DELIVERABLE 7.2
Unity - Scenarios and Pilot Specifications

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Authors and Contributors

Initials	Name	Organisation	Role
JH	Jarmo Houtsonen	Police University College	Senior Researcher
LV	Leanne Vickers	Office of the Police and Crime Commissioner for West Yorkshire	Programme Manager
LG	Lindsey Gunby	Office of the Police and Crime Commissioner for West Yorkshire	Project Delivery Officer
HN	Holger Nitsch	FHVR Fachbereich Polizei	
MK	Merli Klein	Estonian Police and Border Guard	
IV	Isabel Verwee	Belgian Police	
RK	Ruza Karlovic	Croatian Police College	

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1	28/01/2016	Megan O'Neil, UoD	Editorial corrections

Quality Control

Role	Date	Who	Approved/Comment

ABSTRACT

This report describes pilots and scenarios in five Unity partner countries, Croatia, Estonia, Germany, Belgium, Finland and United Kingdom. First, the text will introduce the goals of the Unity project and Work Package 7: Test Beds, Pilots and Evaluation, and more specifically describe Task T7.3: End User Pilots, Demonstrations and Testing and Validation. Second, the report will show the instructions for creating the Community Policing scenarios and arranging the pilots. Third, the five scenarios in five locations – Zagreb, Tallinn, Munich, Brussels, Helsinki and Bradford – are outlined. Finally, we summarize the main points of the report and draw some conclusion in relation to other Work Packages and the tasks in Work Package 7. This is a living document that develops as new experience and knowledge accumulates during the project.

ACKNOWLEDGEMENTS

Contents

1   Introduction

1.1   Objectives of the Unity project

The overall goal of the Unity project is to generate and promote a new community-centred approach to Community Policing (CP) and develop new tools and technologies to increase information exchange and trust building between the police and the community. Unity puts people at the heart of identifying community policing priorities, problems and solutions thereby creating safer communities for all citizens.

The overall goal will be achieved through the delivery of three key strategic objectives:

1) Community Policing Best Practice
Unity tries to capture best practices for cooperation between police and citizens by taking into account past and ongoing EU research and EU prevention policies. CP will be analysed as an opportunity to use a community to observe their own environment to identify risk and exchange information through a rich end-user focus. CP will be analysed as a system of facilitating information-sharing and trust-building, and will include research into the virtual dimensions of CP.

2) Community Policing Communications Technology
Unity aims at developing a communications technology to facilitate, strengthen and accelerate the communication between citizens and police. Unity will encourage communication between the police, partners and the public by making it possible for citizens to identify their own risks, enabling them to immediately report their concerns to the police. The development of communications technology for CP will have a strong user-centred approach, while the active engagement with citizens and community representatives throughout the life of the project will ensure that their perspectives are embedded in the relevant technological design.

3) Community Policing Training and Awareness
Finally Unity will design, develop and deliver training for LEAs and awareness raising activities about CP. Unity will ensure that joint trainings and awareness raising activities, including virtual training, are designed to meet the needs of the citizen, their communities and the police – all activities will take into account the needs of diverse communities and protected characteristics.

As said in the project proposal: "***Unity seeks new ways of working with citizens, police and community stakeholders, which will serve as a catalyst for change within communities, helping the latter to become an integral part of the solution, and thereby share in the ownership and delivery of a sustainable CP model which simultaneously embraces the benefits of technology while meeting diverse community needs. This new and sustainable citizen-centred CP model will have community trust and confidence at its heart with the ability for two-way flows of information and communication to allow for greater understanding of the problems and issues faced by communities. By working with citizens and community stakeholders to arrive at a full understanding of their concerns, targeted interventions and solutions can be agreed which not only address any immediate symptoms but also tackle any possible long term implications.***"

The Unity project consortium consists of 15 partners in 10 European countries. Police University College of Finland (PUCF) is leading Work Package 7: Test Beds, Pilots and Evaluation. All

partners have a role in Work Package 7, but the pilots will be carried out in five end-user locations – Zagreb (Croatia), Tallinn (Estonia), Munich (Germany), Brussels (Belgium), Helsinki (Finland), and Bradford (UK).

This report is deliverable D7.2: Scenarios and pilot specifications describing mainly the activities and outcomes in Task T7.3: End User Pilots, Demonstrations and Testing and Validation, which is one of the five tasks in Work Package 7: Test Beds, Pilots and Evaluation. The report describes the objectives of the project and WP7, and outlines the pilots and scenarios in five Unity partner countries. This report is a living document that will be developed throughout the project as the consortium accumulates new experiences and knowledge.

1.2   Objectives of Work Package 7: Test Beds, Pilots and Evaluation

Work Package 7 is led by Police University College of Finland. WP7 has the following four objectives: First, WP7 aims to ensure the functionality and usability of the newly developed CP tool(s) for the diverse user groups in different usage and national contexts through cycles of tests and pilot implementations. Second, the impacts of the newly developed CP tool(s) will be evaluated with respect to the processes and outcomes of CP in the respective user groups. The evaluated areas will cover livability criteria, prevention, and early identification of crime, crime reporting, including unreported and undiscovered crime, the relationships and collaboration between police, citizens and diverse community groups and the acceptance of CP online by police and citizens. Third, WP7 will assess the possible short and mid-term impacts of police presence online on CP success, particularly impacts of ethical and societal issues leading to unintended side effects such as pressures on privacy and trust, resistance from users or changes in online relationships and behaviors. Finally WP7 will assess the role diversity and different contexts play in adoption and successful use of the new tool for online community policing.

There are five tasks in WP7. Task T7.3: End user pilots, demonstrations and testing and validation (M6-M32) is one of the five tasks in WP 7. The other four tasks are the following: Task T7.1: Determining evaluation criteria considering disparate users groups and usage contexts (M1-M6); Task T7.2 Baseline measurements (M6-M12); Task T7.4: Evaluation of short-term impacts (M24-M27); Task T7.5: Evaluation of mid-term impacts (M30-33).

