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D3.1

Report of the results of the cross-analysis exercise

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The information and views set out in this report are those of the author(s) and do not necessarily reflect the official opinion of the European Union. Neither the European Union institutions and bodies nor any person acting on their behalf.

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1. Introduction

The IcARUS project aims to enhance a strategic approach to urban security based on multi-stakeholder cooperation and the co-production of solutions. Based on a vision for tackling crime which combines prevention, sanctions and fostering social cohesion, the project's main objectives are to provide a comprehensive understanding of urban security challenges and policies, and an opportunity to reflect upon and define tools and practices to respond to such challenges.

The IcARUS project seeks to facilitate a transformation in the application and utilisation of the knowledge base in urban security by adopting and/or designing innovative tools and practices. The four IcARUS focus areas correspond to the priorities expressed by the project's local partners experiences of their local urban security issues, namely: 1) preventing radicalisation leading to violent extremism; 2) preventing juvenile delinquency; 3) designing and managing safe public spaces, and 4) reducing and preventing trafficking and organised crime.

The project aims to transform the benefits of security policies to local communities by engaging them as active co-producers of urban security policies and practices, rather than passive recipients of municipal services. Thus, IcARUS will foster innovative governance approaches based on the promotion of citizen participation and the co-production of security policies.

Drawing on the IcARUS knowledge base, comprised of a state of the art review, an inventory of tools and practises and a roadmap that renders the knowledge base actionable and usable, Work Package 3 *Toolkit development using social and technological innovation* will develop tools for municipalities, Law Enforcement Agencies (LEAs) and urban security practitioners to better tackle security challenges and address the unmet needs of citizens.

The objectives of the toolkit development are to:

1. Involve all stakeholders (civil society, local security practitioners, LEAs, experts, researchers etc.) in the definition, prototyping and adaptation of the tools.

2. Improve the strategic approach to urban security by adapting existing tools to municipalities, LEA and local security practitioners' needs and working methods in terms of emerging and future security challenges.

3. Improve the strategic approach to urban security by identifying new tools and working methods.

4. Ensure that the toolkit developed respects human rights and liberties and is in accordance with European and national legislations following an ELI Model (Ethical and Legal Intelligence).

Throughout the activities of Work Package 3 *Toolkit development* and Work Package 4 *Toolkit demonstration and implementation*, the six partner cities will include local stakeholders and citizens in the process of developing and implementing tools that respond to their local challenges. This co-production is based on the IcARUS Design-Thinking methodology, which puts end-users at the centre of design processes.

In the framework of task 3.1 *Local workshops with civil society to create a cross-priority analysis*, the six cities gathered diverse local stakeholders relevant to the cities' chosen focus area to identify the local challenges and ideate potential solutions. The results and outcomes of the workshops support the definition and prototyping phases of the toolkit development.

This report presents the outcomes and results of the local Design Thinking workshops in Rotterdam, Turin, Lisbon, Riga, Stuttgart and Nice.

2. Local cross-analysis workshops – objectives and methodology

The local workshops in the six IcARUS partner cities took place between May and July 2022. Each city addressed their specific challenges according to the chosen IcARUS focus area:

- ❖ Stuttgart: Preventing radicalisation leading to violent extremism
- ❖ Rotterdam: Reducing and preventing trafficking and organised crime
- ❖ Nice & Riga: Designing and Managing Safe Public Spaces
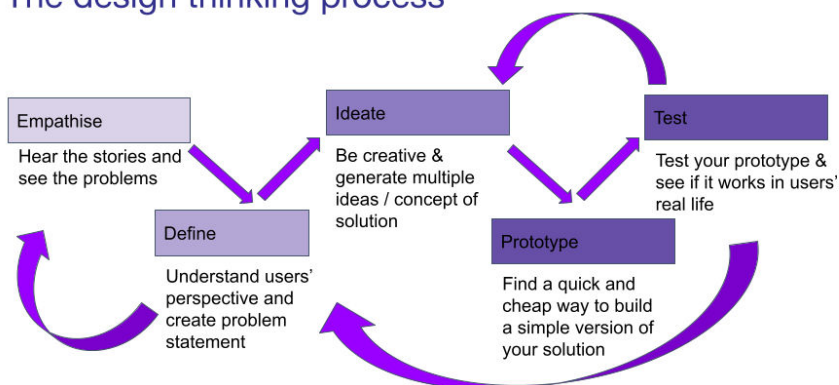- ❖ Lisbon & Turin: Preventing Juvenile Delinquency

The objectives of the local workshop were to:

- Explore & understand the needs and priorities of local stakeholders & civil society and thus broaden the perspectives on local urban security challenges;
- Identify the unmet needs of citizens with regards to the local challenges;
- Support the definition/ideation of concrete solutions;
- Enhance the co-production of urban security policies and practises in our city by including a variety of actors and perspectives in the process.

The aim was to explore whether the cities' previously identified priorities correlate with the needs and priorities identified by local stakeholders and civil society and to engage them in the process of developing a concrete tool to respond to the identified needs and challenges.

Consortium partners involved in the activities developed a workshop model, an agenda including support material for the cities following the IcARUS Design Thinking approach. The cities were provided with a training session as well as a workshop guide to facilitate and moderate the workshops. The cities adapted the workshop model to their local needs.

The design thinking process

Empathise
Hear the stories and see the problems

Define
Understand users' perspective and create problem statement

Ideate
Be creative & generate multiple ideas / concept of solution

Prototype
Find a quick and cheap way to build a simple version of your solution

Test
Test your prototype & see if it works in users' real life

The chart above illustrates the Design Thinking approach which was developed under WP1 Innovation Methodology Adoption. The 1-day workshops covered two steps of this process: The first half of the day was dedicated to the **definition phase** which allowed the participants to share their perspectives on the local challenges and to elaborate problem statements. The second part of the workshop was focused on the **ideation phase**, aiming at generating a variety of ideas and potential solutions to respond to the previously identified challenges.

