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D 4.4

Reports (recommendations) gathered from
the learning expedition in each of the cities



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1 Introduction

The main objective of **Work Package 4** is to demonstrate the tools of the six partner cities – Lisbon, Nice, Riga, Rotterdam, Stuttgart and Turin, which were developed under **Work Package 3**.

The **work plan** (D4.1) provided essential guidance to the cities throughout this process, ensuring coherence and alignment with project objectives. Following the **IcARUS training sessions** (Task 4.2), which marked the beginning of the **demonstration phase**, each partner city organised events, workshops, internal meetings, or other suitable methods to assess the tool's functionality and impact effectively. The format and duration of each demonstration phase varied depending on the specific tool being implemented. Key milestones were identified, including the initial launch, data collection milestones, evaluation sessions, and any significant developments in the tool's performance. Participation in the demonstration phase was diverse, involving local partners, mostly consisting of the city's civil servants, technicians and local police officers, alongside with selected consortium partners.

The project benefited from the expertise and experience of the representatives of the **Expert Advisory Board** (EAB) and the **Consultative Committee of the Cities** (CCC) throughout the project. During the development and demonstration phase of the tools, several key moments were identified for them to provide recommendations.

This deliverable gathers together feedback from the Expert Advisory Board (EAB) and the Consultative Committee of Cities (CCC), along with their recommendations on the **effectiveness, sustainability, feasibility and stakeholder coordination** of the six tools.

2 The Expert Advisory Board and the Consultative Committee of Cities

The role of the EAB is to enrich the process of co-production, reinforcing the strategic approach to urban security and bringing valuable knowledge and expertise to the consortium throughout the implementation of the project's activities. Its role is to enhance knowledge around urban security challenges and promising practices within Europe. Its members were chosen based on their experience and past work in one or more of the IcARUS four focus areas, as well as the cross-cutting issues tackled by the project.

The EAB has been invited to attend workshops, consultative sessions, and pitch sessions throughout the project. The EAB supports the demonstration phase of the project. The members of the Expert Advisory Board are the following:

Name	Country	Area of expertise
Laetitia Wolff	France	Design, Innovation, public spaces
Patrick Charlier	Belgium	Discrimination
Thierry Charlois	France	Democratic processes, public spaces and nightlife policies
Barbara Holtmann	South Africa	Innovation methodology Crime prevention Gender
Tim Chapman ¹	United Kingdom	Restorative justice, Partnerships

Table 1. Members of the IcARUS Expert Advisory Board

The CCC has also been involved in the co-production process of the strategic approach to urban security. This has provided consortium partners with different perspectives from local & regional authorities and practitioners, and thus conveyed crucial feedback on the tools produced by the project. Consequently, the CCC has helped improve the tools during the demonstration phase. It also has had a key role in promoting multi-level governance and local partnerships, enabling more European cities to interact and benefit from the project's experiences, insights and results. The CCC has also contributed to ensuring that the tools meet the criteria of transferability and adaptability as one of the main IcARUS objectives is to develop and test tools that can be adopted in other environments. The members of this Committee are the following:

City/region	Country	Contact
Generalitat Catalogna	Spain	Mercé Soro
City of Malmö	Sweden	Malin Martelius
Emilia Romagna Region	Italy	Gian Guido Nobili
City of Gdansk	Poland	Leszek Walczak
City of Mechelen	Belgium	Werner Vanherle

Table 2. Members of the IcARUS Consultative Committee of Cities

The CCC and EAB were expected to enrich the process of designing and testing the tools. They brought their scientific and technical expertise to the consortium throughout the course of the project.

¹ Due to time constraints Mr. Chapman had to step down from his role as Advisory Board Member at the end of 2023.

3 The feedback process

The IcARUS methodology related to the tools was designed with three stages, conceptualised in the following Work Packages: WP2 “Review and cross analysis of urban security”, WP3 “Toolkit development using social and technological innovation”, and WP4 “Toolkit demonstrations”. The EAB and CCC contributed throughout these different phases, participating in various key moments.

The **workshop ‘What works and needs assessment’** was held in Berlin on 12th and 13th April 2022. This workshop took place at the conclusion of WP2 and it was meant to support the transition and transfer between WP2 and WP3. It contributed to the transfer of results from the review and cross-analysis to tool development. It was also the opportunity to reflect on how the relationship between research and practice in the field of urban security should be shaped. Members from the CCC and EAB concretely considered how to ensure that the research results from WP2 can be taken into account in the subsequent project activities, and how the actors participating in the project and the local stakeholders can benefit from them. For this purpose, fundamental questions of knowledge transfer and project implementation were discussed, and concrete conclusions were drawn for further work on the project.

