordination and cooperation. Is a leveled approach of the objectives in the community working?

The requirements for affectivity and efficiency reduce the multifaceted of the actors. If we want to reach the affectivity and efficiency this leads to a constellation of actors which is directed to quite small fields. The more perspectives we will include from citizens or leisure clubs there more difficult it is to guarantee and reach this affectivity and efficiency.

What we also saw in the research is that all actors are oriented to have a just exchange of resources. A just exchange means: I give you money, you give me exits to the target groups, you have special knowledge, I have another special knowledge. Like police and social workers.

Once this exchange is not just anymore, then one actor asked if it's sense full at all to participate. That means, if I have a subjected perception as a citizen, that the other has knowledge and manpower, infrastructure, which he can give, and then the balance is not balanced. And there are processes of divestment. That means that people who cannot be a player in these exchange games, are no welcome actors.

The important goods for exchange are not the material things in the committees. We searched but we talk about infrastructure, work power, special knowledge and access to target groups. These are the main factors of the exchange deals. I tried, according to the phases of process of political will-creation to see the strength of the participation of the actors. Something starts with a problem definition. Then this is on the agenda of Committee. Then there is a negotiation process for policy formulation. This policy is implemented at some time and at some point you have to decide if this makes sense what was decided.

What we could see, that the city and the police, at all phases of this process, of this policy cycle active. That they are on every point, also with veto activities, they can put something off the agenda. That they can avoid political decision and that they are participated very much to formulate these policies.

The justice, like districts courts, and prosecutors, this is a little weaker.

The legal professional that means the judges limit themselves a lot. They say maybe "There are no problems". And since there are independent judges, they are not involved in the policy implementation.

The prosecutor maybe can do something but also his possibilities are limited. He is though a very important actor when it's about including specialized knowledge in the consultation process. Then we have the welfare originations quite strong, a little stronger than the communities, because the legal accessibility is not given. For example the local merchants association can maybe request something, they can maybe give some money, they can support processes, and they can put some political power. But leisure clubs are very weak in these committees.

So now where could be the citizen after all? In a way be involved in these processes in a way that makes sense?

My final conclusion: In the large number of the committees citizens are not involved since as well the legitimacy and also the efficiency cannot be increased by this. When you talk about coordination and cooperation about the people in charge and the professional people, then the involvement of actors without an offer of special resources is not necessary.

Therefore we have to ask ourselves "is it about the integration of the committee work to reach something with the committee work in order to have all the positive effects of the communal participation and citizens' participation?" I'm very skeptical and I believe that we need in addition to these decision committees we need other committees. Therefore we need a target oriented recording of citizens' problems evaluations, action requirements and chosen possibilities of participation. Not the general opening and the large participation but the quality of the participation must be in the focus. The fact that we have to involve the citizen is empirically not secured.

We see that the potentials are not on the level of the planning and the decision but more on the neighborhood perspective. Thank you very much!

Prof. Paul Ekblom

What is "community" and how can we serve and deploy it, in the name of crime prevention?

The concept of 'community' is used – and misused – in many ways that are central to the practice and policy of crime prevention. Community has many meanings and interpretations even within a single language such as German or English. (Indeed, the overlap between 'community' and 'Gemeinschaft' is not complete.) Yet clarity of definition is vital for thinking, collaboration (especially across disciplines and between nations) and the capture and sharing of practice knowledge. In my presentation I will discuss the concepts of community, community safety, community as a source of crime and community as a setting and mechanism for crime prevention. Drawing on the 5Is framework for doing crime prevention I will review the ways in which community features in each of its principal task streams: Intelligence, Intervention, Implementation, Involvement and Impact. The role played by community can in each case be positive, negative or both.

Good morning everybody. This is been an enjoyable and informative conference. But now it's my turn to speak.

What is community? How can we serve the community? How can we deploy community in the name of crime prevention?

The concept of community is central to a lot of crime prevention activity. A clarity definition is vital for thinking and collaboration across disciplines between nations and in the capture and sharing of knowledge of good and bad practice.

Now community has got many meanings and interpretation even in one language such as German or English. And if you do any translation where they overlap between say community in *Gemeinschaft* is not complete, this is a page from LEO translation website which my son use quite a lot and as you can see is about 15 different interpretations of community there.

So how then in these circumstances do we share knowledge locally and internationally?

Well, conceptual frameworks and process models can help us here.

The **5 I's** is a carefully designed knowledge management framework which is build around a process model of crime prevention and community safety. And it's designed to capture descriptions of good and bad practice to organize and consolidate those descriptions and to transfer knowledge to practitioners, for example through training and guidelines.

And it works by helping practitioners in a number of ways. It helps them to formulate the crime and safety problem they're addressing. To select primer methods from the existing knowledge base to their own problem. To replicate the action in a way that's customized to their own problem and their own context. Helps practitioners to innovate where they look in the data base, the knowledge base,

and their context or their problem are not already covered by existing knowledge. And it helps practitioners to evaluate learn and improve their practice.

Thinking about Wiebke Steffens presentation yesterday, the **5 I's** was actually developed as a reaction to the problems of implementation failure in national crime prevention programs. And also has strong length to the quality approach in the Beccaria-Program what Erick Marks has lead.