The local Design Thinking workshops build on principles of inclusion, attentiveness and co-responsibility of all participants and encourage all involved to contribute and share ideas:

Attentiveness	**Co-responsibility**	**More is more**	**Inclusion**
Listen actively, focus and no side conversations	Focus on the objectives and on respecting speaking times, no endless debate	We don't hold back, we are here to explore many possibilities and ideas	Everyone has a right to be here, to express themselves freely, without judgement

During the workshop, participants formed groups consisting of different actors. The workshop was based on different methods, such as brainstorming or developing a storyboard or pitch that allowed for creative thinking and the generation of ideas.

3. Local Workshop in Rotterdam: Preventing and reducing trafficking and organised crime

3.1 Context and background[1]

The huge business park in Rotterdam, the Spaanse polder, which is home to 1800 businesses with 24,000 employees, was neglected by the authorities over a long period of time. As a result, the Spaanse polder became a breeding ground for subversive organised crime. The first steps in restoring order and reshaping the landscape have been underway since 2014 (Holsteiner project). A process of exchange and working with local stakeholders has been initiated and will continue in the next few years.

The Holsteiner project started in 2014 and is known for its multidisciplinary and integrated approach. The mainly repressive approach utilises judicial, administrative, and fiscal means to tackle organised and subversive crime. The municipalities of Rotterdam and Schiedam work together with the Tax and Customs Administration, the Rotterdam police unit, the Public Prosecution Service (OM) and the Fiscal Information and Investigation Service (FIOD) with a focus on specific rogue businesses that are sheltered in the area. Additionally, the reshaping of the landscape is being driven predominantly by the city marine and the municipality.

From the City's perspective, the Holsteiner project has been fruitful to a large extent. In 2019 the police carried out an analysis of key suspects in the Spaanse Polder and had a total of 61 persons of interest on their list, in 2022 a reassessment showed an overall reduction of key suspects: 32 are now on the list.

There is, however, still work to be done in order to tackle subversive organised crime in the Spaanse Polder. The challenge is to not only utilise an integrated approach to minimise opportunities for subversive crime, but to also promote social cohesion within the business park. This is even more difficult as there are barely any residents living in the area. Therefore, the municipality is working together with (local) entrepreneurs, stakeholders, and councils. Strengthening the social structure is focused on to two needs:

- The stimulation of social cohesion on a business park with no inhabitants.
- The creation of a relevant social structure in the area where entrepreneurs and local authorities share the same goals.

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[1] Information on this section for each local workshop is based on information provided by IcARUS' Deliverable D2.3 "Report describing the results from the workshop for assessing requirements"

3.2 Local stakeholders[2]

- City Marine
- Spaanse Polder city development account manager
- Police Officers and City wardens
- Enforcement and Control Team
- Business owners and entrepreneurs
- Public Safety department Rotterdam and Schiedam
- City Development department
- Organised Crime department
- National tax authorities
- Public Prosecutor
- Construction and Housing Team

3.3 Problem exploration and definition: Session I- local entrepreneurs, investors and business organisations

Organised crime has been reduced, but it is still present in the Spaanse Polder area.

Economic- and policy changes led to a negative spiral of consequences in the area that was perceived as neglected from different points of view:

1. **New area northwest** was built successfully and directed entrepreneurs (and their investments) out of the older Spaanse Polder area. However, they kept some of the buildings as their properties but did not maintain them.
2. **Municipality's policy** forbade big car companies in certain areas of the city, as a consequence those companies moved to Spaanse Polder in an unstructured way.
3. **Government departments** didn't work together (no multi-disciplinary approach), as a result there was no involvement of local authorities in the area and no dialogue with businesses.

To date, some of the problems have been solved thanks to a five pillar approach: maintenance of public spaces, public order, law enforcement, physical infrastructure and real estate and economic investment. Yet some problems still persist:

– Businesses can exist in the area relatively **anonymously**

– Units can be **rented for very low prices** and **for a short period of time**

– **Huge area where overview is completely gone**.

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[2] Note: The workshop did not follow the Design Thinking Methodology developed by the IcARUS project. The minutes here therefore are not entirely adapted to the structure proposed to conduct the DT workshop.

- **No residential area**
- **Disengagement/ lack of interest from the city authorities**
- **A natural cohesion between entrepreneurs is missing**

The **turning point now is to attract honest entrepreneurs that fit in the area,** who have a real estate strategy to buy properties, to demolish buildings and replace companies and to build lawful industry in this area.

3.4 Ideas and potential solutions Session I local entrepreneurs, investors and business organisations

Policy level:

- Improving the real estate policies via background checks of tenants, landlords need to receive more guidance and advice on their acceptance policy.
- Reinforcing the presence of the Municipality in the area. *"Getting the eyes of the government back in the area".*

Spatial design:

- Dividing the area into smaller areas which will allow some form of oversight.
- etter mapping of the area: a map to pinpoint small streets where there is more opportunity for illicit activities.

Communication:

- The entrepreneurs want a follow-up of what is being done with the information that they have been given
- Creating a security group app (neighbourhood watch app) to share things they see.

Security:

- Reinforce oversight of the area at night.
- A visible security guard could do more on the prevention side, since the entrepreneurs can only report if something has happened but cannot take any direct action.

On the long term:

- Encourage the employees to be more aware and report incidents.
- Promote security scouting/coaching within the companies.
- Make reporting information to the police more efficient
- Training for entrepreneurs themselves.
- Improve payment policy (f.e. no cash money, used in certain scrap car dealers).

3.5 Problem exploration and definition:Session II, professionals and the municipality

- Several **criminal activities** take place in the area and are almost always drug related (Money laundering, trafficking…)
- In terms of **companies' profile**: there are a lot of car garages for damaged cars(more than 50). *"Everyone in Rotterdam must repair their car every week to make this possible".*
- This type of business is an easy way to make money.
- **Lay-out of** Spaanse polder makes it prone to be a criminogenic area: Companies use the public space as a parking area, this creates conflict and tensions.
    The area is not easily accessible for pedestrians and bikers

    There is a lot of **clustering** of small business units in the same narrow street.

- Difficulties in information sharing between entrepreneurs and police: **Entrepreneurs often are fearful of sharing the information with the government.**
- **Police do not have sufficient power**
- **Legislation of rentals is not strong enough:** the buildings are often owned by one company but rented to many. The **owners don't always check their renters**

3.6 Ideas and potential solutions: Session II, professionals and the municipality

Discussion centred around the following: communication; information sharing; sharing structure of the area; prevention and social interest / resilience; physical reshaping of the landscape; legislation.