During the design and development phase of the tools, members of the EAB and the CCC were involved in **two key consultation moments** identified to provide recommendations on not only the effectiveness, sustainability, feasibility and stakeholder coordination of the six tools, but also their ethical, legal, and social implications, especially regarding human rights and data protection. A feedback form was sent out prior to these meetings.

- The IcARUS Consultation workshop, 4th July 2023, Paris (France) (see D3.3 for full report).
- Efus’ international conference *Security, Democracy and Cities*, 20th-22nd March 2023, Brussels (Belgium)

The recommendations emphasise the following criteria:

- **Relevance:** Tools should address specific security issues pertinent to the respective local context and be feasible for implementation.
- **Transferability:** They should be adaptable for use in other cities, promoting wider applicability.
- **Partnerships:** Tools should facilitate collaboration and engagement among various involved stakeholders.
- **Cost-effectiveness:** They must demonstrate a rational cost-benefit ratio, ensuring efficient resource allocation.

Regarding the demonstration phase, EAB and CCC members were invited to participate in a **learning expedition** (Task 4.4), a field visit where selected members of the CCC and EAB

travelled to one of the six cities involved in the project to observe and learn firsthand how the innovative tools were being demonstrated.

These visits took place to coincide with pivotal moments in the demonstration stage of the project. This ensures that participants can witness critical phases and developments in the deployment of the tool. The experts pointed out strengths, areas for improvement and other key elements of each of the tools for their future adoption and implementation. For each city, at least one member from both the CCC and the EAB participated in the learning expedition, with the exception of Lisbon. Unfortunately, the expert scheduled to attend Lisbon had to cancel due to last-minute calendar constraints.

4 The Riga Tool

4.1 The tool

The Riga tool	
Tool name	Par Drošu Rīgu
Focus Area	Designing and managing safe public spaces
The problem	How can we understand and gather data to assess citizens' perceptions of security risks in the districts of Riga, merge it with police statistics, and use it to improve efficiency in the deployment of police services?
What is the tool about?	<p>A tool that provides an evidence-based approach to modifying and adapting district/neighbourhood policing tactics by analysing quantitative and qualitative data together. Mainly with three types of information:</p> <ul style="list-style-type: none"> • Pre-cleaned existing incident data collected from multiple sources (including citizen reporting, the app, police officer reports). • Citizens' feelings of insecurity from a survey conducted by the patrol officers. • Citizens' experience of harm and disorder from a survey conducted by local coordinators • Cohesion among the residents and the disorder in the neighbourhood survey conducted by NGO volunteers.

4.2 The Learning Expedition

The learning expedition took place on the 26th of April 2024 during a meeting with the chief of police, the patrol officers, a representative of the local coordinator and the IT specialist of the Riga Municipal police. This meeting took place after two weeks of surveys delivered by the patrol officers (1st week) and the local coordinators and NGO (2nd week). It aimed to get feedback on the first two weeks of the demonstration and gather the data collected on the web application to generate graphs and charts and analyse these. For this hybrid meeting,

Member of the CCC, Malin Martelius from the city of Malmö, and IcARUS partners, Ravinithesh Annapureddy from Idiap and Natalie James from the University of York attended the meeting.

4.3 Strengths of the tool

The strengths of the Riga tool lies in the plurality of the data gathered to adapt police tactics. By merging data from the police with data on citizens' feeling of insecurity of the citizens, their experience of harm and disorder, and the cohesion among residents, the tool provides both qualitative and quantitative data on a specific neighbourhood. This allows Riga end-users to build more tailored and specific responses while increasing social cohesion. In addition, it provides the opportunity to improve community relations through the integrative analysis of criminal activity as a determinant of perceptions of insecurity.

4.4 Areas for improvements

The main areas for improvement identified include better engagement of local coordinators and NGOs in conducting the surveys. While many responses were gathered from patrol officers, there was a significantly low number of responses from NGOs.

Additionally, the capacity of police department chiefs to read and analyse the data could be strengthened. During the learning expedition, the IT specialist and the chief of police department of the piloting district highlighted that having the charts on different documents (one document is generated per chart) complexifies the reading and the comparison between the different charts. When it comes to the analysis of those charts and graphs, it appears that the users (chiefs of departments) would need more training on data analysis. In order to guarantee a more regular flow of information, and therefore more representative data, the survey should be available to citizens on mobiles as it would give space for citizens' self completion. The communication around the use of the tool through the definition of a measurable outcome is to be specified.