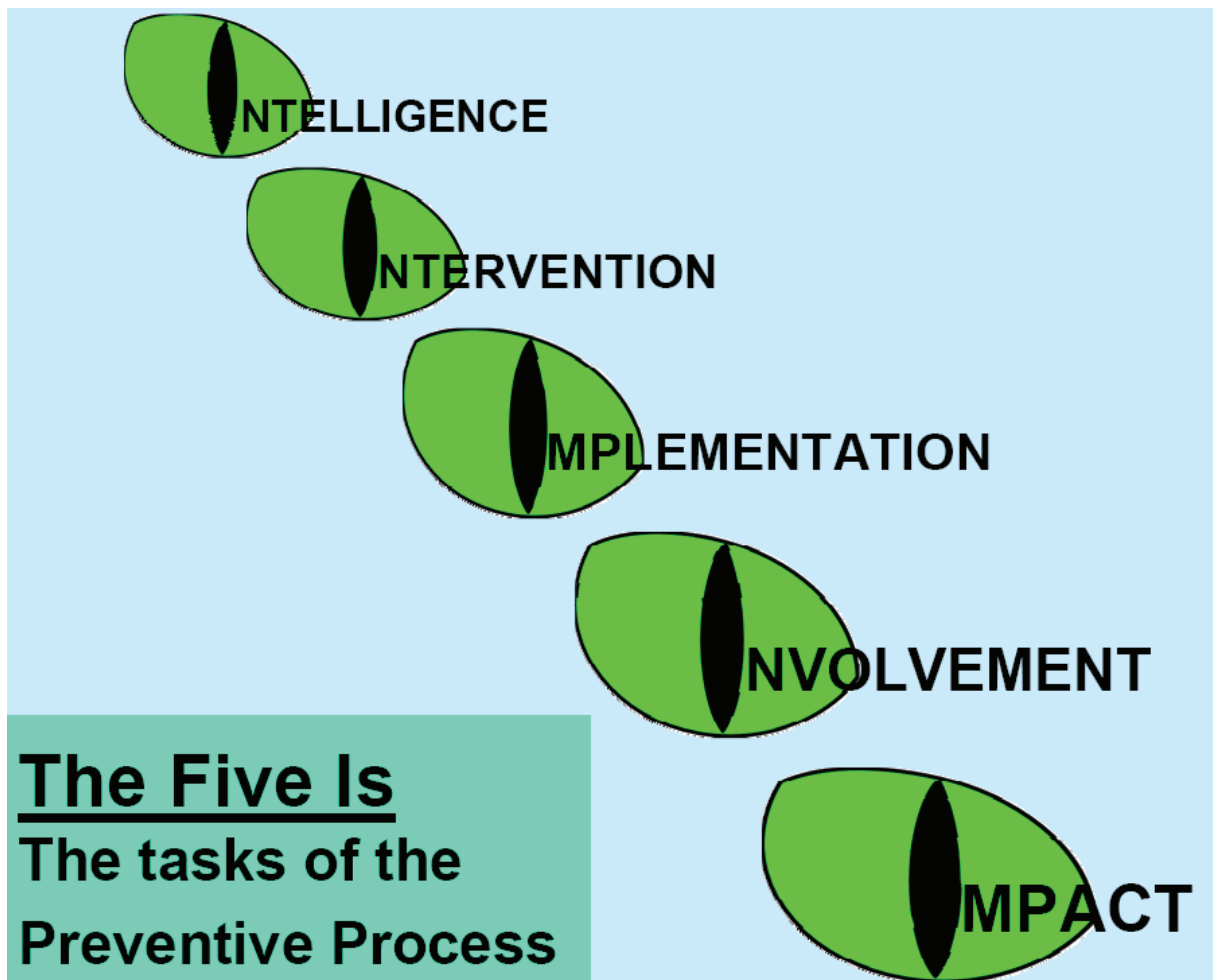**Figure 4: The Five Is**

So this is 5 I's at the top level**:**

Intelligence: about crime problems and their courses and the offenders and their consequences.

Intervention: what you do to prevent them.

Implementation: how do you make it happen?

Involvement: which is about how you get other people and organizations to make the implementation happen, and that's the focus today.

And **Impact** evaluation.

How does **5 I's** relate to the concept of community? The **5 I's** supports and requires it's users to apply and develop clear and consistent definition of the central concept of practice such as crime prevention, community safety and security.

5 I's also provides a way of describing institutional contexts in which prevention operates and the descriptions designed be capable of handling the ever mutating variety of arrangements within a given country, because people always making changes, politicians and the administrative arrangements even if they can do nothing about the central problem.

It is also important for handling the diversity of arrangements between countries and supporting the transfer if knowledge to very different context internationally. The **5 I's** also offers a way of describing processes such as partnership and mobilization of individuals organizations and communities. Let's talk a bit about definitions first of all.

Measuring something important, potentially nebulous and unclear like community safety is vital to every crime prevention task. Whether it's about obtaining intelligence on crime or safety problems, the setting your preventive objectives and monitoring implementation to evaluating impact.

So the definitions that we use must therefore support operability and measurement.

This is my attempt to define professional crime prevention. It is ethically exactable an evidence based advanced action intended to reduce the risk of criminal events.

Reduction of risk can we achieve in several ways. You can either eliminate the possibility of criminal events, you design them out completely or you can reduce the probability of the events by intervening in courses or stated in another way, by frustrating criminal goals and by disrupting the activities and organizations directed towards perceiving those goals. Finally you can reduce the harm by advanced preparation to eliminate or mitigate that harm.

Let me come to community safety.

Community safety is an entirely different kind of thing to crime prevention. It's an aspect to the quality of life, a state of existents where people individually and collectively are sufficiently free from a range of real or perceived hazards including crime, terrorism and misbehavior, where people are able to cope with the hazards of crime on the street, by not going out at night. Well you don't want that. Where people otherwise sufficiently protected from harmful consequences if the crime does happen, for example by victim support or by family and neighbors.

Where people are confident that the police, the criminal justice system and other agencies were provide or responsive, fair and effective service delivering justice and remedies to the problems, conflicts and risks experienced. Where people enjoy trust within and across cultural boundaries. Trust in their neighbors, colleagues and even passersby on the street. To support in terms of sympathy. And when all these conditions are sufficiently met, they neighbor, individuals, families and communities to enjoy these wider benefits. People can pursue the necessities of cultural, social and economic life. They can go out to entertainment; they can go out to work, go shopping etc. They can receive adequate services in some places where even the postmen won't deliver.

Exercise skills, experience well being, engaging community life and create wealth in the widest sense. Where social cohesion and collective efficiency developed, these conditions help to ensure that the community has its own capability to address crime and disorder, in collaboration with official institutions. And to do that without making informal social control oppressive, invasive or exclusionary.

So let's think about community within crime prevention. The term community safety encourage is a holistic view of crime problems and solutions. But this requires you to be even clearer and rigor to understand what exactly the interventions are aiming to achieve and how they work by working with the most basic mechanism. Without this practical interventions often degenerate into superficial and ineffective efforts with diffuse objectives.

It's particularly important to address the concept and institution of community itself. And this is a term used very often and loosely within the crime prevention field.

Communities can cover particular things such as neighborhoods or they can comprise diffuse sets of people where the common interest or sense of identity such as ethnic minority groupings or even a hacker community. Communities can be the target of crime, for example a particular ethnic minority community in a locality. Communities can be the course or source of crime and criminals, for example a criminal sub coacher. Communities can be the context or setting for crime.

Community safety can explore specific community crime prevention mechanisms, including informal social control or support processes in the intervention itself. Community safety can tackle social conditions which act to the community level to generate crime, for example conflicting relationships between different residents, different groups within the community. Community safety can arm the general capacitive of community to protect or control by developing social structures, such as resident associations and by improving trust among members. Community safety can empower communities by providing specific resources such as property marking, libraries or transport for young people to travel to legitimate entertainment facilities rather than vandalizing the local area.

Community safety can be an end goal in itself, or it can serve as a means to wider policy objectives such as social inclusion, social cohesion, education and economical social renewal.

So wherever community appears in describing some instants or aspect to good practice, your description of that action should aim to declare which of these facets of community applies. Don't be lazy.

Crime prevention and community safety happens in different institutional settings. And it's important to distinguish between them to avoid confusing the institution such as the police with the function policing which can be done by many different agencies and individuals.

We can call the preventive aspects of law enforcement and punishment legal crime prevention. The rest of crime prevention acting outside the formal process of law enforcement and the criminal justice system could be termed extra legal.

Within extra legal crime prevention the civil crime prevention covers interventions in every day routine: social and economic behavior of individuals, groups, subcultures and institutions and companies.

Just the crime prevention can target problems act on courses or risk and protective factors at different ecological levels from the individual, communities and wider social structure. Community is only one of those levels but it's really important for practitioners to know which level their intervention is operating. Good practitioners can flip levels. If something isn't working by target in individuals, they maybe switch the target in families or target in neighborhoods or vice versa.

So a lot of crime prevention interventions aren't directly implemented by professionals such as police, probation in the youth service, but by others in the community. And we've heard a lot about that in the last 2 days.

Even direct implementation by professionals may require professional partnerships to span the division of labor and bring together complementary perspectives and resources.

So within the **5 I's** framework, the 4th I **involvement** comprises a number of headings and these are the partnership, mobilization, outreach, climate setting, accountability, communication, handling public demand and building collaborative capacity. I just talk about the first 2.

This is a definition of partnership that is in some colleagues developed some years ago for the council of Europe. Partnership is an institutional arrangement that shades into a philosophy. A way of enhancing performance in the delivery of a common goal by the taking of joint responsibility in the

pooling of resources, by different actors, and the edit value from this collaborative approach lies in an enhanced ability to tackle problems.