- **Increase visibility for businesses**: implement a sort of 'name plate' for the companies on the front of buildings, so people know what the business is and who they are. This was done successfully in Rotterdam-Zuid to make the shops more visible (Beijerlandselaan).
- **Increase social cohesion** between entrepreneurs: e.g organise an event in the area to get to know each other.
- **Increase dialogue with the Police**: There is already an information channel. The focus should now be on getting it used more frequently,to build trust between business owners and the police & municipality.

4.   Local Workshop in Nice: Designing and managing safe public spaces

4.1 Context and background

The main challenge of the City of Nice is to strengthen the feeling of security of the citizens in the Nice North district. This district is situated at the heart of the city and is quite heterogeneous: it is composed of a rather well-off sub-district and a working-class one. Furthermore, it is a hub of activity; a buffer zone at the point of entrance and exit of the city.

Initially, the City identified the **risk of burglary**, which often increases during the summer period, as one of the root causes of the feeling of insecurity of the residents of this district. However, in light of the discussion with key local stakeholders who participated in the workshop, other root causes were identified, namely illicit trade, specifically **drug trafficking**, as well as the **noisiness and the crowdedness of the district**.

4.2 Local stakeholders

A wide range of local stakeholders - offering different perspectives on the above-mentioned security challenge - were invited to the workshop that took place in Nice on June 8th.

The stakeholders who accepted the invitation and participated in the event were as follows:

- City Administration (e.g. Security department, European department)
- Urban designers (e.g. students, experts, start-ups)
- Municipal Police (e.g. situational crime prevention officer)
- The President of the Nice North Neighbourhood Council
- A Representative of the local Victim Support Centre (in Nice this is a municipal structure, not an association)

To ensure the inclusion of different perspectives and fields of expertise in group discussions based on the design thinking methodology, the participants listed above were separated into mixed groups, each composed of five people.

4.3 Problem exploration and definition

Based on the key challenge, identified as the feeling of insecurity of the citizens, the participants of the three sub-groups have formulated the following specific problems.

- How can public space be reclaimed and traffickers be deterred?
- How can prevention, mobilisation and education be planned in order to improve the quality of life in specific neighbourhoods, in collaboration with organisations and law enforcement agencies/police?
- How can security culture be reconciled with the social aspects of neighbourhoods?

Without having consulted each other, the groups were led to work in one way or another on the question of the occupation of space. All three sub-problems focus on the reappropriation of public spaces from traffickers, the regeneration of these spaces and the creation of a sense of belonging.

4.4 Ideas and potential solutions

In response to the specific problems that were defined, the participants proposed the following potential solutions:

A) Requalification/re-branding and reappropriation of the neighbourhood, in collaboration with all stakeholders (with relevant administrators for the area, the inhabitants, etc.)
   - Creation of local, proximity shops and services, through social connections (e.g. medical services, snack bars), encouraging shops to settle down in the district (e.g. at the bottom of the buildings) that will not attract delinquency; in close proximity to local residents, in order to provide them with high-quality, practical services. This solution can help counter the growth of illicit trade, namely drug trafficking.
   - Reconstruction and creation of local premises for organisations and mediators
   - The proximity services and the presence of local organisations can contribute to the (re-)building of social connections and interactions.
   - Regular involvement of all relevant stakeholders in the identification of new potential solutions.
   - Creation and regeneration of open spaces for residents, where they can feel safe.

B) Proximity days in the neighbourhood with citizens - Occupation of the area by all, instead of by the traffickers.

- Regular organisation (e.g. every weekend) of joint, thematic events for all residents and for local stakeholders in the public space e.g. spring cleaning, culinary workshops, with the aim of allowing for the sustainable use of space.
- As part of these days, a discussion could be launched with all stakeholders present on sustainable planning for the use of the space.

C) Urban workshops
- Creation of safe spaces where residents can share their ideas and suggestions.
- Encourage the creation of a sense of 'living better together'
- Aesthetic, technological and practical renewal.
- The stakeholders involved in these urban workshops should be not only local residents, but also neighbourhood organisations.

D) Neighbourhood schools that seek to harmonise security culture with the social aspects of a community
- Involves the creation of intergenerational discussion groups.
- Everyone can bring food and organise collective activities (e.g. walks, picnics).
- There could be one school per neighbourhood.
- Debates on issues concerning community life in the neighbourhood between schools could be organised each month.
- In the framework of these schools the participants could receive civic education, revise moral values, and learn to live together as a community without harming others.
- The participants could regain a sense of ownership over their neighbourhood.

These proposed solutions could be mutually reinforcing, with the joint aim of involving all relevant stakeholders in a process of co-creation, which also allows for the re-appropriation and re-generation of the public spaces in question, with the overall aim of reinforcing a sense of belonging in these spaces, strengthening social cohesion and decreasing the feeling of insecurity of the citizens. As part of next steps, the materials produced during the workshop will be analysed in-depth as part of the work towards the design of social and technological innovations. Furthemore, in order to ensure an even broader representativity of the main actors, further reflection will be carried out on an increase in the involvement of local residents and NGOs working on the ground (e.g. Youth and Sports Associations, social landlords, Mediation… etc.).

5.   Local Workshop in Turin: Preventing Juvenile Delinquency

5.1 Context and background

In order to prevent juvenile delinquency, the Turin Municipal Police seek to prevent deviant behaviour and recidivism in young people (pre-adolescents and adolescents up to the age of 18 and young adults) and promote youth resilience. Early prevention is necessary because the city of Turin experiences spontaneous and violent aggregations of young people the media calls "baby gangs".

National data show that 6.5 % of the minors are members of such a group and that 16 % have already committed anti-social behaviour such as vandalism. The number of minors and young adults placed in juvenile detention centres in 2020 was 713 out of approximately 30,000 reported cases (source: National Adolescence Observatory). Of particular concern is the young age of the members of these groups, as well as the violence within them. Characteristic of these groups is their non-structured but fluid nature, as well as an aesthetic component of oppression, as these crimes are often filmed and disseminated in the media. High unemployment rates, families with economic difficulties, but also identity problems and high school dropout rates are mentioned as causes for these problems. The media is also deemed responsible for the narrative they provide about the phenomenon and how this narrative has an impact on citizens' security feelings.