4.5 Identified challenges during the demonstration phase

During the survey deployment phase in the demonstration process, the first challenge was the involvement of the local coordinators and NGO. Indeed, they received a lot less responses than the patrol officers to their survey and only one person came to the feedback meeting (which was also the learning expedition of the tool). To have a real collaboration between the Riga Municipal police, the local coordinators and the NGOs, it is important to motivate the engagement of all the stakeholders and have a balanced result between the three surveys. Malin Martelius (City of Malmö) underlined the risk of lacking population representativity and that this is something that needs to be kept in mind. As mentioned above, another challenge identified during the learning expedition was the analysis of the data. The chief of department and the IT specialist underlined the difficulty of reading the charts that were generated by the web application. Furthermore, the charts and graphs are generated one by one, meaning that

to compare the result between the data police and the survey results, the users will have to move from one to the other when making the analysis, which is time consuming. To overcome this challenge, the Riga team, together with Idiap (the IcARUS partner who developed the manual on how to use the tool components) could provide further guidance on how to read each chart and graph and what information we can analyse from them.

4.6 Engagement of the stakeholders

As explained above, the engagement of the stakeholders is one of the biggest challenges the tool encountered during the Riga tool demonstration. Whilst there was very good engagement from the local police who showed (not only patrol officers but also the chiefs of departments) a true commitment to the demonstration, the local coordinators and NGO were not engaged on the same level. It is therefore important that the police put efforts in engaging the local coordinators and NGO. Indeed, it is vital to have a balanced number of responses to the three different surveys in order to have relevant and reliable data.

This conclusion is drawn from the low survey response rate and the absence of participants during the feedback meeting in April. To overcome this obstacle, engaging other city services and scheduling more meetings to demonstrate how the tool can assist in their work would be beneficial.

4.7 Transferability opportunities

The Riga tool offers interesting transferability opportunities for all the neighbourhoods in Riga, thanks to the tool manual written by Idiap. This manual can also be used for adapting the tool to another city. The manual provides guidelines for all the stakeholders involved (patrol officers, local police) and may be replicable in a different city who want to tackle the same issues.

5 The Stuttgart Tool

5.1 The tool

Stuttgart tool	
Focus Area	Prevention of Radicalisation Leading to Violent Extremism
Tool Name	Trick17
The Problem	How can we increase young people's resilience in the face of radicalisation?
What is the tool about?	The "Trick 17" tool aims at increasing awareness and critical thinking of young people to support resilience in the face of radicalisation. The tool is designed

to support young people's interest in democratic values and encourage them to take a more active role in the city's social activities.

- The tool is a creative art-based approach organised in the form of a 'mobile interactive workshop',
- The mobile interactive workshop will target young people between 13-21 as well as different local prevention organisations,
- a 'magician' will call a 'volunteer' on stage (who will actually be an actor) to "humiliate" him in front of the shocked audience, only to reveal in the end that they were both actors and that "things are not how they seem to be".
- The workshop will take place in a different place every month

5.2 The Learning Expedition

The learning expedition of the tool Trick17 took place on the 25th April during the performances at the Johannes-Gutenberg School, and in a trade centre. Member of the CCC, Leszek Walczak, from the city of Gdansk, participated, in addition to the support of the IcARUS consortium members from the universities of Salzburg and Camino.

5.3 Strengths of the tool

The tool's approach is particularly pertinent as it tackles radicalisation through a prevention dynamic based on promoting awareness of democracy. Consequently, it engages youngsters in reflecting on and practising the detection of extremism and radicalisation. The outreach of the activity provided by Trick17 guarantees its mobilisation in the long run.

The use of magic, a magician and a mobile stage provides a focal point for intervention and can be used in just about anywhere. The opportunity for discussion about democratic values is of great value.

The magician and the victim are unveiled before the show ends, and thus the audience, if they had felt discomfort during the performance, validated that discomfort. In addition, the flexibility of the performance is a strength as it can be adapted if the audience is disengaged.

5.4 Areas for improvement

As a one-off intervention, the impact capacity of this tool can be challenging. The psychological effects of the proposed method need to be further analysed and framed as they can potentially foster opposite or violent reactions. Indeed, the logical step of identifying the value of critical thinking could be misunderstood and leave room for misinterpretation such as the normalisation of nastiness which would be a triggering factor for the audience.

It seems that it is worth considering expanding this tool to include other security aspects apart from just radicalisation. The meeting confirmed that young people are willing to participate in

such events, showing great interest and understanding of social processes. Diverse topics based on the same idea could interest them even more and engage them socially.