T7.2 will firstly produce end-user scenarios and pilot demonstration specifications and then the actual pilots that test the functionalities of tools. Pilots will be conducted during the development phase to ensure that from the early stages, user requirements are taken into account. This task will lead to a validation of the chosen approach, features and functionalities across relevant communities, stakeholder groups and LEAs as well as with respect to their interaction. Tests and pilots are intended to being carried out in months 6 (Zagreb), 11(Tallinn), 17 (Munich), 21 (Brussels), 26 (Helsinki), 31 (Bradford) depending on the outcomes of the development process.

Deliverables related to the five tasks in WP7 are: D7.1: Report on evaluation criteria (M6) (EUR); D7.2: Scenarios and pilot specifications (M9) (OPCC); D7.3 Report on results of the baseline measurements (M 12) (EUR); D7.4: Report on short-term impacts including design and usage recommendations (M27) (OPCC); D7.5: Report on mid-term including usage recommendations (M33) (PUCF).

The responsibilities of the five tasks in WP7 are divided in the following way: OPCC and SERCO will be leading the pilots, test beds and validations (T7.3) during the tool development phase and provide the results as input for the further refinement of the tool in WP5 and 6.PUCF, FHVR, CPC, BPo, and EPBG will participate in the testing and piloting. EUR will lead T7.1 and T7.2 the design, with contributions from UoD and PUCF, of the methodological instruments for the baseline and evaluation measurements. They will further be responsible for the analysis and interpretation of the data leading to design and usage recommendations. Short term evaluation will be led by OPCC and long-term evaluation by PUCF. Data collection will be done under the guidance of EUR by OPCC, PUCF, FHVR, CPC, BPo, and EPBG, who will also support EUR in the adoption of instruments and measures to their respective language and context.

2   Instructions for Scenario Writing and Organizing Pilot Events

Police University College of Finland offered instructions for each end-user partner that organises a pilot about how to write a scenario. The instructions are a living document that can be amended later if required. The following text is taken from the instructions:

"A realistic *Community Policing* (hereafter *CP*) scenario should be based on such a *CP* event, situation or process that could take place in real life. It describes at least the most significant features of the *Current Operating Model* (hereafter *COM*) of *CP*. The scenario depicts how a set of actors with their distinctive roles try to reach their goals through a sequence of actions and interactions in diverse settings, using various procedures, tools and technologies. A good scenario is plausible, interesting and contains some challenging elements, but at the same time, it is focused and sufficiently straightforward without being too simplistic.

"The first part of the scenario text narrates a *CP* event, situation or process, and shows how police and various stakeholders deal with it. Apparently, a single scenario cannot expose the *COM* in its entirety, but it should be able to highlight the key aspects of how the current *CP* works.

"The second part of the scenario text is an analysis of the *CP* event. In practice you identify strengths and weaknesses, or successful aspects and gaps in the *COM*. Then, you demonstrate how the Unity approach and technologies, if successful, may improve the situation, fill in the gaps and solve the problems of the *COM*. The analysis should lead us to *Target Operating Model* (hereafter *TOM*) of the future *CP* under Unity.

"The following list proposes some elements that could be considered when constructing and reviewing the *CP* scenario. To facilitate your writing and analysis, you can think about how these elements are manifested in your scenario, how they are arranged, what is functioning well, where are the weaknesses, are some elements entirely missing, and so on?

- Goals, objectives and ambitions
- Stakeholders, people and organizations
- Processes, procedures, activities and tasks
- Information contents and flows, and communication channels
- Locations and settings
- Systems, technologies and tools
- Ethical, legal, social and cultural aspects
- Outcomes, results and indicators

- Governance, management and supervision
- Preparation, training and education

"Scenario texts should be structurally similar and thus easily incorporated into Deliverable 7.3 Scenarios and Pilot Specifications. In order to achieve homogeneity, try to organize your text around the following titles:

- Overview
  - A summary of scenario (a few sentences)
- Benefits of Unity
  - How Unity approach and technology improves the current *CP* (the main points)
- Preconditions, limitations and risks for successful adaptation of Unity results
  - There can be some prerequisites, limitations and risks for fruitful adaptation of the results produced by Unity. These obstacles may relate, for instance to governance, legal, ethical, or organizational capabilities, training, technologies, human behavior etc.
- Scenario description
  - A full description of scenario (between two to three pages)
- Scenario analysis
  - An identification of strengths, weaknesses, and gaps
  - A proposition of solutions and improvements under Unity
  - Try also to think about how your scenario relates to the four Unity outcome areas, which are trust building, information exchange, prevention and accountability.

"Pilot
Although it might be a bit too early to say much about the pilot arrangements in your country, please try to put some initial ideas on paper. Remember that the report is a living document that will be developed as the project moves on and we achieve more tangible results.

3   Pilot and Scenarios

3.1   Background for Pilots and Demonstrations Sites

The pilot methodology will build on the extensive knowledge base and operational experience of LEA partners operating within the sites they serve, in the identification of communities and the issues they face. Citizen engagement through targeted activities shall identify further communities within the pilot location. This will highlight established, new and emergent communities and those that remain hidden from LEAs and the CP issues they face. Combined, this information will be used through the pilot and demonstration of the Unity CP model to target activities. Further work will focus on virtual communities that are active within the pilot sites and these communities will add another dimension to the demonstration of the Unity CP model. We focus on stable as well as more volatile communities from gaming to social media settings. The pilots will demonstrate the Unity CP model over three primary domains agreed by the LEA partners which includes:

- To test the reporting of community-based incidents by citizens to improve the quality of the service to the public, for instance by updating police automated digital report system for

community based incidents by citizens. These incidents can include those which are 'anti-social' or uncivil as opposed to criminal.

- To test information exchange between community partners such as neighbourhood watch groups and the police in order to prevent crime, improve safety and prevent disorder.
- To test community-oriented information flows and messages to specific communities regarding specific issues.