That's partnership. Now mobilization is less symmetrical. It's about getting other organizations and people to implement interventions. Not always in a top down way, but that's how it's describe at the moment. There's a very particular procedure that you can follow. Clarify the crime prevention roles and tasks which you want to achieve, locate the appropriate preventive actors, people organizations, companies, communities. And this tie up in quite an interesting way with what Bernhardt was talking about just now, who are the best people to do it?

When you've located them, alert them that one the one hand they might be at a help with preventing crime. What they doing now like the flyer delivery person they might be coursing crime and would they like to stop it. Inform them about the problem, its consequences, who's committing it and how. Motivate them by appealing to their sense of civic duty on one extreme or regulations and laws at the other extreme, or naming and shaming or incentives. Empower them increasing their capacity to act by training toolkits or whatever. And maybe direct them, setting objectives, setting standards like you can go on a citizen foot patrol in your area but you must not act as vigilante.

So all this is packed into the **5 I's** and in order to contain that richness and complexity it's got a particular structure. The top-level which is each of the main **I's**, so we have **involvement**. The next level down, under **involvement**, you have mobilization, it's one of the activities. Under mobilization a particular methodology a claimed process how do you mobilize people?

The final level: the meat, a specific content of knowledge, particular method of motivation and so on. So it kind of organizes knowledge in a very structured way. Thank you very much. There's **5 I's** in Germany.

Thank you!

M.E.S. James Hilborn

Building Community Crime Prevention and Social Rehabilitation

The Estonian Neighborhood Watch Association (2000 - 2012) is an example of the process of building the amount of community participation that is necessary for crime prevention. The concept of community participation is rather problematic in Estonia given its history, culture and the events of the past seven decades. The analysis of ENWA uses the concept of salutogenesis and contrasts Saul Alinsky's conflict model of community organizing with community development.The analysis tries to explain both the process of individual involvement wth the EHWA and also the reported reduction in crime (or at least the fear of crime).The analysis is based on ENWA literature and interviews with Tarmo Valk, the founder of ENWA and its first Executive Director, Tiina Ristmae, 2nd ED from 2007-2011, and Anu Leps (Policy Officer, Estonian Ministry of Justice).

It's very good to be here, it's a nice mini hall here and I'm having fun.

As we heard I'm a Canadian, I'm living in Estonia for more than 16 years but I still feel I'm an outsider. I don't have the developmental history. The good thing at being an outsider is you asked questions and see things at times. I'm going to give you my version of Estonian neighborhood watch association. I did talk with Tarmo Valk who is the founder of the organization. I talked with Tina who is the second founder and by the way, advertising: in 2008 there was an article about the Estonian neighborhood watch which is quite good and you can get this book from them so I recommend that you get it, and look at it. I'm going to use it a little bit.

That's my organization I'm with now, the Baltic Institute for crime prevention and social rehabilitation and that's our website.

That is neighborhood watch and that is the symbol we use everywhere. On stores, offices, apartments, whatever we have spread 25.000 symbols and we have as you see the web-address and a phone number.

And you can see the eye watching. Not like the British, they are a little bit strange about watch. You've got every kind of watch you can think of: Internet-watching, golf-watch, school-watch, etc.

We haven't done it that strange, we only have one symbol. But our model was developed with the British. We got the idea from them. The foundation started in 2000, and I stood up there and said according to the research term that Prof. German neighborhood watch doesn't work. And the guys from the UK said thank god I spoke before you. And then we go ahead and created neighborhood watch, regardless to what I said.

What we know if we look at the prevention role I would argue we know the development of prevention has got some pretty solid results. We know some situation of prevention can have good

results, too. But when you get through a level on community prevention, when I did a review for the Estonian government, I was horrified by finding how weak some much of the stuff was. So as you can see I'm saying: weak evidence question, good in social policy, a lot of good questions were asked, but I'm not sure about their knowledge base.

Neighborhood, I don't like talking about neighborhood in a sense of, you know, warm fuzzy feeling. I like talking about neighborhood as a geographical location where things happen in. By the way in Estonia there was one old word, saying that if you are a passant and you are in trouble, if you're neighbors sort of like you, maybe they help you. They don't have the word community, it doesn't exist. They have a small group, a family and a few friends. And they have a state which for the past 800 years, except for 40 year in total was run by other peoples. Mainly Germans, when the Germans went north for health reasons.

I would like to talk about a location, what's happening here?

The same thing for community prevention: Tim Hope and his definition talks about social conditions and we are saying something is happening in a location. Let's look at what's happening here, and can we change it? Can we do something with it?

The neighborhood watch programs basically work because of informal supervision and some opportunity reduction.

If you look at the literature about neighborhood watch in Estonia, definitely that's what we say. Here is this what Tina wrote: a civil organization it's not vigilantly. We don't asked people to go around with guns, in fact we don't asked them to do patrols. Some of our neighborhood groups decide they want to do patrols and if they do that we give them basically a jacket to wear and the police give them additional instructions. But we say: "You are not the police; you notice and report, notice and report."

And this should just the way you life. The research committee is divided into two groups. Very good graduated say that neighborhood watch doesn't work and it's not qualified for preventing crimes. That was reported in 1997.

The cat's now out of the bag.

This review said essentially nothing, no impact.

Against that we have two new reviews. One looking at the British, looking at 27 different case studies, found out that the neighborhood watch helps. And the police said yes, it reduces crime.

It is a very interesting research in which there are no hard facts and data, they talked with people, interviewed them and found out some very interesting things.

This is from David Farrington, David Farrington is for most of his professional career, there's meta-analysis and until very recently he said nothing positive about community leveled work. He did a Cambridge review in 2008, where they looked at a bunch of studies and then they did a meta-analysis of the once they thought that were most valid.

To my surprise 16 to 26 % saying it does have an impact. This is a very big chance for David. The program for the therapy of cognitive monitoring reduces only 14 to 16 %. That means that the neighborhood watch reduces crime significantly more.

How does it work according to him? Number one, you know people are looking, they are watching. And if you are going to commit a crime you don't want people noticing you. Two, they report things and finally doing things together. Just doing something together, remember I said Estonia doesn't have a word for community, they don't do things together. This provides a mechanism for attend doing some kind of collective activity together. Therefore it's very important because it develops social cohesion and all these other wonderful things. Estonian neighborhood watch, they said it's been around 12 years now, steady grows. We now have groups across all over Estonia. First of all Estonia is a very small country, 1.3 million people. You can travel anywhere in Estonia in a day, no trouble, but we have cultural and language differences. 30 to 40 % of the Estonians are non-Estonian culturally. They left over from the Soviet occupation process. You know Stalin moved people out of the countries and moved other groups in. They know dealing with being a multicultural society and they don't like it.

The survey that has been done, say that people feel safer. That's important. That this program makes people feel better about their lives. They also say that they have a slightly better relationship with their neighbors, which is important.

They don't report a great improvement in relations with the police which is not good.

Is there a real influence on the amount of crime rates? I don't know. We wanted to compare police data but they wouldn't give us access to their data. So we don't know if this impact is real. People tell us, there is less crime, but frankly I don't know. I do know people feel better and that's good. Reduce fear of crime is good.

How does it work? We work basically very similar to Saul Alinskis community organizing.