5.5 Engagement of the stakeholders

Local stakeholders were very engaged and interested in the presented topics. Young people actively participated in the event. The demonstration was conducted professionally. Direct observation confirmed that this tool is innovative, interesting and worth implementing as part of school prevention programmes that teach responsibility and active participation to build a safe society.

5.6 Transferability opportunities

The success of Trick17 has sparked interest in its potential for broader application. Notably, a representative from the city of Gdansk has expressed interest in integrating the tool into their programmes for children and youth. The tool can be tailored to address specific local issues and cultural contexts relevant to Gdansk's youth. By modifying the examples and references used in the performance, the show can resonate more deeply with the local audience.

6 The Lisbon Tool

6.1 The tool

The Lisbon tool	
Tool name	Youth Design Lisboa (Jovem Design Lisboa)
Focus Area	Juvenile Delinquency
The problem	<p>Two sides of the problem:</p> <ul style="list-style-type: none"> • Side 1: offending by young people between 14 and 24, who are at a higher risk of offending • Side 2: victimisation of young people between 16 and 24, experiencing higher levels of victimisation than other groups with 26% of 10 to 25 years old victims of theft or assault. <p>The challenge is to seek ways to foster positive relationships between police and young people to promote safe behaviour and reduce antisocial behaviour.</p>

What is the tool about?

The tool is a young people-led programme that develops young people's feelings of self-worth and self-confidence, providing them with practical life skills and improving their relationships with the police and the local community.

- The youth are organised into teams of 5 to 9 each (aged 14-24, all genders) and each team is supported by a youth worker and a police officer mentor
- The JDL programme lasts ten to twelve weeks and includes the following six stages:
 - The JDL Launch event (weeks 1-2)
 - Scanning and Mapping (weeks 3-5)
 - Design response (weeks 6-10)
 - Review and finalise (weeks 10-12)
 - Design communication (weeks 10-12)

6.2 The Learning Expedition

For the learning expedition event, Efus invited various member cities of CCC and IcARUS experts. Unfortunately, all invited parties were unavailable and had to decline the invitation.

The pivotal moment of the learning expedition was the closing event on April 19th. This event was attended by a consortium member from IcARUS, Erasmus University, who provided a report on the event to Efus.

6.3 Strengths of the tool

The strengths of *Youth Design Lisboa* reside in its inherent implication of youngsters' experience and subjectivity in the programme: youngsters are able to define themselves what security implies as a subject and challenge in their city and are involved in the solution building process. Indeed, the JDL tool actively engages young people in identifying and solving community issues, fostering a sense of ownership and empowerment while enhancing their critical thinking and problem-solving skills.

The tool promotes collaboration among various community stakeholders, strengthening community ties and involving residents in the decision-making process. Its focus on real-world challenges provides hands-on experience and practical application, while its educational value encourages interdisciplinary learning.

The tool is designed to be scalable and adaptable to different neighbourhoods, with strong support from local authorities and community leaders. It utilises innovative approaches and empowers participants to voice their ideas and take action. It also provides the opportunity for police to adapt their behaviour towards youngsters and build relationships based on a common understanding of youth engagement capabilities.

6.4 Areas for improvements

The main areas for improvement identified are the following:

- A broader network of professionals to support youngsters (such as therapists) tailored to their specific needs could improve the impact of Lisboa's tool. The follow-up programme should be specified in order to ensure its fluid organisation and added value.
- Engage the parents of the young people since the beginning of the process as they are supportive assets in the protection of young people from bad influence and promoting positive behavioural change.
- Enhance communication channels between participants, facilitators, and other stakeholders to ensure that everyone remains informed and aligned. Within those communication channels, there should be space allocated for exchanges between young people labelled as "at risk of offending" and other youngsters as it would catalyse positive and diversified friendships.
- Adapting materials and activities to reflect the diverse cultural backgrounds of participants can increase relevance and engagement, while a robust feedback mechanism would allow for real-time adjustments and improvements based on participant experiences.
- Using digital tools for collaboration and communication would modernise the programme's approach.

6.5 Identified challenges during the demonstration phase

The main risk is that the solutions proposed by young people might not be implemented satisfactorily, notably due to a lack of resources or political support. Consequently, the risk of frustration and loss of trust among the young people involved would be a considerable challenge. However, the mayor of the neighbourhood provided his support and confirmed that the solutions will be supported to be implemented by the municipality. In addition, the JDL tool solutions were also presented to the City Council of Lisbon who were impressed by the engagement of young people, and interested in continuing to develop the JDL tool in other neighbourhoods.