The pilot sites offer the Unity CP model a variety of challenging environments for testing and evaluation and includes former eastern bloc communities, large capital cities, ethnically diverse communities, tourist destinations, rural and disparate communities, virtual communities and economic and business communities (including the capital of Europe) across six different EU member states. The pilot demonstrations shall be conducted at regular intervals throughout the life of the project to ensure all research and technical activities are presented, examined and explored within live settings in which LEAs, community partners and citizens are provided with the opportunity to engage, inform, influence and feedback their comments and suggestions to improve the holistic development of the Unity CP model and its component parts. The following provides the framework for pilot demonstrations together with descriptions of the diverse localities of pilot sites. The pilot sites and test time will be as follows:

Month	Coordinator	Location
Month 6	Croatian Police College	Zagreb (Croatia)
Month 11	Estonian Police and Border Guard	Tallinn (Estonia)
Month 17	FHVR Fachbereich Polizei	Munich (Germany)
Month 21	Belgian Police	Brussels (Belgium)
Month 26	Police University College of Finland	Helsinki (Finland)
Month 31	West Yorkshire Police	Bradford, West Yorkshire (UK)

3.2   Zagreb, Croatia

Croatian scenario 1st pilot event, football hooliganism

Community Policing Event
Croatian police officers shared their experience of football fans that are from hard to reach groups, mostly unwilling to cooperate and communicate with the police. Recently, the police have spotted a problematic group of fans – minors recruited by older fans to commit offences as part of their initiation process, and showing their loyalty to the group. As children under the age of 14 are not criminally liable in Croatia, older perpetrators use children to bring torches, pyrotechnics and other prohibited objects and substances into football stadiums. Generally speaking, this social group is problematic, and their criminal records show a number of other offences such as domestic violence, property crime, and drinking alcohol in public places.

The context of the Croatian community policing scenario is a Croatian Premier League football match on a Saturday evening, and specific CP issue is football fan violence. The involved parties are the local police, riot squad, citizens, football fans, local sports clubs and community stakeholders.

Some hours before the kick-off, a citizen overhears a conversation at a local bar near the stadium. Two football fans are planning to cause disturbances during the coming football match between

the local rivals, Dinamo Zagreb and Lokomotiva Zagreb. The young men are planning to smuggle pyrotechnics and striking weapons, such as clubs, into the stadium, and to provoke the supporters of Lokomotiva Zagreb. Their aim is to impress the hard-core members of Bad Blue Boys (hereafter BBB), an ultra-group that is supporting Dinamo Zagreb. The alert citizen takes a photo of the other young man with his smartphone and submits it through the e-policija app to the Police Operational Communication Centre (hereafter OKC).The other fan was facing the opposite side of the bar and wearing a hood, so the citizen couldn't capture his features.

Current Processes and procedures
Under the Act on the Prevention of Violence at Sporting Events the police information system (hereafter IS MUPa) runs a database on people and events related to sporting competitions. The data base contains information on personal details, such as name, personal ID number, date and place of birth, sex, nicknames and aliases, occupation, membership of, or relation to fan clubs and groups, photos and other relevant information usable for identification, and recorded for offences against the Act on the Prevention of Violence at Sporting Events. IS MUPa contains information also on criminal and misdemeanour charges, cautionary measures, sentences imposed, security and protective measures, bans from sporting events, people brought in and arrested, information provided by foreign law enforcement agents, and other relevant information on supporters and supporters' groups.

Current Technologies and tools
The police launch a search notice – including the photo submitted by the citizen – by using the Police Communication System to inform frontline police officers. The photo is also forwarded to the riot squad to help them to identify the particular fans when they are trying to enter the stadium.

The two young men are identified at the stadium gate, and taken to a police station for questioning. They are informed on their wrongful behaviour and the sanctions and penalties they are facing. The two young men are aware of their wrongful behaviour, but they excuse themselves by being unemployed, having no money and just wanting to have some fun like all young people do. They claim that their current social and financial situation makes them very angry and frustrated, and they try to deal with the frustration by channelling their energy into supporter activities. They seek self-approval and recognition for their offences against public order from other BBB supporters.

Outcome of Community Policing intervention prior Unity
A police officer responsible for prevention offers to help the young men and suggests that they could become stewards at a local hockey and basketball club, where they could also make small amounts of money. The young men accept the police officer's offer of help.

Acknowledging the hooliganism problem in Croatian football, the police approach the local football club supporters and the local community members by organising a public discussion at the community centre about the means of preventing and decreasing football fan violence. The police try to work with the representatives of registered football supporter's groups so that the fans and the police could exchange information that is useful in preventing violent incidents. Such information includes, for example, fan's travel arrangements to football matches in the Republic of Croatia and abroad. The police provide advice on security to supporter groups and community members to make them feel safe on the match days. New e-policing technology is used to strengthen the sense of security and the quality of life in the local community, and to boost citizens' willingness to cooperate and communicate with the police.

Police liaise between fan groups and local community stakeholders, so that the potentially violent individuals and their activities can be identified in advance of a football match. The preventive work by the police also includes organising positive social activities such as sports competitions, charity events and outreach campaigns, where the police can build trust within the community and inform football fans and ordinary citizens about police activities aimed at advancing security and preventing violence at sporting events.

The above scenario was simulated and enacted by the police cadets at the Croatian Police College in November 24, 2015. Later the same day the pilot scenario was reviewed and discussed by the partners of the Unity consortium (see Appendix Unity Pilot Agenda – Croatia).

How could Unity improve this Community Policing Scenario?
Student Officers who took part in the scenario said, they would like the community to get to know police officers as they would like to help society where this is needed. The police are viewed negatively based on mistakes that have been made.

The community have a distorted view of the police. It would be useful to provide training so that officers can communicate with the community and inform the community what the police are doing.

It is important to build trust with the community to get rid of negative perceptions and to build relationships. The police are there to help to the community.

How can Unity technology improve this community Policing Scenario?
Whatever product is produced for Unity it must be included within policies and processes. There must be a clear choice for users with regards to what personal information is sent to the police (this was identified within D2.1). All information/intelligence received must be analysed and acted upon. Unity should provide a mechanism to assist with Community Police and intelligence which is received. Wider information sharing – allow 2 way communication between the police and the community

3.3   Tallinn, Estonia

Estonian scenario 2nd pilot event, missing persons.