We wait until somebody is hurting, has a problem and they want something. We don't go and say: "Hey buy neighborhood watch, great product!" we wait until they come. They register themselves. If they asked, we first talk with the police and then we go back and say: "Please give us your names" and so on. Then somebody is going to be a representative. It costs 1€ per household to join this organization and 1 € for a year. So it doesn't cost that much. But we are saying: "When you are really interested in doing this, cause if you are not - please don't bother us. We don't have the resources, unless you are really ready to work."

So we look for those hot issues that matter.

If we get involved, we have the concept of salutogenitc. Anyone here know that word? Nobody?

It's a combination of Latin and Greek. Developed by a real sociologist.

He was looking at women who had survived the concentration and death camps and he expected to see mature problems with them and a lot of them had mature problems.

But there was a small group who didn't. They should have had problems, but they didn't. Why not? And he found that they had this combination. These three things together give a sense of coherence. If I have a sense of comprehend and I understand why this happen.

Is there anything about this insanity that it meaningful to me?

When a rabbi teaches the Torah or someone is teaching chess. That means if the current situation has a meaning, then it helps you survive. Then of course the idea, that you can do something by yourself. If these three things come together, we help people better to understand the situation.

We are helping people get a better understanding of the situation and saying: "Yes, you can do something, you can work with us. We can make things better." And when they do this, they go from feeling hopeless and just being afraid to saying: "Hey, this is our area, don't mess with us!"

Outside of my house there's a green area where people take their dogs do their business and there are addicts drop their needles. And other some people don't clean up their dog shit. Did you ever step in somebody else's dog shit? I don't recommend it!

So with the two groups, there are people with bags. Going out and cleaning up. And if we see these other people who aren't cleaning up, I go over and say: "Would you like a bag?"

And there is a battle between these two groups. Who is going to use this place? Who is going to run this place? And that's what's a lot of crime prevention is about. Who controls this area?

It's a battle and over time, I've seen a shift. So this is what we are really doing, we are trying to say to people: "Life could be better."

This is a manual of Finland about the social and public health. If you read the paper, which will be on the internet, all this things are referenced for you.

It's a wonderful concept and it has a lot to do with crime prevention and it should.

Now this is from Tina's presentation she did once. What's good about this is: it's voluntary, it's flexible and as I said, it's got a good reputation.

In Estonia we have had from day one support from the police, the media and the federal level of government. But on the other hand there is passivity, a lack of interest and a lack of trust.

You know, remember I said, Estonia there is family and friends, there is the state and there is this huge hole in the middle. So getting people involved is very difficult. We don't have the richness of English and German language in community.

And why should I?

I watch old people to get in the bus and have a pain, but they don't ask for help and the Estonian sit there watching. If they fall so might help them. Or if they asked for help, the Estonians would help. But until you asked for help everyone takes care of themselves. Everything is personal, political and protection.

So we have to get passed this passiveness, we have to get passed this lack of interest. Why should I care about you? What's in it for me? And we have to get passed this issue of trust. Estonians do not trust easily. For the first 5 or 6 years I was living in Estonia, "He's an agent of the Canadian government, deep sleeper"

You have to convince them that they can trust you. And that is not easy.

Now what we do, which I think it's nice. When I first heard about this I wasn't impressed, but I really have got impressed. If someone says we involve them, we vote for someone. Then we have the big ceremony. We have the new district leader. We have our top people; we have the Estonian police higher ranked as possible and the local government. And we all come together and we agree that we are going to work together and make the world better etc.

This is absolutely no legal, it's just an agreement. But it matters to the people. The people in authority are coming and saying "Yes, what you are doing is important" so they feel much better at the end of this process. That's important I think.

Two stories:

There is a district, a sort of the higher up in the mountain. In the morning it is difficult for the traffic. So there was this shortcut to a residence. I don't know if you know Estonian drivers. They are a sort of left over soviet maniacs and the go in: "I'm strong and I've got a powerful car. I can kill anything gets in my way!" If you are a mother and have kids, this should bother you. These idiots are driving madly through your district.

So we had a hot issue. So the local neighborhood watch worked that issue. In Alinskis' conflict model, talk about bothering people. So we bothered them. And a group was saying, "Yes we have to do something about it" and then for two years, they bothered the local government. They wanted to achieve something and had a particular complaint.

Alinski says: "You must have a certain motivation to change the world". You have to irritate them enough to motivate them. So they did. After two years they put in some speed bumps and now the mothers feel save.

And because of this success this group is saying: "What else do we do?"

A study in England said that about 40% of what these neighborhood watch-groups do has nothing to do with crime directly. They also do other good things when people say: "This worked". And that's what is it about. You can do something.

That's the success story.

But the reality is different. If an NGO badly resourced then it's vulnerable. And they always want to go on and on. What happens if they push too hard and offend the local government?

Let me tell you something different.

People come to Estonia in prison; they have to put a risk with this disease

Estonia has one of the highest of HIV-infection in Europe. Let me be provocative. When this was known, the Estonian said "Who cares about this Russian drug addicts?"

Unfortunately diseases don't stay with the people you want them to. They spread. And now we have the highest rate of HIV-infection. When people go into the Estonian prisons, the risk of acquiring with this disease is very high. So if you come to Estonia, understand you are running a risk.

I always tell people that, that's part of my contribution to tourism. So this little neighborhood watch group said "We don't want you to bring this problem to our community"

The government said, at long last they are going to do something about it they want a treatment center in this community. And the group said: "Not on our backyard, we don't want this" and the city said: "What can you do?"

But don't tell a bunch of middle class people, who are getting organized "You cannot do anything"

The group didn't stop. They got a lawyer. And the party that controlled Tallinn did not like that at all.

And unfortunately the man who started neighborhood watch in Estonia belongs to the wrong party. So they cut our funding. We lost two positions. One was mine.

So we got no resources, the funds were canceled. But the next directress Tina has solved, insofar as she said: "We are no getting involved in anything political, we are going to avoid this. But that's a conflict. Voluntary groups should not interfere with the government. Officially they are in favor of democracy, officially they are in favor of NGO's but they don't want to give them money and of course they want to give them any great influence. So it's a risk there. We survive, but we are always sort of "how much can we push?"

I was speaking once to a police officer about his country and he said "I can push so far but if I push further I attend to get killed" and that's something like that. We get punished, so it's like how much can you push and get away with? If you look at Alinski again he talks about getting on the other side to compromise. You have to try to reach a compromise. How much can we push safely? How much can we involve people? This doesn't sounds like a good advice. I like Alinskis work, but in certain cases it's very multi-faceted.

Thank you very much.

Andries Nederhoed

Public participation in practice

All the time the police in Groningen is searching for new options to involve the citizens in the fields of life quality and safety. One if this options is the project "City district forum (Wijkpanal)". The lecture will inform you about the good and bad things of the project.

Good Morning.

I was asked to tell something about the citizens' involvement with the police in practice in the Netherlands. I'm from the police Groningen and I'm active in the Indian quarter. The Indian quarter is a problem trouble spot. The minister of the Netherlands said that 40 quarters are problem quarters and at the moment we say, that these are beautiful quarters. I will restrict myself to the Indian quarter in Groningen.

The problems which you have there are addiction, unemployment, little income, domestic violence and one parent families, which are very young.