6.6 Engagement of the stakeholders

The JDL demonstration saw robust engagement from a diverse range of stakeholders. Local authorities (local municipal police) actively participated, showing strong support for the initiative. Community members, urban planners, social workers, and educational institutions were also deeply involved, contributing valuable insights and feedback. The collaboration extended to local associations, which sponsored cultural trips for the participants. This collective effort ensured a comprehensive approach to addressing the challenges faced by the

Padre Cruz Neighbourhood, fostering a sense of community ownership and shared responsibility in the project's success.

6.7 Transferability opportunities

The JDL teams presented their solutions for the Padre Cruz Neighbourhood to the Mayor of Lisbon, the Deputy Mayor for Security, and other mayors. The city council affirmed its support for the continuation of the JDL initiative and committed to implementing the solutions proposed by the young teams. In addition, due to the interest expressed by representatives from other neighbourhoods who attended the demonstration, the JDL programme will be expanded to these areas as well.

7 The Nice Tool

7.1 The tool

The Nice tool	
Tool name	<i>Demandez Angela</i> (Ask for Angela in English)
Focus Area	Designing and managing safe public spaces
The Problem	How can addressing and preventing street harassment reduce feelings of insecurity in public spaces?
What is the tool about?	<i>Demandez Angela</i> is a scheme that allows anybody who finds themselves in a situation of harassment or who feels unsafe on the streets to find support, whatever their age, gender or condition, both during the day and at night. <i>Demandez Angela</i> in Nice is therefore not gender-specific; it is aimed at anybody who is or feels that they are a victim of harassment or unsafe in the streets or other public spaces.
How does it work?	This is achieved through a sticker and the use of a codeword that customers can use to discreetly identify themselves to staff as feeling in danger or being in an uncomfortable situation. When a venue joins the scheme, a person who believes themselves to be in danger or who is in an uncomfortable situation can discreetly ask for support by asking for 'Angela', a fictitious member of staff. The staff member will then help the person get home discreetly and safely by either escorting them to a different room, calling a taxi and escorting them to it, or by asking the other party member to leave the establishment.

7.2 The Learning Expedition

The learning expedition of the tool *Demandez Angela* was conducted on 14th-15th May in Nice's old town, with the support of the IcARUS consortium members. The aim was to observe the daytime and nighttime dynamics of the *Demandez Angela* scheme, evaluate its visibility

and communication campaign, share experiences with representatives from the EAB and CCC, namely Mercè Soro, Generalitat de Catalunya, Laetitia Wolff, Design and Innovation expert, and Thierry Charlois, City of Paris, and discuss the use of monitoring tools and quantitative/qualitative assessments.

Based on the briefing and field observations, the tool effectively addresses the identified problems and target groups. The dedicated efforts of Nice's Crime Prevention department, including the team of mediators, have significantly advanced *Demandez Angela* from its initial concept to its current stage within the IcARUS project. The rollout of *Demandez Angela* appears to be progressing well.

7.3 Strengths of the tool

The relevance of the tool developed by Nice lies in its thorough approach to addressing street harassment comprehensively. It not only reduces street harassment by guaranteeing fast access to police assistance (via the alert button) and support from trained managers and team members, but it also contributes to the citizens' overall feelings of security. Nice's tool is also able to impact a large audience: "Ask for Angela" is widely recognised by tourists. The accessibility of the tool is also ensured through the wide range of venues that offer help without alerting the suspected perpetrator. The architecture of *Demandez Angela* is structured around close monitoring which allows for adjustments and adaptability to the city's policies concerning the issue.

7.4 Areas for improvement

In terms of the tool's sustainability, it is essential to consider increasing the number of participating venues. It also needs to ensure continuity of employee training, in particular in the case of staff turnover. The ambition to establish a mobile phone app will create a significant opportunity to receive and support individuals who are harassed. Areas for improvement suggest that *Demandez Angela* reflect on its expansion processes, such as generalising its technical equipment to all members venues and furthering the strategy of ensuring safer public routes/spaces through the development of an online map showing the locations of venues involved with *Demandez Angela*. The development of an online platform would also enhance the performance of Nice's tool as it would create a space for participating venues to exchange tips, experiences and recommendations for Nice's Crime Prevention department. Concerning inclusivity though, the name "Angela" might lack the gender neutrality to be engaging to the LGBTQIA+ community.

It would also be useful to emphasise the network of communities/cities who have adopted the *Demandez Angela* tool, in order to create an international, recognised, proven, safe group of committed cities to inclusion, *bienveillance*, and care of people, night and day.

7.5 Identified challenges during the demonstration phase

During the learning expedition, it was noted that weather conditions (heavy or intermittent rain) can be a challenge which needs to be considered as they can alter the visibility of the stickers. While the *Demandez Angela* sticker may seem small, this can be mitigated by enhancing communication campaigns online and through public events to inform citizens about the tool, including information on the sticker's shape and size.