Community Policing Event
In Estonia there have been two widely reflected cases concerning missing minors. On 24th October in a small Estonian town (rural area) a young 17 year boy went missing. It was Friday night and the last time he used his smartphone was about 00.30. City cameras showed his movement about 1.09, where he was walking alone and looked confused. One witness told later to the police that he saw him moving towards the high way. Police used social media and other resources, but the boy is still missing.

On the evening of 4th December a 14-year girl went missing in one medium size town (minority area). It was also Friday night. The girls mother contacted the police next day. On 9th December the girl was found dead in nearby woods. There were no signs of violence, but the police started a criminal case of taking a hostage.

A police officer cannot see much on the missing child's account, when he/she is not the child´s Facebook friend. Spreading news about missing minors is also limited, It is done on the police website and web constable´s Facebook page, but only some people follow them.

The scenario will centre around a 15 year boy, John, who leaves home on a Friday evening after he had fight with his parents. He wanted to go to his girlfriend to Tartu, but his girlfriend is away for a weekend in Narva. The boy hitchhikes from Vastse-Kuuste to Tartu bus station. As there is a wait for the bus, John goes to McDonalds to eat, at the bus station kiosk he buys a phone card and throws away his old SIM card. Then he buys a bus ticket from the bus driver and goes to Narva. The bus makes stops along the way and on one of the stops he goes to toilet and in a nearby cafeteria buys pies and flowers. When he arrives in Narva, he asks for directions from different taxi drivers and from the kiosk before finally arriving at his girlfriends.

John's parents inform the police that John is missing 5 hours after he left home. They did not contact the police earlier because John has left home before after fight with his parents when he visited friends for a couple of hours, never 5 hours. At the time of reporting John missing, his friends do not know where John is and his girlfriend is not answering her phone. John wanted to give his parents a lesson by disappearing. Police use standards methods at first – positioning his phone, web constables are investigation his social media, etc. As John has changed his SIM card, the phone positioning does not give any results and John has not used social media since leavening home.

At this point the Unity app would be used to provide information about the missing boy along with information being provided via Facebook and Twitter. The Unity app would link volunteers, who are willing to react when there is someone missing. Usually volunteers from the missing person's area would react but in this scenario it would not help. The Unity app should be an everyday tool/information channel for bus drivers and taxi drivers and railway ticket sellers, along with other people who may be able to help such as gas station workers (or work place itself) and fast food restaurant (they are open late and also cheap). The more widely the Unity app is used by the public, the more effective it is. If the Unity app includes the option for games, then more young people are would be more likely to use the app.

After the Unity app gives an alert about the missing boy, the McDonalds worker remembers John along with the kiosk seller, although they are not sure. Taxi drivers use their smartphones while they wait for clients. Both the bus driver and the taxi driver remember John and provide information through the Unity app. The Police positioning John's girlfriend's phone and receive a location of Narva. John is found healthy and happy. The app will give feedback to users that the boy is found and will thank all the people who contributed to search.

Current Processes and procedures
When a person goes missing, usually someone close to the person will call the police emergency number the next day. Minors are classed as a high priority. Police will review and investigate bank accounts and undertake mobile phone positioning, along with checking CCTV and the mobile phone of other juveniles, who were in contact with the missing minor.

Police will contact all the family, then friends and acquaintances via phone or by undertaking visits to them. At the same time web constable and juvenile police are also informed and they will start to search Facebook and other social media sources. The media are also informed and a picture of the missing minor and their last whereabouts are provided. Police will complete a landscape search with patrols and volunteers within the first 48 hours.

When police provided information to the via media, there are lots of calls with information, however, most of them are useless. There are issues with regards to the delay in police receiving information or there is insufficient information to find the missing minors. Depending on the outcome of the case, criminal proceedings will begin or administrative procedures with the search file will be opened. The case will stay open until the minor is found or if they are not found after five years, the missing person can be pronounced dead.

Current Technologies and tools
Examination of CCTV in the area and use Social Media to send messages to public.

Outcome of Community Policing intervention prior Unity
The public were very disappointed in police work, since the boy is still missing and circumstances of girl's death are still unclear. After those cases there has been increase of missing minor. One of the reasons could be the so called snowball effect, it was so widely spread in media and social media, that minors who got into fights with their parents, hide themselves at their friend's houses as a revenge against their parents. The Juvenile police are trying to use social media, but at the moment the only ones used are Facebook and VK (Russian version of FB), but these are limited tools.

The Juvenile police believe if there had been an anonymous channel to provide information, there would have been more received about the missing juveniles which may have resulted in a positive outcome.

How could Unity improve this Community Policing Scenario?
The Unity approach needs to enable the police force to engage with wider parts of society, this will improve people's responsibility to help police and take more responsibility for the things that are happening in their own community

How can Unity technology improve this community Policing Scenario?
An app could be developed to enable the public to give information anonymously. Thus helping the Police help find missing persons more quickly. The facility of phone positioning and increase in social media would improve the way Estonia Police can deal with missing persons.

Technology that would work quickly and have a two way communications capability would enable citizens talk to the police anonymously, but citizens could also have the option of giving their name if they wanted feedback/updates.
Another suggestion is of a Newsfeed of police actions giving fresh information to the communities that is constantly renewed.

In the context of the Estonia scenario, the vision of Unity would give an alert about the missing boy via Facebook and Twitter. The Unity app include volunteers who are willing to react when there is someone missing. The Unity app should be an everyday tool/information channel for the public. The app should give feedback to users when missing persons are found and should send thanks to all the people who contributed to search.

Estonian police do not have the resources to put more police on the streets. The Unity app could help to improve this as the police will be visible in social media and it will help to improve relationships between the community and the police. Pictures or map information that could be passed to the Police via smartphones would be a useful function Estonia would like to see enabled.

Stake holders
Different units within the police
Local government
Defence league
Volunteer police officers
Volunteer rescue units (searchers, divers)
Hunters
Stater Forest Management Center
Local people (village communities)
Women's voluntary defence organization
Red Cross

3.4   Munich, Germany

German scenario 3rd pilot event, possible terror attack.