In addition the society has a lot of problems in the Indian quarter. There are also many people from Surinam, from Somalia, from Turkey and other nationalities. The quarter is about the size of one square kilometer. From 2002 I have been a policeman there. The mission is to know and to get known and the networking with many persons and cooperation partners and organizations within the quarter. My clients, I have to know who my clients are and I have to take care that the inhabitants of the quarters know me. Therefore we have a good mutual relation and contacts which I could established. In the quarter there are a number of projects for citizen participation which should improve the quality of living, the security and of course of the social institutions. The police is using problem oriented approaches. A good cooperation with the citizens and the inhabitants in the quarter is very important for this. These are institutions like social work, prosecutor, building companies, drug assistants and so on. These are all institutions which normally have the same clients. The contacts to these institutions where introduced in the last 10 years. Since we know each other, the communication ways are very good. We have the direct telephone numbers which we exchange. When there is a new or existing problem it is easier to find the correct cooperation partner and to make the best agreements. So that we can find very fast the right help and assistance.

This is "facebook", "twitter" and "YouTube". These means are used to inform the citizens about the methods of the police. We want to be transparent for the people we deal with. In addition we use these means so that the citizens' can participate in the improvement of the quality of life and other things in their quarter. The question for example, if you saw something or if you know something

about things like burglaries and brake and thefts, or for example the search for damaged persons when you find stolen merchandise. On "YouTube" we show pictures of security cameras which are installed this triggered a lot of reactions and good results. We want to talk with the citizens and the inhabitants of the quarter about the fact what can we do for the quality of life and what they can do for the quality of life in their quarter. With regard to the Indian quarter this is very difficult. The inhabitants like to live in the quarter but they don't have many social connections to the quarter. You come home after work, close the door after do and then what happens outside is not interesting for most of the people. You close yourself from the outside world. We want to know what the people think and what they have to deal with.

Therefore in the framework of the citizens' participation we made a forum for the quarter. With selected inhabitants we want to talk about the problems which happen in the street or in the quarter. Sometimes you have an assumption what is happening but that's many times only the feeling which is there at the welfare institutions. This feeling we want to check at the inhabitants. To this forum about 15 citizens are invited. If you invite not so many people it's a small group and you can talk with all of them. It's important that they want to think about and get involved about the security and safety in the quarter. Most of the times these are people who know what is happening in the quarter and on the streets. The decision to use a quarter forum in a special street is taken by a policeman together with the community because many times you have a negative image of a street and we want a confirmation that very target oriented we can do something about this. It can also happen that there is nothing happening in that street and this is again positive. At one quarter forum we had a good presentation about the police in the quarter. What do the police do and what can inhabitant and the citizen expect from the police? We talked about our possibilities but also about things we cannot do. We don't want to raise expectations which we cannot keep. At the end we talked about what is most moving the citizens and which problems we could attack? These problems could be problems in the area of molestation, of traffic, of burglary and so on. The citizens then are asked to nominate a number of problems about which you talk together and then you make a list of the top three, like drug problems at a square, the velocity of the traffic in the thirty zones and burglaries. After that the present persons are asked to choose a methodology to tackle with these problems. There you asked the question what has to happen, who is doing what and what is your own role? Then you see that there will be many creative solutions which from one institution of the community or from the police have to be in forced. The role of the citizen is the perception and the reporting to the police and our community. From these top three is said, that there will be a lot of attention about these things. From that you can work out a list with many different topics. This is under the sentence: "It's better to have three topics in a good way, than many in bad way."

It's not directly said how it will be tackled with the problems. We have a list of the top three and that it can be looked at who is doing what. Is there a role for the police? Or does the community have to act? Maybe there is a necessity or a task for a welfare institution. This is talked about in a directing group where there are representatives of the justice and the police. The three sided group. There it is decided which measures are taken and who is doing these measures. It's directed by the community.

After 4 months with the same group of citizens' there's an evaluation which is done. It is talked about the experience of these 4 months. That means we report to the police and to the other involved institutions what has happen to the problems and how the situation at this moment is. The citizens' can tell if they felt that is has been worked at their problem or maybe they did not notice any improvement for example. We asked the citizens' that they also think with us and they help us to see which thing has priority. Then we start to work. The inhabitants and the citizens' have the expectation that we work at their problems. Agreements which were taken have to be capped. This is important. If you don't keep their agreements it's the death step for the citizen involvement. After that it's very difficult to have them cooperate again. The trust of the institutions is then very much damaged and it's very hard to gain this trust again. This also is valid for the police and also for the community. The community many times has the direction. The community can decide which problems will be tackled with and how this will be done. The police are assisting the community. The police is also the institution which perceives and consults.

What did we learned from this process of citizens' participation?

This is an instrument which can be use very easily. The problems can be focus very quickly. We have a top three and agreements can be taken. The top three take care of the fact that we can focus of the mentioned problems and when we tackle with these that the citizens' understand that we do something about that and they have good feeling. They have a good motivation to continue to cooperate and to help. The problem is if you tackle too many problems at one time you cannot keep the agreements you made. Therefore the top three structures are very important.

It's an ongoing-fight which has to be fought. Every time we have to try to develop new methods so that the quality of life and security can be capped or improved.

Once we have requirements from the community, another time from the police and other time from another organization. This asked for creativity and flexibility which has all the time to be improved and to be enlarged. Motivation and engagement are decisive for the quarter, for the police officer, for the employee of the community or for whatever organization which is involved in the quarter.

The citizen also is important in this group because for him and for his quality of life and security it's very important what is happening with these things. The motto is: "Say what you do and do what you say!" It is very important to keep agreements which were taken this is valid for the police and for every other institution. If the citizens' doesn't feel that his concerns are taken seriously he will not be motivated anymore to do something for the quality of life and security in the quarter. Then we go back to the times where the citizen close himself in the apartment and this would be really the opposite of success.

Thank you very much!

M.A. Alexander Bähr

Competences in the community crime prevention – Core elements for the development and improvement of the community crime prevention (Part 1)

Citizen engagement is a constitutive attribute of crime prevention. Many role expectations are directed to the citizens. For example they should supply information, propose themes and they should strengthen the social control. Often expressed is the desire of citizen engagement in the institutional communal crime prevention in the form of prevention committees. However research studies show that the demand and reality diverge. There is rarely citizen engagement in German prevention committees. This situation has to be changed with concrete and direct projects. One important success condition seems to be a high social cohesion. Without social cohesion, solidarity and responsibility the demand of a civil engaged communal crime prevention seems to be insolvable. For successful communal crime prevention the development of supporting involvement structures are indispensable. The lecture deals with the correlation of social cohesion and communal crime prevention in due consideration of current developments. Further it deals with the necessary networking competence because one element of the sustainable development and improvement of the communal crime prevention is the cooperation of their participants. Generating, attending and dismounting cooperation's and networks are the expertise of preventive activities. Certainly this good networking will comes to it borders. It leads to frustration and detractions in the communal crime prevention. This lecture shows on the one hand the borders of cooperation and on the other hand the network recommendations.

Hello, thank you for this nice introduction Mr. Hartmann.

We will have a Co-lecture, which is divided in two parts. I will start with the introduction and then Mr. Hoffmann will continue. In order not to make it too long, I will try to limit myself to 15 minutes and then you will have the possibility to pose some questions, and then Dr. Hoffmann will continue.

Mr. Hartmann already talked about it; in Bremen the European Union funded a project for the criminal prevention and in the focus of this project was the support of criminal preventive committees. Especially my person and the person of Ms. Genz are travelling a lot in the regions and were trying to offer their support services.