Minors need to be supported to understand and become aware of the effects and harm of their behaviour in order to reduce the risk of re-offending. Young people have a low level of understanding of misbehaviour but a high level of indifference towards violence and low level of sensitivity towards injustices. Additionally, young people should change their perception of police officers to reflect that they are people who can help them improve their lives.

The city of Turin has already taken measures in primary and secondary prevention to address the challenge of spontaneous groups of young people committing criminal offences:
-    Job placement (orientation), to counter early school leaving
-    Awareness programs (school, families)
-    Tackling educational poverty (families)
-    Promoting youth protagonism (Youth Protagonism Centres)
-    Promoting a specific space for young people to come together(Neighbourhood Houses or outdoors)
-    Collaboration with NGOs supporting children in their first 1,000 days of life with the argument that the attention to the first 1000 days of life of children is of fundamental

importance with respect to the emotional and behavioural evolution of the human being.

In the area of tertiary prevention, Turin's local policy promotes a restorative justice approach, with social utility as well as mediation activities that aim to involve the community and to strengthen social cohesion. The approach focuses on:
- Education and self-responsibilities of the minor offender
- Reparation of the offense
- Recognition and tackling exploitation of victims

Despite the various measures taken by the Turin Municipal Police to address juvenile delinquency, and despite the tools developed and the networks in place, the challenge is still there. One of the reasons mentioned by the City on why the tools implemented do not work 100 % is due to the fact that the police do not know the dynamics of the groups of concern. Hence, the aim is to deepen the understanding of these group dynamics by collecting more data in the field. By having a wider understanding of this phenomenon, the city of Turin should then be able to address prevention policies in a more efficient and effective way. Qualitative data often cannot be compared with quantitative data due to the lack of long-term evaluation. The city of Turin has some initiatives regarding the perception of safety in some areas of the city where they have a platform for citizen participation.

In an attempt to rebalance this, the City has launched a questionnaire aimed at being distributed to a sample of 106 individuals 18-30 years old to collect their feedback on their direct or indirect experience on violent and spontaneous youth aggregations. The results collected so far have shown a high percentage of violence on public transport as well as central neighbourhoods of the city, mistrust of law enforcement as main reason for incidents going unreported,and little sensitivity of young people against injustices, amongst others. The phenomenon is on the increase both locally and nationally, and Turin occupies the third place in Italy for the number of complaints and juvenile arrests.

5.2 Local stakeholders

- Local Police
- NGOs
- Justice (Prosecutor Juvenile Court, Prisoners' guarantor officer)
- Social workers + inclusion officers
- Municipal offices
- Press

5.3 Problem exploration and definition

Participants framed the challenges in terms of **empowerment and involvement** of young people through different policies and programmes ranging from physical places where they can meet and engage in peer exchanges and critical thinking to more political activities that promote contact with elected official or politicians

They also reflected upon **the priorities and rights of minors and vulnerable populations** in order to determine in what ways to implement structured and continuous programming instead of calls for tenders that follow an irregular and fixed duration. They recognised the challenge of implementing **in a sustainable way the existing (municipal) services** that are unable to deal with all complex phenomena within the city, such as **the support and accompaniment of families,** the involvement of schools in preventive activities, the training of multidisciplinary teams in order to better respond to the increase in different cultural identities and the strengthening of collaboration between services.

The major challenge highlighted lies in the different timing between the political level (very short term) and the tackling of social problems which requires longer term responses to understand the phenomena, dynamics and their causes.

5.4 Ideas and potential solutions

In groups, participants brainstormed potential solutions to the challenges previously identified. Most of the ideas and potential solutions focused on the role of mediation or social work in the school environment or in other areas where dialogue between communities needs to be reinforced. The main principles guiding the exploration of solutions were identified as the need to increase proximity and work closely with mediators and street educators to provide for spaces that allow for a systematic participation of youth.

Amongst the solutions proposed, participants also highlighted the need to establish a permanent and systematic working group of individuals and organised citizens for a dialogue between local actors and politics that leads to real decision-making implications rather than mere symbolic recognition. Creating cohabitation spaces between citizens and institutions in the form of a "neighbourhood house" was also cited as a potential idea requiring the mapping of disused spaces for rehabilitation/requalification in the city.

The role of communication campaigns was also present in participants' brainstorming for solutions. An idea in this sense was to have a communication and interaction campaign with the support of "influencers" to convey virtuous behaviour or condemn uncivilised behaviour

by calling upon a concept of community. Different steps to implement such a campaign were outlined:

- Establishing a network of interested entities
- Identifying the kind of contents to be shared
- Engaging local influencers
- Implementing the communication campaign: rising awareness on local problems related to young people and on the linked neighborood's activities
- Possible meetings between local influencers and young people

A group of participants also proposed a mobile model of intervention based on the street work methodology with the ultimate purpose of creating informal meeting places to exchange with the target groups and a relationship of trust with the community.

Whether online or offline, all the solutions require a pluridisciplinary approach involving different professional backgrounds (for e.g. representatives from school, police, street educators, psychologists, ethnologists and social workers).

5.5 Institutional contributions:

The topic of juvenile delinquency was analysed from the different institutional perspectives at the end of the workshop by various elected officials representing the Social Policies and Equal Opportunities Department, the Security Department and the Prisoners' Guarantor Officer.
In their view, juvenile delinquency is not a new phenomenon for Turin. The massive presence of young people with difficulty in being fully integrated into the school system dates back to the seventies, when the city of Turin experienced an important immigration flow, in particular from the southern regions of Italy.
Resources were more important then, as well as access to educational and social professions. The ability of the local administration to welcome and integrate newcomers was made possible thanks to the synergies in the initiatives promoted by the different actors involved.
Today, the entry into the job market for young populations occurs later in time, but the history of "Educating the city"[3] that refers to first of all, to the ability of the city to find adequate answers for everyone. This tradition can help us today in tackling this challenge. The approach to the phenomenon should not follow a security or punitive approach, but rather take into consideration the fact that in a context of social evolution and social crisis it becomes a complex phenomenon to deal with. A restorative justice approach based on empathy, tolerance and rights should be pursued.