Community Policing Event
On New Year's Eve there are many places in the city where people come together to celebrate the coming year. Two of the party hotspots are the central main station, where also a lot of traffic is going through like trains, subways, tramways, and commuter trains. The other one is close to the Theresienwiese, where you can find a huge camp area on which about 10,000 people come together and celebrate with champagne and fireworks.

Early in the evening information is received about a threat regarding that night in Munich. The information got stronger during the night and it became very precise that an attack comparable with Paris was planned by several people with automatic weapons and maybe in the form of suicide attacks at the central main station and another big train station in Munich, Pasing in the western part of the city. The threat was taken seriously and both train stations were evacuated to secure them.

The challenge in this situation is to get as many police officers as quickly as possible to the sites and to avoid any kind of panic by informing citizens and guests of events by various means. Despite the fact that no attack happened and the threat probably just was a part of a disinformation campaign of Daesh/IS, the panic and a deep feeling of insecurity is still noticeable throughout the population.

Current Processes and procedures
Quick decision making and transferring the information in a short time to members of the public that did not speak German.

All regular and traditional ways to inform the press were used, but in a situation like this, it was very important that police officers talked to people on the streets and tried to answer as many questions as possible. Officers in these areas managed to keep the people calm and organised public transports, taxis and other needed transportation.

Current Technologies and tools
Public relation unit of the police HQ used Facebook and Twitter to communicate with citizens with WhatsApp being used for translations.

Outcome of Community Policing prior Unity
Quick intervention, using social media and news channels for giving out updated information all played a major role in calming people down. Along with the public relation unit of the police HQ using Facebook and Twitter to communicate with citizens. Within minutes, when the first message was spread around in the city, people tried to gain information with their smartphones and many of the main local, national and international news channels referred to the Twitter account of the PR unity as a source of the information. By midnight many people got the information directly from the social media account of the PR unit. The Police managed to maintain calm by differing the ways in which they communicated with citizens. Information is usually given in German however, in this scenario it was also provided in English, French, Turkish, Italian, Croatian, Russian, Greek and other languages for tourists and non-German speaking minorities. That was managed by asking other officers, who spoke those languages, or by asking via SMS or WhatsApp for translations.

The amount of followers on Twitter alone doubled within 24 hours. In most of the party hot spots the celebration continued and the people were not affected by the threat.

How could Unity improve this Community Policing Scenario?
Unity would help the community and LEAs to understand CP. Information exchange would be easier and also trust between the police and community would improve along with an increase in security and safety. Accurate and up to date information would be disseminated into the public quicker and various negative side effects would be avoided as citizens would be aware of the information strategy of the police and the necessary action to take as disseminated by Unity.

Certain places and areas could be evaluated by their security level and risk and citizens could be informed through different means and tools. Unity will help trust building between minority or diverse groups and LEAs. So a further advantage of the project is that accurate information will be judged by these groups as valid and correct. The Unity model will help to create a trustful chain of information between citizens, stakeholders and especially minority or diverse groups and LEAs.

How can Unity technology improve this community Policing Scenario?
The Unity technology would facilitate the communication between LEA's, stakeholders and citizens. Access to information is made easy and resources would be saved. The coordination of stakeholders would be improved and emergency response could be directed and organised faster and in a more efficient manner, along with being able to evaluate responses from the general public. Multilingual information on the Unity technology would improve the acceptance and the validity of the LEA's and the content, especially for minority groups with a different ethnic background. The information would be circulated wider much more quickly, which would be a big advantage in crisis or emergency situations.

Stake holders
PP Munich
Public Transport
City of Munich
Event organisers

3.5   Brussels, Belgium

Belgian scenario 4th pilot event, terrorist threat.

Community Policing Event
Antwerp is Belgium's second biggest city with 516,000 inhabitants, situated in the Northern part of the country, at the south side of the Dutch border. Antwerp has a big harbour with an important petrochemical industry and is the world's leading trading hub for the diamond industry.

Antwerp Local Police is Belgium's biggest Local Police force with 2600 employees in total of whom 2200 are operational staff.

Since May 2014 Belgium has experienced several times when the threat level has been raised. The counter terrorism security measures that had to be put in place are a new setting for the population and police service.

A local artist will be performing in a small size concert hall with maximum capacity of 200 people in the South side of the city in an area with a very diverse population (location A). The concert starts at 20.30. Police are informed about the event but will not be deployed. The organization has a private security company taking care of security and some staff controlling tickets

In the North-East of the city an international artist is performing in a concert hall with capacity of 23000 people (location B). The concerts starts at 20.00 Police and military will deploy at the concert hall to secure the event in cooperation with the event management which also deploys several security guards.

Time line
18:00 police and military staff are informed about the current situation. There is information about a green VW Golf that has been noticed in suspicious circumstances at other mass events over the previous days. The license plate of the car is not known and extra attention is required.

19:14 a military team notices at location B a loitering green VW Golf with 3 people aboard near a main entranceway of the concert hall. They inform the police command post. The driver notices the attention of the military and leave the location at high speed. The last 3 numbers of the license plate are noted by the military and are passed on to the police command post.

19:47 using data from the ANPR system and data from the number plate inscription database at the police command post, a possible match is found for the number plate of the green VW Golf. The police intelligence services are informed and asked for a further analysis.

19:48 at location A, a green VW Golf arrives with 3 people inside the vehicle and park at the other side of the street in front of the access of the concert hall, blocking the entrance of a private driveway. The private security guard sees the vehicle but is not concerned by the presence of the vehicle.

20:00 the police intelligence services have found a link between the number plates and known returned foreign terrorist fighters. All police and military staff are alerted about the vehicle and are asked to stop it. Units are being dispatched to places where events are taking place.

20:05 the vehicle is still parked at location A, items are being passed around in the car, the people inside are putting on winter caps. The security guard notices this, finds this a strange situation but thinks he has too little information to alert police.

20:12 a local police team arrives at location A and notices the wanted car. They check the car and find several firearms, an AK47 and improvised explosives. The 3 men in the car are arrested and detained.

Current Processes and procedures
The local police manages an inventory of places where crowds might be expected and follows up an agenda with upcoming events.