We talked a lot about this during the conference and this is the citizen. Also Mrs. Steffen talked about this in her first lecture. The citizen is one of the constituting signs of the criminal prevention. When the whole thing developed in the 90s in Germany one said the citizen has to participate, he has to be involved, whatever way. This was not very specific in the beginning and for this reason today you have to look and deal with the motives of the citizen, because we can say that without the citizen many things cannot be done.

From this reason and from this base I want to start to give you some structural data about the voluntary engagement in Germany. Then I will talk about the social cohesion and voluntary work and then I will try to combine the whole thing with the local crime prevention. Then there will be some recommendation for action, how you can make it to involve the citizen in the local crime prevention.

This is my part and then Dr. Hoffmann will continue and talk about the networking, which is also a very central aspect which is talked about a lot and will lead to some disturbance.

Before I start let me ask, who of you is doing voluntary work? I already thought so, the majority in this room is doing voluntary work and this are also the empirical findings from the survey.

We already talked about this survey this has been done three times. The first time in 1999 and the last time in 2009.

A similar survey was not done in the European context and we here in Bremen have the advantage that specifically for the situation in Bremen we have a survey about voluntary work. That means that we can evaluate very much, very well, what are the motives of the citizens to do voluntary work? According to this statistics we sorted this according to age and we can see how people get involved.

Especially we see the persons 31-45 years are engaged mostly in voluntary work and the elderly are not involved as the other groups. But there's a positive development. Seen in a total 36% of the Germans are engaged in voluntary work and in the case it means that they do or have a function in a leisure club, in sports club or something like that. In the framework of this survey it's also different shaded between activities, if you take for example a sports club, a football club, active engagement means, I'm active in a soccer group and then it also means that you lead a group. If both of these are taken together, one can say, that altogether 70% of the Germans are voluntarily involved in the civil society.

25 Million Persons have a function in a club. From this you can see, that there is a lot of potential in voluntary work. What we already said, if you asked who of these persons is active in the area of criminal prevention like a functionless citizen. You can also see that it is almost nobody of them. About 5 years ago Mrs. Steffen made a survey where she showed that in the criminal preventive committees, there's about 40% citizens' participation. There included are also the citizens which have a function. And if I say that you take out the functionless or the free citizens from this, then the participation is quite low.

In order to have a look again how the whole thing voluntary engagement can be seen, here you can see another order, we have the regions: western Germany, southern Germany, and eastern Germany and the city states. I only want to show that the voluntary engagement in city states is normally lower than in the rural areas. Also in the criminal prevention we look at factors like the social structure and we can see a difference between city state areas and rural areas and we will also see when I continue, how this social cohesion does influence this.

Further factors which have an influence, if the people get engage themselves voluntarily one of the important factors is, that there are resources. Time today is a very important resource almost nobody has time. If you asked, do you have something to do, can we do something together? – No I have no time. And if I have no time I cannot get engaged voluntarily in any place. Another important factor is the level of education. Generally one can say, the higher the level of education, the more there is a readiness to engage themselves voluntarily. The lower the education, the lower the level of engagement is. Than another fact if influence, the size of the household. The larger the household the larger the involvement. In Germany the largest participation can be seen in 4 person households. In one person households the participation is lowest. The employment status which correlates also to other factors as to the level of education. The employment status has the effect, that if somebody has a work, the readiness to engage themselves voluntarily is higher than if one person is unemployed, than it's much lower.

You can show this also with some figures. For Germany as a whole: unemployment benefit two receivers have a 12 % rate of engagement and the others of 31%. In Bremen unemployed are engage only with a rate of 4 % which is a large difference.

Then the occupancy, the longer persons live in the same city, in the same place, where they have the possibility to identify with their quarter, the more they engage themselves for other persons and do voluntary work.

There are transformation processes in the voluntary work.

On the one hand you have a reduction of the stay and engagement readiness. Once it was in a way that people had a voluntary function and they did that their whole life. Today the identification with the voluntary work is not as strong as in the years that passed. Then we have a disidealization of the motives.

People still stay that they want to do something for the common welfare with their work and to contribute to the common welfare but they connect and link their voluntary work also with own interests.

Increasing of the concretization grade, of the structure of the task and the modification of the identification links. This means, people said, I want to do something and they did it and that was okay, today they want to do something concrete. That means we talked already about this, how far we have to develop concrete projects where people feel motivated and will engage themselves.

Enlargement of self-determined design parts: that means that persons want to have some control, they want concretely say like for example, we have this subject, we have to deal with the subject.

They want to have a right to decide together with the institutions. Then we have an individualization of the access to the voluntary work.

Then there's an increase of the qualification requirements and of the general level. How much citizens are able to give participation to the common welfare if the subject area where they work is very complex and difficult.

Now I want to talk about social cohesion and voluntary engagement.

"The social cohesion is the capability of the society to secure the welfare of all its members, to minimize disparity and to avoid non inclusion and delimiting."

This is a point which we can subscribe. But the social cohesion and the voluntary engagement is threaten today and I would even say it's strongly threatened. And I want to give you some examples of factors which have a threatening potential:

For example we have multifaceted migration and cultural factors in many quarters. That means that the norms are changing and have different formations. Here we have to take care to be able to have a common horizon of norms and values with which members of a city quarter can identify themselves. Then we have the economic and social change: when you look at the employment market you can see that this market has become very flexible. Today it's that you don't have a fix job anymore. A few weeks ago there was an article in the "Süddeutsche Zeitung" where was written that 40% of the new work contracts are timely limited, that means you are required as a person as a professional to be flexible and to look for new things.

Another point is the political change: the trust into the political institutions in Germany at the moment is quite decreasing. This has a number of reasons which I don't want to discuss here, but we can write down that for example the number of members in the popular parties' decreases also in the unions. The identification with the policy decreases, the policy is less trusted and people don't think that the politics can solve the social problems which we have today.

Another thing is the globalization: the employment market is open, people come from other European countries, want to work here. The valuation chain doesn't have bases in one country but are distributed in more than one country and the demographic change, which is in my eyes the generation conflict. As an example the generation conflict: poverty in all age.

Now I want to ask the provoking questions: Are citizens and the local criminal prevention compatible at all?

And I used the list of Mr. Frevel hand he tackled with the fact, which role expectations citizens are confronted with today? I just took it from him.

As you can see citizens are informal social controllers, as agenda setters, as security partners, as information providers, security guard. The citizen is required to do many things. And the question is: "Can he do it?"

Okay so I want you to take things out from the European Union project and I want to see if the expectations are favored or hindered by expectations.

We have on the left side the local citizens' engagement and on the other side the local criminal prevention.

We already heard that citizens engage themselves when their living world is concretely touched. On the other hand I said that citizens today want to design things. They want to bring in their own ideas and role expectations, their own requirements.

Here is the question in how far the abstract local criminal prevention, which is preventive and which is the focus in the primary criminal prevention in the secondary criminal prevention. How concrete should it be so the citizens can participate?

And then the second question about the level on which we operate: the normative strategic or the operative level.

We can understand the normative strategic level in a way that local criminal prevention is done on this level. What do we want to achieve and how can we do it? On the operate level that's the concrete implementation of these subjects and measures.

I have the impression that citizens are called for when there is a problem locally and when it is asked how can we implement this, how can we realize this, then we asked the citizens if he can make his contribution. But how much is this overlapping with the requirements of the citizens themselves? This has to be organized to be in agreement.

Mr. Marks talked about the system and instrument in order to find out the requirements of the citizens and in order to be able to activate measures which refer to the living worlds of the citizens.

Another point is the professional level vs. the voluntary level.