7.6 Engagement of local stakeholders

The number of *Demandez Angela* members is growing, with 83 venues who have signed the Charter and 50 venues having received training, most of which are highly committed to the tool. They are interested, trustworthy, trained, and creating positive synergies. Mediators add value by fostering relationships with stakeholders and the team supporting the project is very engaged, committed, and convincing.

Information about the tool is communicated through public events, emails, online platforms, and mediators. Despite only being launched recently, there is already positive feedback from participating businesses and establishments.

7.7 Transferability opportunities

The nature and characteristics of the *Demandez Angela* tool have a huge potential to be integrated and/or adapted to other cities. The monitoring tools are one of the components that can easily be transferable to other cities, for instance the feedback forms to gather insights from the city and venues.

8 The Turin Tool

8.1 The tool

The Turin tool	
Tool name	<i>Sbocciamo Torino</i>
Focus Area	Preventing juvenile delinquency
The Problem	How can we support collaborative decision-making to tackle youth delinquency issues and enable evidence-based intervention
What is the tool about?	The tool is a collaborative decision-making approach for producing interventions to tackle youth delinquency issues and enable evidence-based intervention. The design of this governance network involves a committee of stakeholders working to make evidence-based intervention suggestions aided by a digital dashboard that visualises data relevant to the juvenile delinquency problem.

8.2 The Learning Expedition

The learning expedition coincided with the first meeting of the *Sbocciamo Torino* Committee that took place on the 6th May 2024. Gian Guido Nobili, Member of the CCC and Emilia Romagna, Head of Area Policies for Urban and Integrated Security, participated in the event. The first meeting provided a platform for participants to share their insights, experiences, and data regarding juvenile delinquency and substance abuse. While this meeting did not lead to a concrete proposal to present to the Deputy Mayor, the participants agreed to focus their collective efforts on addressing the abuse of medical drugs by young people, both within and outside of the justice system.

8.3 Strengths of the Tool

“A bold project that could pay off in the longer term”

A CCC representative on Turin’s tool

The strength of the tool lies in its evidence-based approach: sharing relevant data with all stakeholders concerning juvenile delinquency. A shared understanding among all stakeholders is an important process on the way to reaching a common agreement on what should be done and how, and what should be prioritised as specified in the crime prevention strategy. The tool provides a platform for dialogue and data sharing among different local stakeholders which is essential when working on youth delinquency issues. The common-building dynamic allowed by the tool's architecture defines a great rounded and systemic picture of the target group and allows the source of information to bring value to the design and implementation of intervention. To ensure the tool's reliability, *Sbocciamo Torino* regularly monitors crime prevention projects. The sharing of relevant data with stakeholders and the adoption of the “Collective Impact Approach” make this tool accessible to all relevant actors. The co-production dynamic enabled by the dashboard model and the creation of a common agenda enhance the tool's transferability, making it attractive to other cities.

8.4 Areas for improvement

The demonstration phase showed that the tool might have needed more time to collect data and train the involved stakeholders on the importance of data collection and how to read it. *Geographical Information Systems* analysis remains a very technical issue, where a lack of knowledge can lead to misleading or flawed analysis. The translation of results into on-the-ground interventions needs to be specified. The approach's ultimate strength lies in its practical outcomes, which will require more engagement from different local agencies and, therefore, a dedicated, accountable budget for the involved network. However, it is crucial to pursue and ensure diversity, as consultative bodies often predominantly engage higher-educated, middle-aged citizens. The flexibility of the tool's architecture could also be reviewed and improved to allow its adaptation to different neighbourhoods and cities. The tool could therefore offer opportunities such as internships for young participants with businesses

and local artisans and define spaces for parents in the committee. This would address situations where young beneficiaries lose some of the benefits once they are left on their own in dysfunctional family settings.

8.5 Identified challenges during the demonstration phase

The tool's utility and success is highly dependent on the activity and engagement of partner agencies. It risks failing to have an impact due to the inaction of a particular partner agency. One of the main challenges encountered during the demonstration process in Turin is the mobilisation of their local stakeholders, in particular the NGO sector, as well as technical problems when accessing the platform. This issue was beyond the control of the IcARUS partners as the platform is hosted by a digital infrastructure owned by the City of Turin

8.6 Engagement of the stakeholders

In the *Sbocciamo Torino* tool, engaging with NGOs and associations is critical as the tool aims to bring a bottom-up approach. The City struggled in mobilising some of their local stakeholders, in particular the NGO sector. However, the social and youth care municipal department and the Department of Sociology of the university are appropriately engaged. In addition, the science-based prevention system is defined by a focus on empirically identified risk and protective factors, which allows it to effectively address the health and behavioural problems of the targeted teenage population.