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[3] In the past, there used to be agreements in Turin between the juvenile penal institution "Ferrante Aporti", the City and the Juvenile Court

Indeed, it was highlighted that when it comes to the security dimension, the intricacies of complex phenomena is manifested by an attitude of little trust in the police and the institutions and therefore calls upon an integrated and multidisciplinary approach.

Projects like IcARUS allow the administration (and local police) to put innovation at the service of understanding the phenomenon and develop useful tools for further actions to be taken.

In exploring the problem and devising potential solutions to the challenge of juvenile delinquency, the prison dimension should not be overlooked or looked at as a separate issue. There has been a significant increase in young people (19-24 yo) in prison at the municipal level. This can be attributed to the fact that the prison establishment fails to communicate with young people because it is based on an outdated system that is not able to meet evolving challenges in relation to emerging phenomena. The question that should be asked is: How to stop the "revolving door" system that creates a rift between young people and institutions? Interventions done in prison with specialised clinical units to carry out interviews to understand their origin, age, schooling, type of crime committed etc should be fostered.

Remarks concluded by emphasising the need to create a bridge between the inside and outside world, for instance, by implementing some of the solutions proposed also inside the prison. The use of social media can also be brought into the prison system to improve the work done in terms of prevention and capacity building.

6. Local Workshop in Lisbon: Preventing Juvenile Delinquency

6.1 Context and background

The City of Lisbon and the Lisbon Municipal Police seek to prevent juvenile delinquency and tackle anti-social behaviour amongst youth in specific neighbourhoods where community policing teams work in close relation with local partners to jointly tackle security issues and promote feelings of security in the community. Notably young people belonging to minority groups who grow up in socio-economically disadvantaged neighbourhoods are at-risk of following life patterns that lead to or perpetuate social exclusion in adulthood. Oftentimes, a family background of involvement in illicit activities, mistrust of police and other problems creates a vicious cycle of repetitive patterns among youth.

The Covid-19 pandemic and the social isolation caused by measures to contain the spread of the virus has contributed to deteriorating the relationship between local communities and public authorities, namely between police and young people. Additionally, the Municipal Police has identified risk factors in these neighbourhoods such as poverty and social exclusion, drug and alcohol use, dysfunctional family dynamics, school truancy, social isolation and the repetition of gender stereotypes throughout generations, which manifest in a high number of teenage pregnancies.

The objectives of the local police are to foster positive relationships between police and youth in order to promote peaceful coexistence, reduce anti-social-behaviour, and more comprehensively to foster positive lifestyles.

The Lisbon Municipal Police seeks to address the challenge in the framework of their participatory prevention-focussed approach of community policing which was established after 2011 in certain neighbourhoods. This approach is based on local multi-agency collaboration, called security groups, consisting of the local police with diverse partners (e.g. community mediators, social workers, municipal housing services, schools, health centres, residents' associations, sports associations, charities).

Additionally, at the national level, the *Escolhas* (Choices) programme aims to prevent Juvenile Delinquency and to enhance the inclusion and integration of children and young people with difficult socioeconomic backgrounds and with minority backgrounds. Also, the national police Safer Schools programme seeks to tackle and raise awareness to phenomena like cyber-bullying and gender-based violence.

Building on the existing tools, programmes and structures, the municipal police seek to promote trust between the police and local communities, tackle existing stereotypes between the two and prevent stigmatisation, as well as promote safety behaviour among youth.

Additionally, a gender-based approach should be applied, given that the problematic behaviours and delinquency are predominantly perceived as male phenomena, which leaves women and girls oftentimes in the shadows of prevention strategies. Empowering girls and women of the respective communities could contribute to tackling the root causes of juvenile delinquency and antisocial behaviours.

6.2 Local stakeholders

The Lisbon Municipal Police invited a diverse group of local actors, most of whom are part of the aforementioned Community Policing security groups in different neighbourhoods. The around 40 participants consisted of representatives of several NGOs working with youth, a women's organisation of the Rom community, local borough authorities, the municipal agency for housing, the national prevention program *Escolhas*, the national organisation for child protection, a local health centre, sports, cultural and family associations, representatives of neighbourhoods and police officers. Participants were split up in 7 groups, with attention to a mix of stakeholders in each group consisting of participants who do not work in the same neighbourhood. The workshop was facilitated by the prevention team of the Lisbon Municipal Police.

6.3 Problem exploration and definition

The group discussions started by questioning how the problem of juvenile delinquency and anti-social behaviour affected the participants. Several groups raised the issue that the high insecurity in certain neighbourhoods hinders carrying out activities for youth or that the current interventions and projects are not sufficient to respond to the problems and challenges. It was also highlighted that professionals experience frustration due to the work overload of public services, a lack of trust of the communities and respect for local authorities or in authorities in general (teachers, technicians, police), as well as conflicts between communities and between youth. It was also noted that the establishment of trust and relationships with young people, as well as the collaboration with diverse local partners were perceived as extremely challenging by several professionals.

Participants discussed a variety of impacts of the identified problems on specific groups, such as the perpetuation of certain attitudes among youth due to lack of consequences, the deterioration of the image of specific neighbourhoods and a continuation of the cycle of violence and crime. The generational cycles of poverty were highlighted, as well as a perceived institutional distance, with no coordinated and structured responses between associations and institutions, as well as the bureaucratisation and short time span of the life projects in terms

of public funding, which implies that some projects with young people have to end after one year.

The groups then explored causes of the identified problems, such as a lack of life goals among youth, inadequate or ineffective public policies, notably in the domain of education, housing and social policies, and more specifically the lack of early childhood intervention, or the lack of comprehensive interventions across sectors. Additionally, the amplification of negative behaviour and hate speech in social media was mentioned, as well as the lack of communication and dialogue with youth and their exclusion from any decision-making processes, notably when it comes to the design and implementation of projects and interventions.