Sometimes it can be seen that citizens are regarded as disturbing elements in the criminal prevention measures. When there are professional people are involved and a "citizen in rage" with a special

problem comes to committee and said: "Okay this is the problem, please do something about it" while the representatives of the organizations and institutions have other problems to tackle with.

So it is the question how much the professional members are ready to have a shift in resources in order to fulfill the requirements of the citizens.

And then low identification vs. high identification. Persons who do not identify with the quarter engage themselves less, than if they have a higher identification. This has an influence in the troubled spots quarters. How can we reach there? Is our target, our objective, to get our target group involved in our work or do we have the expectation to reach others?

I try to formulate this again.

My impression is that for example in problem quarters, the requirements for citizens is quite high. Who do we want to involve? We look first of all at the migrants. The migrants make some problems that mean we have to involve organization like the Mosque or religious representatives.

While in other quarters where they have different problems, maybe the organizations to be involved are completely different.

Another point we already talked about is required engagement vs. voluntary engagement. We heard that people don't want to be pushed into a voluntary engagement. When we have a problem situation we cannot say "now it's the time, now I start to participate, now you are requested to engage yourself and when the problem is solved you can go home and you gave your participation and that's all".

The necessity to engage themselves must come from the persons themselves. And then the difficulty of particularly interest or common interest, which motives does the citizen has? Who wants to engage themselves? Maybe he talked about his problem but maybe this is only a specific problem and this is not in the interest of the whole quarter. One must also consider this.

Then the last one: the egoistic self-referential vs. the altruistic outside referenced motivation.

Here I have a citation from the senator of employment, women health youth and social; it says that criminality and the fear of criminality are significant influence factors for this social cohesion. The social cohesion decreases when this increase. And they are less ready to engage themselves.

Okay here is some diagram about the area of the concerns about criminality.

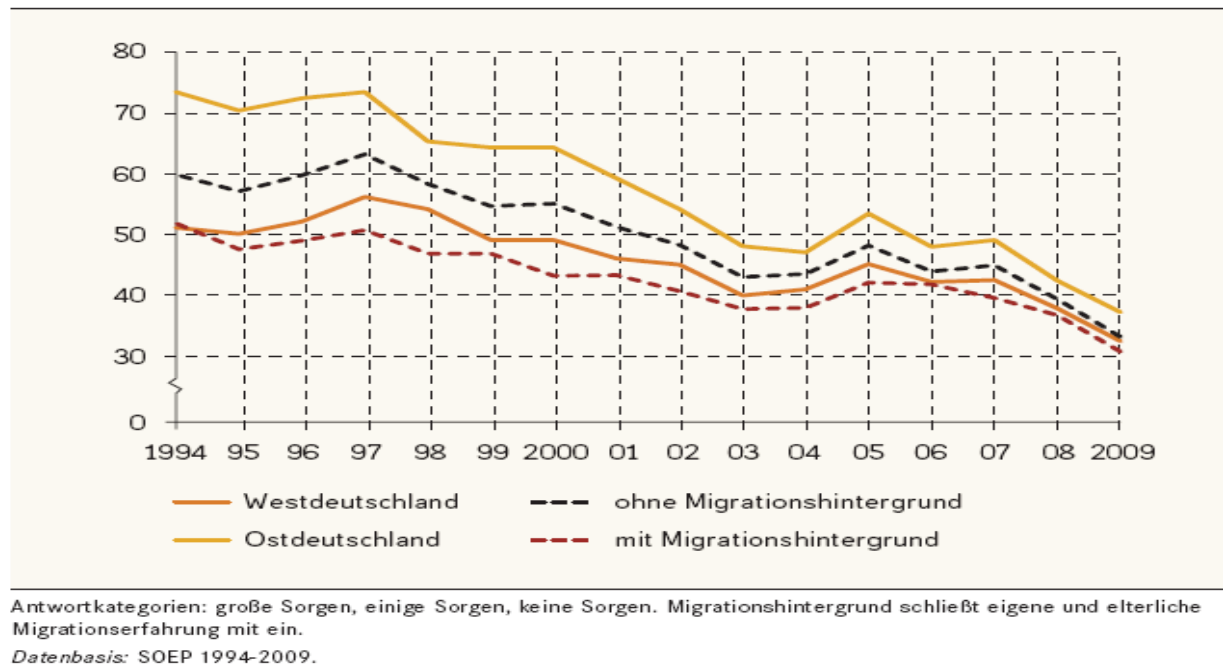**Abb. 1: Kriminalitätssorgen, 1994–2009, »Große Sorgen«, in %**

Westdeutschland — Ostdeutschland — ohne Migrationshintergrund — mit Migrationshintergrund

Antwortkategorien: große Sorgen, einige Sorgen, keine Sorgen. Migrationshintergrund schließt eigene und elterliche Migrationserfahrung mit ein.
Datenbasis: SOEP 1994–2009.

Figure 5: Kriminalitätssorgen 1994-2009 (source: Datenreport 2011, S. 297)

The possible answers were "concerns", "Some concerns" "more concerns" and we can see that in Germany the concerns about criminality decrease. That means that people are not really concerned they do not really fear criminality. This again shows the influence of media, what some newspapers write.

When we this development and can see that the citizens don't have the problem with the criminality in this context we have to pose the question, why in this context a citizen has to engage themselves if he does not have any problem with criminality.

Okay the action recommendations, the last point.

Professional workers have to take over responsibility. They have to be a role model. Professional people have to be supported in order that that can succeed. They have to be supported in order to be able to take over the responsibility they have to take over. It is about offering participation models and possibilities to citizens according to the situation. The recruitment of voluntary workers is quite different because elderly people enter their engagement differently than younger people. There are a lot of models, how people can be educated to make voluntary work and the question there is: who is participating? Is this our target group? Can we reach the younger people?

This means we might have to develop concepts in order to involve also other groups with a number of instruments and to also consider their requirements.

Than we have to reduce and to concretize role expectations for the citizens. You have to lower this down, put it on a lower level to evaluate with the citizens realistically what can the citizen contribute and where is the requirement to high for the citizen.

And the last one the attractiveness and the recognition of the local criminal prevention have to be increased.

When you talk about the local criminal prevention some people say "What is this?" criminal prevention all this crime prevention has a negative connotation and does not bring people to engage themselves. We have to think about it how we can make a higher form of recognition because it is important for the citizens that they will have a positive feedback to their voluntary engagement. And if they don't have this feedback citizens don't engage themselves.

This is the transfer to the part of Dr. Hoffmann, in order to show again how complex the field of the local crime prevention is, some examples which we have to tackle: networking, recruitment of funds, project management, evaluation, PR and criminological know-how and current know-how. These are the aspects with which you are confronted in this area. One of these aspects is the networking and this will be Dr. Hoffmann who will talk about this.

I have finished with my part and if you have questions please asked them.

Dr. Rainer Hoffmann

Competences in the community crime prevention – Core elements for the development and improvement of the community crime prevention (Part 2)

The core element is networking. This is one element of many elements for the support and the improvement of the local crime prevention. When we started this, we said we want to make it simple for the citizens, so that the citizens will understand that. And then in project we noticed the citizen is not there very often. What shall we do now? We continue to work and from this mixture between simplification and also working with the professional stuffs in the agencies and in the offices, we came from the originally idea, that it will be simplified very much, a mixture was born, that means that many people should understand what we try to show under the points we just saw.