8.7 Transferability opportunities

The tool could exploit its transferability by expanding its focus not only on youth problems but also on the assets, strengths, and opportunities of the local community and neighbourhoods. The implementation of a participative approach at each level of participation enhances the understanding and transmissibility of *Sbocciamo Torino*.

Sbocciamo Torino could ensure its reliability and added value by including additional data in its dashboard, such as the locations of theft or assault, as well as real-time updates. The collection and analysis of risk factors for youth behaviour problems would also contribute to the completeness of the tool's investigation.

9 Feedback Rotterdam Tool

9.1 The tool

The Spaanse Polder's Café	
Focus Area	Preventing and reducing trafficking and organised crime

The Problem	How can we promote a more collaborative approach within the business park — a task even more challenging as there are barely any residents living in the area?
What is the tool about?	<p>The <i>Spaanse Polder</i> Café aims to provide a collaborative and interactive approach to engage the local business and professional community in taking responsibility for safety and security in the Spaanse Polder Business Park, and allows the municipality and other professional stakeholders to share information in a more proactive and effective way with the local business community.</p> <ul style="list-style-type: none"> ● The tool is designed to enable different levels of engagement by individuals — and to increase this engagement over time ● The tool provides an opportunity to share informational material on relevant subjects, via presentations or exhibitions/displays ● The tool is an inclusive and global forum gathering event held 4 times a year ● The tool is a physical event held in different places every time, during 3 hours divided into 2 parts ● Different topics will be discussed during these sessions: safety in the Spaanse Polder, organised crime, related issues etc.

9.2 The Learning Expedition

The learning expedition of the Rotterdam tool took place on the 7th of March during the first session of the *Spaanse Polder* Café. For this event, the city of Rotterdam invited Werner Van Herle from the city of Mechelen as an expert of the CCC. Dagmar Heinrich from the University of Salford also attended the event.

9.3 Strengths of the tool

The tool allows close contact between the different stakeholders targeted by the city of Rotterdam: the local government, law enforcement and business owners in *Spaanse Polder*. The World Café methodology used for this tool allows the end-users to share information, give feedback, build a solid partnership and improve social cohesion in the area. The participative bottom-up methodology established by the *Spaanse Polder* Café builds on the informal networking and enhances common ambition which then enables trust building and ensures the safety of the business area.

9.4 Areas for improvements

The sustainability and potency of Rotterdam's tools relies on considerations that sometimes factors outside the architecture of the tool itself (as currently conceived) such as the feeling of ownership by business managers, the guarantee that not only managers but every employee will be involved and the ability to keep the momentum alive in the interval period between meetings. Furthermore, it is important for the end-users to keep in mind the real use of the

feedback box and to ensure that the police give feedback on action taken in between two sessions. In addition, it is crucial to make sure to include diverse participants in each session by having a solid and inclusive communication campaign beforehand which reaches both the business owners and the employees.

The ambition to establish a mobile phone app will create a significant opportunity to receive and support individuals who are harassed.

9.5 Identified challenges during the demonstration phase

Two main challenges were identified during the demonstration. Firstly, there is a risk of often having the same participants coming to the Spaanse Polder Café event, in particular business owners. The event therefore has to be advertised for a significant time in advance and always through inclusive communication. More broadly, on the tool's communication; the classification of the organised crime tackled by the tool is still to be precisely defined. Secondly, the organising team of each Spaanse Polder Café session will have to be careful of the feedback session. During the learning expedition our participating experts underlined that there was a lack of feedback given by the police. This was also mentioned by the participants.

9.6 Engagement of the stakeholders

For the first session of the Spaanse Polder's Café and learning expedition, the participation rate was good, with around 50 to 60 participants (out of 75 registered people). Concerning their engagement in using the tool, overall it was positive. Indeed, the participants were willing to use the material and the methodology. The participants used the table cloths with the questions to discuss the defined topics ("Security and Safety" and "Branding") and used the beer mats to give feedback and thoughts. At the end of the discussion and following the World Café methodology, the police should animate a feedback session. This moment should be a mutual exchange about the actions taken and updates on the feedback of the participants received by the police and the municipality between two Spaanse Polder Café sessions. During the first Spaanse Polder Café, the feedback session happened to be more of a presentation session rather than a feedback session from the police and the municipality. However, during the second session, the police will have the chance to give feedback on action taken in between the two events.