Based on the exploration of the problems and their impacts and causes, the groups then defined the challenges they seek to tackle, such as the promotion of a more positive and active communication with youth, the reduction of anti-social behaviours in the territories or the empowerment of youth in order to break the cycle of violence. The groups discussed the objectives of potential solutions to the identified challenges. Participants named the promotion of safety in the communities, the creation of positive and alternative opportunities, the active participation of youth and an increase of a feeling of belonging among young people. To achieve these objectives, participants emphasised several different ideas, among them, for example, the promotion and communication of clear rules and regulations, the greater involvement of decision-making bodies, more financial resources for interventions, the facilitation of new competencies among professionals and the use of participatory methodologies. Participants identified a variety of potential constraints, such as the lack of human and financial resources, staff turnover, bureaucracy and difficulties to foster intercultural dialogue.

6.4 Ideas and potential solutions

Using the method of brainstorming, the groups pursued the exploration of ideas and potential solutions to tackle juvenile delinquency in the Lisbon neighbourhoods, based on their previously identified challenges. Participants were asked to name successful interventions and prevention programmes and then to think of the strengths of the city of Lisbon the potential solutions could build on. The groups identified the good quality of resources and infrastructure, highly skilled professionals, the diversity and openness of the city as well as the cities' rich offer of cultural and sports activities.

The groups were then asked to share ideas on how positive relationships between police and youth can be fostered. Participants mentioned, for example, a greater presence of the Municipal Police in schools and kindergartens, and in the communities and neighbourhoods in general, joint activities between police and youth, such as festivities but also activities that

contribute to deconstruct stereotypes and prejudice among both the police and youth. To avoid stigmatisation of a potential solution, participants suggested measures such as the careful definition of intervention criteria as well as the active involvement of young people in the assessment, design and implementation of the solution. Most of the ideas and potential solutions focused on the engagement and active participation of young people in the process, namely the construction of solutions that foster youth empowerment and their connection to the community, to feelings of community belonging and ownership of their own life project. The unpreparedness of adults to deal and work with young people was stressed as a constraint. Knowing how to listen to young people and the capacity to involve them in the construction and delivery of the solutions to their own present and future, were pointed out as key competences to successfully work with youth. Participants stressed the importance of providing access to experiences and positive references that promote youth civic participation and value the potential of young people, their skills and talents, enabling them to adopt positive behaviours. There was a consensus in the groups to highlight the importance of helping young people feel that they are part of the community who play a meaningful role and not a devalued and marginalised one.

Among the potential solutions the groups shared were

- the training of community leaders;
- the design and implementation of a digital platform to capture ideas and problems with the active participation of youth;
- the creation of a youth assembly;
- the organisation of a participatory event to empower the communities in the streets;
- a communication strategy including the participation of youth.

The outcomes of the workshop produced by each group will be analysed in-depth as part of subsequent WP3 activities related to the design of social and technological innovations.

7.   Local workshop in Riga: Designing and managing safe public spaces

7.1 Context and background

Riga is the largest city in the Baltic states, despite a decreasing population since the 1990s, and it is also home to the largest and busiest airport in the area. Around half of all the jobs in Latvia are in Riga and the city generates more than 50% of the country's GDP.

Riga is divided into six administrative entities: Central, Kurzeme and Northern districts and the Latgale, Vidzeme and Zemgale suburbs. Although Riga was labelled the "crime capital of Europe" over a decade ago, its reputation has significantly changed. Today Riga is a safe and vibrant city with a growing tourism industry, whose Old City is buzzing with cafes and restaurants.

Prior to the local workshop, the city identified the following challenge:
- In what ways might we understand and [gather data to] assess risks in public spaces and neighbourhoods of Riga to improve the effectiveness of policing.
- The police officials argued that the official statistics do not often reflect the security situation.
- In Riga, most crimes are linked to public consumption of alcohol. Recently there have been initiatives to decriminalise it, but conservative parties in the Parliament have denied this initiative.
- Tourists experience the city differently – tourists coming to Riga for nightlife, stag-parties or looking for local acquaintances are more likely to be scammed or to overpay in taxis or in certain nightclubs.

7.2 Local stakeholders

Participants of the local workshop represented:

- The city administration (The Department of urban development)
- The police (Riga Municipal police)
- The Association of Restaurants
- Local NGOs:
    - "City for people" – NGO fighting for pedestrian and bicyclists' rights
    - Three NGOs from local neighbourhoods working in field of environmental enhancement of districts)

The participants were divided into four groups.

7.3 Problem exploration and definition

Team 1 identified the problem of **pedestrian safety**. It claimed that this problem should be addressed by preventing illegal parking on sidewalks, improving road safety and safety of pedestrian crossings. The first group also emphasised the lack of parking areas in the city centre, lack of municipal police resources, lack of research into road safety, no pedestrian crossings in big roads as the main obstacles in ensuring the pedestrian safety.

Team 2 identified the problem of **citizens' feelings of insecurity** and focused on residential areas and private property. The participants concluded that this problem should be tackled by reducing delinquency, creating stronger and more cohesive communities, and building trust. However, it remains a challenge to quantify citizen's feelings of insecurity, to forge private and public partnerships, and funding is still lacking.

Team 3 identified the **problem of road safety** — particularly, the illegal parking of cars on municipal streets. Similarly, the participants argued that this problem should be addressed by increasing the number of legal parking spaces, focusing on safety for cyclists, and increasing safety at pedestrian crossings. The first group identified the following obstacles: elevated prices at the legal parking lots, the protection of cultural heritage that imposes restrictions that limit the choice of available measures, lack of police resources to respond to offences. The participants also argued that creating more parking lots might be a counter-productive measure, as it, according to Team 3, may incentivise people to buy more cars.

Team 4 identified **alcohol and drug abuse** as the main problem, and the issue of preventing addiction. The participants argued that it could be reduced by simultaneously building the capacity of prevention specialists, creating more effective prevention programs, and mapping the existing measures and institutions to improve inter institutional cooperation. The fourth group argued that the lack of funding and lack of communication amongst different stakeholders are the biggest problems in reducing alcohol and drug abuse.