So how can I get some resources? How can I get institutionalization for a long term period? Or why I can do some networking? And what you can hear from me now is the point the core element networking. Here at the element networking we are like always in life, we have the following situation: we have functioning barriers as which are connected to the barriers of hierarchies on some operative islands and I always ask myself where do I want to be? -maybe on the top or on the bottom where it's difficult?

But somehow we are very different shaded and therefore there is the question how you can create the network on these different shaded levels? This is the challenge which we pose ourselves in our general life basics.

This continues when we think about networking that we are locally wanted to be in the quarters. This is community work and then we have the key work of the quarter development.

What can we say about quarter development and prevention?

If you look at the literature and see a collection which for example the federal ministry for internal affairs has added, it's about the factors of social cohesion and social connection. They said if you look at the scientific discussion about quarter development what there is strengthening the connection are aspects like these which are listed here. The citizen participation is firstly named on the list.

We asked ourselves during this conference if this does make sense. But they say all the time that citizen participation is always sense full.

Now I want to talk in favor of this strengthening of local crime prevention at the residence place.

One central element about our police direction is to see case numbers.

This is an excerpt from the criminal statistic 2010 for the whole state of Germany: you see here a total of criminal deeds: here you have the subjects with residence in the community of the deed and there you have 60 %.

60 % live in the community where they commit the crime. And this has been ever since like this.

Maybe we can also find suspects who live in a completely different quarter than at the residence. But many criminals live very close to the victims.

Compared to the rest of the federal territory it's only 8,1 %.

There is also the readiness of the publication of the citizens to go to the police and to talk about these crimes. About 80% comes from the citizens. We live from this relation to the citizen, that he will go on and inform these deeds to the police, this is 80%. 20% is done by the police itself.

Then there is another circulation, the circulation of the broken-windows which is certainly know by you, which means that if you have some problems in a quarter the social control will decrease and criminality will develop more and more.

The structural change of the citizens is starting and I can say that Bremen is really divided. This changes the whole local basics and situations and there we have to get a new element how we can deal with quarters which have a special structure and which are structured completely different from the normal quarters.

In our conference I want to put this as a situation of the question of locality and community. And the collision agreement between the "SPD" and "Bündnis 90 die Grünen" between 2011 and 2012 under the chapter internal affairs with the title "Crime prevention and punishment" is said that the local prevention work is very prominent which is already practice very successfully in Bremerhaven and Bremen-Nord.

This has to be promoted in other quarters and has to be supported.

Very similar in the chapter *committees, democracy and citizens participation* there is a civil engagement. "The engagement of the citizens for us is of central significant also for strengthening the social cohesion in Bremen and Bremerhaven to support this work and to recognize this work is for us very important an cannot be renounced in a modern democracy. We want to improve the conditions for engaging and the engagement in the cities."

Now the question can be posed. How something like that can be done with the regard to criminal prevention? How can this be controlled? An internal action pattern in ourselves is, that we want to

have the linear things, the things that are calculated, that repeat themselves, we want to know that this will bring some success, we don't want deviations from these things and this is not the way it can be controlled.

We have to concentrate on chosen on selected points. We want to activate special resources.

Also we have the own life of the addresses in our view point and we have to get information about this.

However, networking shall be one system of control for local prevention and not the market in the hierarchy which in our society are also control mechanisms.

You know the large discussion which is lead know between the state and the market. That maybe the market dominates the state and not the state tells the market how the framework has to be. Sometimes I feel that we act on an illusionary field of networking because the exchange in networking has a different role than the top-down limitation. Because also the prices and the efficiency not the effectiveness but the efficiency, because sometimes measures are effective and so it's better to be efficient with other measures.

That means that prices play an important role what all of this is costing and the hierarchy and the position, who is sitting where and who has which influence?

In the network it is some connections which you can enter. I don't want to talk about all this, but if you see down that at the market it's the self-usage and in the hierarchy it's the mistrust because there are differences. In the network this is about that you start from the assumption that the trust can be given, and maybe that the trust could be one mean of communication.

In the network discussion and literature it's also pointed out that the network control makes sense and that it's a very right and correct and there are some aspects which is the reliability and the negotiation which should be the focus point. These are some arguments in favor of the networks. The question is, if it works in this idea assumption?

What is then spoken out? That means to make person that have been affected should become participant and what does that mean? By a participating approach not only the civil engagement should be promoted the politics know and the actors in politics know that solid solutions can be also only done in exchange with the political addressees. Their know-how which refers to concrete problems can affect the situations in a quarter.

That means, when you build something, who will inhabit the buildings? There you can see that the policy is very important. So we look, if the citizen can be involved in a better way. So that we can

listen to the citizen, what could be a better solution? But this is very punctual and is not really a long term approach. But we do take seriously the meaning and opinion of the citizen. Sometimes it cannot be realized. Sometimes other decisions were taken and the citizen was not involved and he was complaining afterwards that he was not involved.

That means that there are individual and structural obstacles which hinder the building of networking.

This is kind of a summary of this conference, we see the individual obstacles, is there any prevision of success, this also is a point that Mr. Bähr talked about, that many people cannot engage themselves, they don't have resources. The resources are missing, there are the structural obstacles. This is the missing acceptance of the local crime prevention.

I know that, as long as I'm doing it in my education, we discuss this all the time, how serious this topic is taken and which value this local crime prevention has.

Okay I want to thank Mr. Nederhoed very much that he brought the aspect that you have to do what you say.

That you are really reliable and that the ambivalence of the politics makes it happen many times, that things that were said are not done.

In Bremen we can talk a lot about the reforms that are changing all the times. Things change constantly. You have to get informed all the time and a limited decision competency of the participating persons who cannot decide. They have to ask again and then other people will decide and this is not very good for the process.

In summary we can say, that this is not exactly an acceleration of the processes which we have, but it is a luxury of democratic negotiating and to lead this to results.

If you really stay close to this you must not be really innovative because only then the lowest common result can be achieved and then you can say, fatalistically, then you can stop it at all!

Then the thing has no value for itself. But sometimes people keep their positions at all places and cyclically and regular you can see that there are breakups of interests that power wants to be taking over. Who is saying, what will happen? The police or other institutions? Behavior of competition then limitation tendencies, communications blockade, frustration experiences, behavior of stepping back and trying to participate in things which you don't have a part.

And all this is existing and you have to think about these factors very closely.

There are a number of success factor, there are individual success factors and structural success factors in a way that you can use a very neutral network coordinator would be necessary to keep the things together. To have a basic level of trust, to have win-win-situation of the participating parties. The structural success factors would be, most of all, a timely definition of a business bases to make definitions, to say who is taking care of what target agreements, protocol, agendas, some basic financing, functioning information exchange and not a selective one. This shall be the last point: to conclude a regular reflection of the network.

Thank you very much again Mr. Nederhoed, he said that there are evaluation discussions after 4 months. If I wrote down here that we can find signs of missing in citizen participation and network failing could it succeed to make failure to the basic situation or the basic bases to make networks. That means we have to find a new handling of failures. This is the error culture which must be activated, we have to act and to take care that the desired measures do not have negative effects. But we have to establish feedback systems which will avoid the normal circles of guilt addressing and other things. Therefore we should have an evaluation and feedback-round after 4 months which had to be maintained and which must be wanted, which must be institutionalize and where you have open yourself to keep this. This would be a new empirical topic how you can handle error culture in institutions.

Maybe Ms. Jelinek can say it well: "also love has the patience to endure the errors which we cannot change." Thank you.