Using a matrix the police will decide which preventive measures will be put in place:

- Protection by police and military staff
- Protection by military staff
- Protection by police staff through a high frequency patrol
- Notification of the police staff about the event without deployment

All deployed military staff work under command of the Local Police for these homeland security operations.

The 3 first models of guarding the venues demand many resources of the government organisation, so they can only be deployed at big events. The high level of security for these places lower the probability of a terrorist attack taking place, but also raise the probability of incidents at the unguarded events.

An important issue for the police and public is the exchange of information. The public need to be informed about elements that might be of interest to private guards and/or event management with regards to information that requires high vigilance.

The police want to be informed as quickly as possible about suspicious situations from the public and want to be able to receive all kinds of information on an easy way. This information has to be able to be transferred as quickly as possible to specialist staff to assess the information and to the intervening staff that need to be informed about the correct information.

The Community has an important role to play when coping with terrorist threats. The public sees and hears a lot of things that are going on but are often hesitate to inform the police about these things. The emergency telephone number for the police is only meant for situations where an immediate police response is required.

Current Technologies and tools
Through the classic media channels and social media, police and the government have spread information about security measures and updates on current situations. The police currently have no means for convenient communication with the public using smart devices or receiving and sending pictures using these modern technologies. ANPR system is used for tracking the vehicle.

Outcome of Community Policing intervention prior to Unity
In this scenario we have a positive outcome through the correct information management by the police, though this outcome was partly a lucky shot. When several events are taking place at the same moment police teams are sent to these locations following a priority order. Luckily location A was on top of the list which was a coincidence because of a low number of simultaneous events. There was no information known to the police service that there was a higher probability of finding the vehicle at location A. If the police had arrived at location A at a later time, it is possible that a terrorist threat may have taken place.

Therefore it is necessary to have more cooperation and information sharing with the public. The Police have a strict legal framework which does not allow them to circulate particular information to the wider public but there are possibilities for information to be circulated to (pre)defined groups.

Following analysis of OCAD the crisis centre of the Belgian federal government raised the threat level for places with a gathering of big crowds.

How could Unity improve this Community Policing Scenario?
Antwerp Local Police has its own 24/7 command and control centre with integrated dispatching. All routine policing is managed from this centre called TCK. Major police operations are also being commanded from TCK when events are taking place.

The use of Unity to provide information to and receive information from the public should be managed by TCK as director. On the police side of Unity TCK and specialists of the police intelligence service will have to be virtually integrated to assess the incoming information. The assessment of the incoming information will be done by TCK in a first phase and in a second phase when more specialist knowledge is needed by the police intelligence services.

No other organisational changes would be needed following our current analysis.

Trust building
By providing the public with validated information which is of great importance for public security it can be expected that the trust of both parties towards each other will grow. The target public will notice the will of the police to interact and see the public as a real and equal partner in their mission to counter terrorism and secure the city.

Information exchange
Unity provides direct means to share and receive information from and to all parties involved. There is currently a real need at the side of the public to be informed. This information exchange improves the security of the public at places of gatherings and provides the police, in real time, with information that can be important as part of the ongoing review of information.

Prevention
The project completely focuses on the preventive side of policing. The power of intelligence is gathering the needed information and distributing it to the correct partners before anything would happen that might be expected by this information.

Accountability
By only giving access to the application to members of the public that are known to the police and with whom there are clear agreements as to what can be expected from the cooperation and what

can't be expected, every partner has a clear accountability. Police especially has an accountability to fulfil regarding the sharing of information.

How can Unity technology improve this community Policing Scenario?
The benefit of Unity will be the ability to share and receive information with and from the public in a controlled and flexible way adapted to the technological possibilities that are currently available to the public.

In the first phase we chose to interact with a specific layer of the public, cfr the security sector to have the opportunity to make good agreements and have a guarantee to receive feedback of these partners. Building this partnership with a defined group of the public gives us the opportunity to share more information and build a better relationship between the police service and the public. Local Police Antwerp is building a tactical/operational platform, called Focus, which will give our police officers an integrated and secure access to different "Apps" on any device (desktop, Tablets or Smatphones). One of the components we build is a messaging app (cfr.: Whats app).

This app gives the users the possibility to send messages and photos to each other. There is also the possibility to define groups. The Unity app should have the possibility to use or connect to this app. There should be at least an API that can connect with our messaging service. Our ICT department can give to full technical specifications when the project starts.

Stake holders
Antwerp local police
Event organizers
Population
Security sector
Local government
Harbour

3.6   Helsinki, Finland

Finnish scenario 5th pilot event, sexual harassment

Community Policing Event
The setting is a large shopping center in Helsinki where young people gather and spend time after school and during the weekends. There are two reception centers located nearby accommodating more than a thousand asylum seekers, the majority of whom are young men aged between 18 and 35. The majority of them are unemployed though most have work permits. Consequently, they have a lot of spare time and spend it outside and in the neighboring shopping center. The shopping center is also a meeting point for some of the local Somali and Iraq communities as well as young people.

The local police have received an increasing number of crime reports concerning aggressive physical sexual harassment in the shopping center and the immediate area during the last few months. The security guards and other security personnel have informed the local community police officer of similar occurrences. They have also noted that some of the girls have voluntarily

joined the large groups that consist of seemingly foreign-born individuals. The police believe that the incidents are underreported due to fear of racism and victims' feelings of guilt.

The police have heard from colleagues around Europe about similar concerns in their respective countries. It isn't just the police and the security guards that have noticed the problem, a local NGO has also reported on minor incidents such as name-calling and other cases of verbal sexual harassment. However, they haven't heard of any aggressive sexual harassment cases. Social workers have not yet encountered this phenomenon unlike youth workers.

Employees at a local youth center for girls are especially worried as some girls (mainly with an immigrant background) have expressed concern about their free movement. They are afraid to go to the shopping center and some have even been banned from going there as parents are worried about their physical integrity and safety. Archaic beliefs about family dishonor brought by the violation of traditional and religious rules, is a significant factor in many communities, and the police are worried about a possible increase in honour related crimes as well as hate speech.