9.7 Transferability opportunities

The concept of the World Café is original and attractive, and it is already known in some cities. However, it is important to remember that, although interesting, the idea of adapting this tool in areas where no one resides is rather challenging. It will require network opportunities and invitations to showcase strategies in an informal setting, especially for businesses.

10 Conclusion

The Work Package 4 aimed to demonstrate the tools developed by six partner cities — Lisbon, Nice, Riga, Rotterdam, Stuttgart, and Turin — in Work Package 3. According to the Work Plan (D4.1) and following the IcARUS training sessions, these cities organised various events and workshops to assess the tools' impact. Key milestones included launches, data collection, and evaluations, with participation from local civil servants, technicians, police officers, and consortium partners.

This deliverable presented the feedback and recommendations from the EAB and CCC on the six tools' effectiveness, sustainability, feasibility, and stakeholder coordination were compiled to ensure alignment with project objectives and local contexts. Their feedback was synthesised in the following categories: tool's strengths, areas for improvement, challenges, stakeholder engagement, and transferability opportunities. From Riga's focus on public space management to Rotterdam's efforts in preventing organised crime and tackling juvenile delinquency or radicalisation, IcARUS aimed to co-develop and demonstrate innovative tools, designed for long-term application and adaptation.

Hence, this deliverable will help future implementation and transferability opportunities for other European cities interested in adapting and testing the tools. D4.6 will provide further recommendations to adapt or develop new components of the IcARUS tools and to assess how the tools can inform the strategic approach to urban security (M48).

Annexe 1

The IcARUS Consultation workshop - Feedback template

Introduction

- For the past year, the IcARUS cities have been following a design process to find innovative solutions to urban security problems in one of the focus areas they have selected.
- The purpose of this workshop with the members of the Expert Advisory Board (EAC) and the Consultative Committee of Cities (CCC) is to provide feedback on the design approach process, what improvements could be made and how a successful implementation could be achieved.

The role of the Expert Advisory Board

- The Expert Advisory Board supports the implementation of the project. Its members are chosen based on their experience and past work on one or several of the four focus areas and the cross-cutting issues tackled by the project.
- They are expected to enrich the process of co-production for the strategic approach to urban security. They bring their intellectual and scientific expertise to the consortium throughout the course of the project.

Feedback process

- An online meeting will be set up to present to the committee the objective of the workshop in Paris, their role and the process of collecting feedback.
- Prior to the meeting, the committee will receive a template form to collect their feedback (to be filled in and sent to Efus one week after the workshop, on the 11th of July).


Feedback template Expert Advisory Board	
City	
Name of the Tool	
Tool appreciation	
What are your first impressions of the tool? (Quality of the idea)	
What are the strengths of the tool?	
What are the weaknesses (points of attention/to reinforce) of the tool?	
Implementation of the tool	
Do you foresee any obstacles/barriers to its implementation?	
Specific questions	
Ethical issues: Do you think that ethical problems might arise with the implementation of the tool?	
Discrimination: Does the tool include an intersectional approach?	
Gender: Were gender issues taken into account when developing the solution?	
Societal-change: Do you think that the tool could participate in societal change?	


Feedback template Expert Advisory Board	
Is there any additional comment you would like to bring? (Citizen participation, Participative design practice, Bottom-up approach)	
Foresight & sustainability	
Do you know a similar tool developed in another city ? If yes, can you please explain it?	
What suggestions could you make to improve the tool's sustainability?	
Other remarks	


Annexe 2


Efus international conference *Security, Democracy and Cities*, 20-22 March 2024 Feedback template

Feedback - City of 1

 **Three strengths**
Please be concise and specific

 **Three areas for improvement**
Please be concise and specific

 **Other suggestions and remarks?**



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Annex 3

Expedition Learning Feedback template

The IcARUS Learning Expedition

Feedback template

Feedback template	
City	
Name of the Tool	
Date of the learning expedition	
Name of the person and institution/city filling the template	
Appreciation of the demonstration phase	
The expedition learning takes place at a key moment of the tool demonstration. In your opinion and on the basis of your observations on the tool demonstration, is the tool addressing the identified problem and target group ?	
Were there any challenges that you identified in the demonstration of the tool ? If yes, please explain	
Engagement of the stakeholders	

Are the local stakeholders engaged in the use of the tool?	
Suggestions for improvement	
In your opinion, what should be taken into account when using the tool in the future (after the end of the project)?	
Transferability opportunities and other remarks	
Did the learning expedition help you see how the tool could be integrated/adapted by your city?	
To what extent do you feel the learning expedition enhanced your understanding of the tool ?	
Other remarks	



IcARUS
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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



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