7.4 Ideas and potential solutions

Team 1 came up with the following ideas to address pedestrian safety on the street:

- Temporary physical narrowing of problematic intersections
- Implementing temporary physical measures like boulders or blocks. However, they are not attractive from a design perspective and could damage the historical pavement if implemented in the Old City
- Installing urban gardens to limit traffic
- Develop a mobile application to report cars that have been parked illegally. However, there is a similar application developed by the municipal police and the process of developing a new application could be very lengthy

- Putting "you're parked illegally" stickers on cars and distributing them to the most affected communities.

Team 2 came up with the following ideas to increase a citizen's feelings of insecurity:

- Linking private CCTV cameras to the police. However, most private cameras do not comply with the existing police security requirements
- Creating an infrastructure for live streaming. However, it is unfeasible in the current technical set-up of the police
- Police should use WhatsApp or other applications that could record crimes (e.g., by allowing video calls). That could help in cases like domestic violence – the police would be directly provided with proof.

Team 3 came up with the following ideas to address road safety:

- Mapping the problematic places
- Lowering prices in legal parking lots
- Increasing fines for parking illegally
- Making parking lots more visible
- Changing laws that currently prevent the police from reacting quickly
- Incentivising neighbourhoods to report the problem (e.g. via an app) with communities being allocated a proportion of the fine, incentivising their action.

Team 4 came up with the following ideas to address the problem of alcohol and drug abuse:

- Creating social media prevention campaigns and involving celebrities
- Selling alcohol and cigarettes in specialised stores, perhaps requiring ID cards for purchase
- Installing ID scanners at the entrance of such stores.

8. Local workshop in Stuttgart: Preventing radicalisation leading to violent extremism

8.1 Context and background

The City of Stuttgart has a low crime rate and is a prosperous city, with unemployment rates that are lower than the national average. The municipality conducts bi-annual surveys to explore the satisfaction of citizens with their quality of life. These surveys appear to show that citizens' feelings or perception of insecurity in Stuttgart are significantly higher than might be expected, considering the low level of crime.

Although Stuttgart does not have a manifest problem with radicalisation leading to violent extremism, various forms and signs of radicalisation in the areas of right-wing and left-wing extremism as well as in religious extremism and extremist political groups within the immigrant population can be found in the capital of the state of Baden-Württemberg.

New ideological movements and actors have emerged in relation to the Covid-19 pandemic since 2020. The Stuttgart based *'Querdenker'* movement, which attracts mostly adult people, has developed into a nation-wide movement which organises (sometimes violent) protests against restrictions and government measures aimed at containing the spread of the Covid-19 virus, and attracted widespread media attention. This movement brings together a variety of different actors and ideologies, e.g. anti-vaccination activists, partisans of conspiracy theories as well as several extremist right-wing organisations. The attempts of influence by right-wing extremists, "Reichsbürger" ('self-governors') and pushers of conspiracy ideologies did not lead to an overall extremist orientation of the anti-Covid protests but prepared the ground for at least tacit, and in some cases even explicitly expressed, acceptance of extremist ideas at the events. At the same time, they possibly promoted radicalisation within the "Querdenker" initiatives and strengthened extremist actors, according to the Office for the Protection of the Constitution in the state of Baden-Württemberg (*Verfassungsschutz*) which is monitoring the *'Querdenker'* movement.

The city of Stuttgart has also seen severe youth riots in summer 2020, with hundreds of young people participating in an escalation of violence against police, vandalism and looting. Other, less severe riots and acts of disobedience of police orders have occurred in the city centre since then.

The aforementioned phenomena might indicate that mistrust against government institutions and democratic procedures has gained a foothold among the population. The city of Stuttgart decided to address the issue of radicalisation leading to violent extremism in a preventative manner, by developing a primary prevention approach addressed at the citizens of Stuttgart with a focus on young people.

In developing their IcARUS tool, the city of Stuttgart will build on the existing strong network between the municipality and various local stakeholders that are already collaborating with regard to several crime prevention initiatives. Stuttgart's unit "Partnership for Safety and Security – Municipal Crime Prevention" is part of the municipal department of Public Safety, Order and Sport and is led by an assigned police officer who ensures close cooperation between the police and the mayor's office.

8.2 Local stakeholders

Ten participants attended the workshop, representing a diversity of agencies and organisations, eg. the municipal youth services, the Office for the Protection of the Constitution, a student of the University of the Police, a psychologist from the State Office for Criminal Investigation, a counselling organisation in distancing and deradicalisation work, a pedagogue in charge of the fan management at Stuttgart's professional football club (VfB Stuttgart) and an association working with media and promoting safety and security online. Stuttgart's Deputy Mayor visited and thanked participants for their contribution to the city's prevention approach. Unfortunately, a number of invitees had to cancel their participation due to Covid-19 infections.

8.3 Problem exploration and definition

After the presentation of the challenge and perception of the problem from the perspective of the crime prevention department, participants formed two groups to explore the problem from their perspective. One of the guiding questions was how the spread of extremist ideologies among the population could be measured. Beginning with the question, whether and how radicalisation leading to violent extremism had an impact on participants, several persons mentioned that they have observed an increase in the spread of fake news and mistrust against government measures and public institutions in general. Others reported that they have heard from their family members or children, that radicalised views and conspiracy theories are more widely spread, and that schools observe these phenomena increasingly among their pupils. Several participants have encountered radicalised views leaning towards extremism online, notably on social media. Exploring reasons that could lead to the radicalisation of individuals, participants highlighted that risk factors for radicalisation are: real or perceived injustice; lack of information and education; as well as the filter bubble or rabbit hole effect of social media. Other risk factors identified were the experience of discrimination and marginalisation and a lack of perspective in society and life among young people and the desire to belong and be part of a group. Participants highlighted, individuals might experience an increase in the sense of self determination and sense of belonging when joining an extremist group. Notably for young people, questions of identity and the need to belong are strong aspects that need to be considered. Attendees identified peer groups, family, education and the environment as important factors in the process of an individual's radicalisation. Discussing

which methods extremists use to attract and recruit individuals, participants emphasised that offering a young person attention and affection plays a crucial role. Furthermore, by providing simple explanations and solutions based on so-called 'black and white thinking', extremist worldviews can provide clear orientation and a sense of belonging, especially for individuals who are searching for identity while having difficulties in dealing with complexities, grey areas and ambiguities.