Current Processes and procedures
In larger cases like the one described above, the preventive unit/community police would contact the city officials/the security coordinator who would then contact the right stakeholders via phone or e-mail and organise a meeting. After the initial assembly, the task force would congregate regularly to review the problem-solving process. Beyond that the different stakeholders would work on the problem independently. The main methods of communication are phone, e-mail and meetings. Information sharing with citizens takes place through media, phone and e-mail and the occasional face-to-face meetings with communities and stakeholders. The preventive unit usually contacts communities, NGOs and stakeholders directly and there is little interaction with individual citizens due to lack of resources. However, citizens are free to contact CP officers if they so choose.

Current Technologies and tools
The Helsinki Virtual Police (Net Police) are located in Helsinki Police Department, but its field of operation covers the whole country. Their visible online presence aims at preventing crime, disseminating information and encouraging people to get in touch with the police. However, virtual police officers cannot discuss confidential or private information on social media. Virtual police officers are engaged in various social media platforms, such as Facebook, IRC-Galleria, Hommaforum, Uusi Suomi, Freenode, and Ask.fm. Finnish police try to be active in the social media and so use Blogs, Twitter, Instagram, YouTube, and Snapchat. There are two modes of Virtual Policing in Finland. On the one hand, the Web Police "patrol" the virtual world, participating in conversations, intervening and bringing cases to criminal procedure if necessary. On the other hand, community police use social media as a tool in order to contact different communities.

Outcome of Community Policing intervention prior to Unity
Currently communication between the police, stakeholders and citizens can sometimes be too slow and unfocussed. It might be hard to identify the correct stakeholders, and the citizens only have a limited possibility to take part in the problem solving process. Citizens can contact the police through various social media platforms and devices, but as people and technology are not fully integrated with the problem solving process, there is a risk that citizens' messages won't reach community police and vice versa. Furthermore, citizens cannot necessarily be assured that their concerns are taken seriously by the police. Finally, at present, stakeholders do not always share relevant documents with each other and the general public. There are certainly laws and

regulations that govern which documents can be shared but the rules are often interpreted narrowly and authorities don't want to share their documents in order to be on the safe side.

Possible weaknesses of the current processes and practices are:

- Relevant stakeholders are not necessarily brought together promptly
- Communication and information sharing between stakeholders could be ineffective
- Citizens don't necessarily have incentives and means to participate effectively
- The problem definition is not always specific enough
- There may be uncertainty whether the issues resides in CP "jurisdiction"
- Coordination and division of labor between stakeholders may be unspecified
- All in all the deficiencies will lead to an inability to define the root cause of security problems that put a strain on community wellbeing and livability

How could Unity Policing improve this Community Scenario?

The Unity model would offer a local cooperative problem solving model that works as a platform to resolve complex, multifaceted problems or issues of public safety and security. The platform contains up-to-date contact information for local stakeholders. The Police have noticed the above described security concern in the local area as a result of several individual citizens contacting the police.

First, the police register the issue in the platform using a Unity device (e.g. software, or an app). The issue is considered as a local security threat if at least four of the following criteria are met:

- is limited to a particular neighborhood, area or locality
- produces widely-felt insecurity, or objectively threatens or reduces security
- the cause or reason for a problem is explicitly definable
- is not urgent (i.e. an emergency event or situation)
- is not minor, transient, or restricted to a very limited area or very few individuals
- is not clearly the responsibility of a single stakeholder
- the solution requires measures from more than one agency

The police can then choose relevant partners from the suggested options and send them a short description of the problem (participants can be added or removed later if necessary). Partners may respond by ticking a box for a) No resources/time to respond at the moment, b) They have not yet noticed the issue but are willing to participate, c) They have information and interest in the issue and are willing to cooperate (this option includes a chance to describe their view/position in more detail).

The software or app will open a calendar where partners can choose a time and a location for the first meeting. At the first meeting, the group notices that the issue has different manifestations depending on the parties involved. Therefore the same solution/partners are not appropriate to solve the issue in all contexts. For example, different solutions are necessary when the victim is non-native or part of the mainstream population. Later, the application also offers a chance to choose from different partners based on, for example, type of victim and/or perpetrator (demographic options like age, gender, ethnicity, religion, neighborhood, income level, homelessness, disability etc.).

How can Unity technology improve this community Policing Scenario?

The Unity model and related tools and apps would help the police, stakeholders and citizens by facilitating and expediting communication; it would also save resources, improve co-operation and improve the service by locating the right stakeholders. It would provide a low-threshold service to the citizens and the citizens could be assured that when they contact the police or stakeholders their concerns would be heard. Finally, the Unity platform would gather and store all the relevant documents in one file that can be easily shared with partners engaged in solving a particular local security problem. Document producers can decide which parts of their records can be shared with other stakeholders and the general public.

Up-to-date contact information for local stakeholders;

- Brings relevant local groups together (who have the resources and the right capabilities)
- Improves communication and information sharing between stakeholders
- Activates inventive citizens to contribute to problem solving process
- Helps in defining and narrowing a complex problem according to the impact it has on victims
- Improves coordination and division of labor between stakeholders
- Helps in revealing the root causes for problematic or criminal behavior in the perpetrators (The tool sends reminders to the participants so that they can write a progress update (every month/3 months) and conduct a larger review after a year (has the problem disappeared/changed and will the task continue) socio-demographic explanations and cultural causes)

Stake holders

Authorities and NGOs
Active community leaders/citizens,
Religious communities/leaders,
National and local media,
Sports clubs,
Unions,
Local businesses,
Local political leaders,
Academic researchers and Institutions

3.7   Bradford, UK

Community Policing Event

There are two Eids celebrated in Islam and both follow major acts of worship. The first is Eid al-Fitr which follows Ramadan and the second is Eid al-Adha which follows the Hajj. Both of these holidays include prayer and charity towards the poor, but they are also days of celebration with family and friends.

During the last decade, the area around Great Horton Road in Bradford has become a centre for Eid celebrations with people travelling from as far afield as Birmingham and Manchester. Infrastructure in the local area is poor with a large number of Asian restaurants, fast food outlets and shops, but very limited parking.