Based on these insights and considerations, the teams proceeded to identify methods to prevent radicalisation. It was noted that showing empathy, respect and appreciation for the individuals, and especially young people is key to connecting with them. Participants highlighted that raising awareness about extremist propaganda and disinformation among young people was the most important approach, e.g., by using social media and role models to reach out to them. Another participant suggested that former extremists are credible sources to convey the danger of extremist groups. In order to prevent young people from drifting into radicalisation out of boredom or lack of alternatives, participants suggested to provide more attractive activities for young people notably in the city centre close to the squares and parks where young people tend to gather.

It was noted that the terminology of 'perpetrator' and 'victim' in the context of radicalisation processes is not appropriate as it perpetuates extremists' narratives portraying themselves as victims.

8.4 Ideas and potential solutions

Using the brainstorming method, the groups generated potential ideas to prevent radicalisation leading to violence. The groups then each selected one idea or aspect which they discussed in more detail. The results of these discussions were then presented to all participants in the format of short presentations or 'pitches'.

The first team suggested the creation of a Centre for Competence in Stuttgart that would coordinate all prevention activities and local stakeholders and actors. This structure would provide training for a diversity of organisations and actors, such as schools, youth workers, police and youth services. It would organise regular meetings with all stakeholders and provide information and expertise on phenomena and patterns of radicalisation. The aim of this centre would be to provide support for the actors in the field and help them strengthen their relation and prevention approaches with youth. An additional aspect of this centre would be to enhance digitalisation in the prevention work and create online campaigns with influencers to reach out to youth. Participants discussed potential funding sources, such as the 'Build back better' fund of the federal state, or the funding allocated to the city of Stuttgart in the framework of the federal prevention programme (*Demokratie leben!*).

The second team proposed the establishment of a permanent meeting place for youth in the city centre, close to the inner-city squares and parks where lots of young people gather. The

structure would provide young people room for exchange, cultural events and seminars, support for homework and offer meals. The objective of this structure would be to promote diversity and intercultural exchange and provide space for a diversity of young people. Additionally, the structure would invite local communities as well as sports associations and other groups to contribute to the activities and programme, and would seek to encourage young people to think of and organise activities themselves. It was discussed that in addition to the space, the resources and staff, the structure also would need to promote its activities via social media. Participants discussed that the staff (composed of both pedagogues and volunteers) should be provided with training programmes to enhance knowledge in conflict resolution, knowledge of cultural and religious contexts in order to convey and promote intercultural dialogue. The meeting place would build on the existing youth work and associations to attract young people and promote the activities. The structure should be inviting and open to all and promote trust and social cohesion among the diversity of young people in Stuttgart.

In the further steps to define and elaborate the tool, attention should be given to coordinate the ICARUS project with the already existing radicalisation prevention structures in the city of Stuttgart, notably with the local 'Partnership for Democracy' funded by the federal programme *Demokratie leben!*.

9. Conclusion

The local workshops constituted the first step in the process of co-producing concrete solutions in the six partner cities. For most of the cities, this was their first experience conducting workshops following the Design Thinking methodology. The cities and other consortium partners will continuously reflect upon and consolidate the lessons learned from the workshops and adapt the subsequent Design Thinking phases, concerning the format and methodology, but also the content and the gathered insights on the specific local challenges and potential solutions with regards to their implementation in order to reinforce the co-construction process and the development of tools according to the needs of the six cities. The application of Design Thinking to urban security will allow cities to better understand local challenges by including multiple perspectives, develop accurate solutions, improve their decision-making, and, most importantly, include citizens and local stakeholders in the development of urban security policies.

The lessons learned from the implementation of all the Design Thinking workshops throughout the project aimed at co-constructing concrete solutions in the cities will be collected and consolidated in the framework of task 1.4 *Accelerator model for the exploitation of IcARUS,* which aims to provide a practical accelerator model for local and regional authorities and other stakeholders and end-users for the co-construction process of tools and urban security approaches following the Design Thinking methodology.

The six partner cities were able to mobilise a diversity of local stakeholders to participate in the workshops, and all of the attendees of the workshops showed great motivation and engagement to contribute to the process of identifying problems and ideating potential solutions. The project's objective to equally include citizens who are not professionals in the respective fields was nonetheless much more difficult to achieve. Co-constructing urban security policies following a 'whole-of-society' approach seems to be a more challenging endeavour. The consortium partners including the partner cities will subsequently explore ways to better address and engage citizens in the upcoming project phases. Further training sessions on the Design Thinking approach will be provided to the cities and other consortium partners.

Based on the insights and findings the workshops produced, the identification and prototyping of potential tools and solutions will be conducted. The material the workshop participants produced was documented and will be analysed by consortium partners. It will be compared with existing scientific data, and when necessary, complemented with further research on the local situation with additional interviews or focus groups with local stakeholders. The different ideas on potential solutions that emerged from the workshops will be confronted and categorised to define a test solution to be realised. Consortium partners, notably the cities, will include the respective local stakeholders in this process. Following the prototyping of the six tools, the partner cities will organise *local workshop consultations with civil society to*

validate and adapt the defined tools (task 3.5) which aim to validate the tools with the local stakeholders and provide feedback to refine and adapt the tools appropriately.

In the next project phases, notably in the framework of WP 4 *Toolkit demonstration and implementation* the local stakeholders will be equally mobilised in the activities, to ensure that the implementation of the tools meet the needs and requirements of the end-users and other stakeholders.

IcARUS

INNOVATIVE APPROACHES TO URBAN SECURITY

CONSORTIUM

European Forum for Urban Security (Efus)

FH Salzburg

Fachhochschule Salzburg (FHS) Salzburg University of Applied Sciences

Plus Ethics

Erasmus University Rotterdam (EUR)

Laboratory of Urban Criminology / Panteion University of Social and Political Sciences (Panteion)

University of Salford

University of Leeds

Landeshauptstadt Stuttgart Municipality of Stuttgart

Riga Municipal Police (RMP)

City of Rotterdam

City of Nice

Lisbon Municipal Police / Lisbon Municipality (LMP/CML)

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