These celebrations which each run for a period of three or four evenings and are attended by thousands of people, have been extremely difficult to manage. As there is no event organiser, there has been no liaison with the PSLG, no event insurance and no stewarding. Young people, aged 18 to 25, in hired cars drive up and down through the main area, honking their car horns and causing gridlock.

The area is densely populated and local residents have become extremely unhappy with the noise, congestion, anti-social behaviour, drug dealing / misuse, inconsiderate/dangerous driving and parking that goes on.

By 2014, local residents were so frustrated with the disruption caused by these celebrations and the young people that some were openly discussing setting up vigilante groups to address the issue themselves. Residents felt let down by the police and partners who they felt were not doing enough to tackle these real and significant issues.

This scenario will allow a baseline of how, trust, information exchange, prevention and accountability has improved by the changes in vision and direction of Community Policing.

Current Processes and procedures
In April 2014, as part of the Bradford District New Operating Model the new Bradford West NPT was formed, led by a local Inspector and a local Ward Sargent. The officers met with local residents, businesses and councillors and other partners to listen to their concerns, and gain a thorough understanding of the issues they were facing. Views were mixed, with local businesses keen to see the celebrations continue and grow, whereas local residents wanted to see the celebrations moderated, with a reasonable finishing time and ASB controlled.

Using this information and previous year's incidents as a baseline, officers developed strategy and operational plan to utilise police resources from across the District to provide an appropriate policing presence which ensured visibility, reassurance and increased public safety.

Outcome of Community Policing intervention prior to Unity
A targeted road closure greatly reduced issues caused by anti-social driving, obstruction and excessive noise. The operation relied on a partnership approach, working with local councillors, highways, council wardens, local residents associations, local businesses, Special Constables and Police Community Volunteers.

Local residents were consulted about which roads should be closed, and local councillors and residents patrolled jointly with the Inspector and Sergeant. Volunteers patrolled jointly with local PCs and special constables provided extra visibility. This collaborative approach ensured transparency of Police actions and built trust and support locally, in a difficult to reach community. This multi-agency, partnership policing operation, was led by Inspector Horner and Sgt Moore in collaboration with a partnership team of local people, residents groups, businesses and councillors.

The operation is being continually developed and improved each time as a result of recommendations from local people. A need to change the policing style was recognised and a new approach was developed to meet the need of this emerging situation, weaknesses and gaps in the previous policing tactics were identified and recognition of previous failings were addressed.

Organizational capabilities have been and continue to be reviewed, as is the need for training inputs and exploring new ways to use technology to meet the needs of this community who have high expectations of the police.

Current Technologies and tools
Social media is used to send Newsfeeds and Pictures of the event. Media, like radio is used for raising awareness.

How could Unity improve this Community Policing Scenario?
West Yorkshire police have already sought advice from other British police forces. Unity sharing best practice of Community Policing across the UK would give West Yorkshire other options to trial and implement. Sharing community policing research will improve the knowledge gap and help the force ensure our communities feel safer and supported by the local officers.

How can Unity technology improve this community Policing Scenario?
The Unity model and related tools and apps would help West Yorkshire Police engage in two way communication with stakeholders and citizens. By providing the functionality to share intelligence, information, photos and videos, all parties involved would receive up to date information on emerging threats. Reassurance can also be given, as well as threat warnings ie local flooding. This technology could support the forces resources, improve co-operation and improve services to the public. The Unity technology will empower our citizens.

The Stakeholders
Bradford West NPT
Force Planning Unit
Bradford Council.
Ward Officers
Warden Managers
Highways Department
Residents Association
Local Business represents
Ward Councillors

4   Conclusions

What were the key themes recurring in Community Policing?
The need to provide up to date information and increase engagement with the community.
To establish trust and better working relationships before incidents occur.
To deal with ongoing local problems that usual policing practice is not solving.
Large scale issues, where crowds develop, imped community policing without technology.

Did the scenarios highlight similar gaps in Community policing?
Technology gaps, were highlighted in the scenarios. Some forces do not have the infrastructure in place to support greater Information exchange with stakeholders and communities. Some forces had increased successful outcomes where some form of technology was used as an information platform. Changes in policing style, delivered better policing services.

<u>Can we draw some best practice from the scenarios?</u>
Early indications from the scenarios alone indicate that a lack of resources and technology impede community policing, where resources for greater engagement and technology had been or were present, trust building increased as did information exchange, prevention and accountability.

<u>Do the scenarios proposed cover similar weaknesses or gaps in Community Policing?</u>
Lack of technology and information sharing with citizens and partners, undermines public trust. Two way communication through social media and other technological platforms is missing from most countries' community policing.

<u>What are the current technologies being used in Community Policing?</u>
Apps and social media greatly assist community policing. Media coverage is present, but not always informed by the police.

<u>Do the scenarios tell the country's current position on the Unity objectives of trust building, information exchange, prevention and accountability?</u>
The scenarios provided give a clear picture of the processes in place at present in community policing, the gaps are clear in regards to the technology, and how increased engagement face to face, changes in Policing style, better partnership working, all contribute to trust being built within communities.

Information exchange is inconsistent across the scenarios, with some countries being more advanced, a combined platform that is accessible to all community stake holders would bring the consistency and increase community engagement and empower citizens.

During the project, research will be undertaken in the form of surveys completed by members of the communities. This will assist with the adaptation of the scenarios as and when required, they will also lead the technological requirement, and so the planned scenarios will grow and develop as the research is analysed. The base line of the scenarios highlight the need for increased information exchange, two way communication, accessible technology, but also the need the communities still have to engage with their offices face to face.

Deliverable 7.1 and 7.3 supports the scenarios and the testing of the technology. Using the above and the baseline measure, we will start to understand the short term impacts, design and usage requirements.

Work undertaken in WP2 around Ethical, Legal and community issues, will ensure the journey of the technology and the communities needs are linked together and a synergy is found.

As the scenarios are played out and we receive the results from the stakeholder analysis, the technology will continue to evolve and be influenced by our findings. The scenarios and the stakeholder analysis will provide the starting point of evidencing current community policing, but also the future requirements of community policing. WP4 will capture this with the combined effect architecture framework.