



## ***DELIVERABLE 7.2***

### ***Unity - Scenarios and Pilot Specifications***

#### ***Revision 1***

Due Date: 31<sup>st</sup> September 2016

Date of submission: 31<sup>st</sup> September 2016

Lead Beneficiary of this deliverable: Office of the Police and Crime Commissioner for West Yorkshire – West Yorkshire Police

**Dissemination Level: PU**

Project Title: Unity

Grant Agreement: 653729

Funding Scheme: Research and Innovation action – Safeguarding Secure Society

Duration Time: 36 months

Start date: 01/05/2015



Project funded by the European Commission within the H2020 Framework Programme

# Executive summary

## Introduction

Deliverable 7.2 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 be carried out in months 6 (Zagreb), 11 (Tallinn), 17 (Munich), 21 (Brussels), 26 (Helsinki), 31 (Bradford) depending on the outcomes of the development process.

## Pilot and Scenarios

### Zagreb, Croatia

#### Community Policing Event – Football Fan Violence

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.

### Tallinn, Estonia

#### Community Policing Event – Missing Persons

On 24<sup>th</sup> 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 4<sup>th</sup> December a 14-year girl went missing in one medium size town (minority area). It was also Friday night. The girl's mother contacted the police next day. On 9<sup>th</sup> 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.

The scenario will centre around a 15 year boy, John, who leaves home on a Friday evening after he had a fight with his parents. The boy hitchhikes from Vastse-Kuuste to Tartu bus station, 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 standard methods at first – positioning his phone, web constables are investigating 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 leaving home.

## **Munich, Germany**

### Community Policing Event – Terrorist threat

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.

## **Brussels, Belgium**

### Community Policing Event – Terrorist threat

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.

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.

A military team a loitering green VW Golf with 3 people 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. Using their database at the police command post, a possible match is found, the police intelligence services are informed.

A green VW Golf arrives with 3 people inside, they 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 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.

A local police team 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.

## **Helsinki, Finland**

### Community Policing Event – Sexual Harassment

The setting is a large shopping center in Helsinki where young people gather and spend time after school and during the weekends. The shopping center is also a meeting point for some of the local Somali and Iraq communities as well as young people. 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 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. 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.

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.

## **Bradford UK**

### Community Policing Event – Eid Celebration

There are two Eids celebrated in Islam and both follow major acts of worship. 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.

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. Residents felt let down by the police and partners who they felt were not doing enough to tackle these real and significant issues.

## **Conclusion**

### 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, impeded 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.

#### Can we draw some best practice from the scenarios?

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.

#### Do the scenarios tell the country's current position on the Unity objectives of trust building, information exchange, prevention and accountability?

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. 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.

## Update to Original Submission

### Macedonia

#### **Scenario 1**

In the spring of 2015, a group of 40 migrants has entered Macedonia, they entered the country in an irregular manner and have arrived at the bus station in Gevgelija. They are trying to board a bus going toward the north border. The bus driver (aware of the regulation forbidding the transport and smuggling of migrants, which is a criminal offence treated as an act of organized crime), declines to allow the migrants to board the bus and contacts the police. Panicked by the reaction of the bus driver, the 40 migrants disperse into the darkness of the night and are nowhere to be seen. The police force receives notice of the presence of the group of migrants at the bus station and their panicked reaction.

#### **Scenario 2**

In the middle of the night, a group of about 30 migrants has illegally entered the Macedonian territory close to the southeast border town of Gevgelija and have managed to get to a neighboring village without being noticed by police forces of local inhabitants. As they get loaded in the cargo section of a refrigerator truck by a smuggler, a local storeowner who was finishing a round of re-supply of the store, notices the scene and takes a picture of the event.

#### **Scenario 3**

A group of 20 irregular migrants transiting through Macedonia has been caught by a police patrol unit. Out of the 20 irregular migrants, 15 use their right to apply for an asylum in Macedonia. In the group of people

willing to request asylum, there is a woman traveling with an infant who has stated that there are 2 more underage children of hers that are somewhere in Macedonia but she has no information where exactly they are located at the moment.

She declares to the police officers present, that she and all 3 of her minor children are to be considered applicants for asylum in Macedonia. She provides the officers with the names, ages and photos of her 2 missing children.

## Bulgaria

### **Scenario 1**

The population of the 7th district (the Roma neighbourhood) lives in poverty and the majority of the people are unemployed. Therefore, the population in this neighbourhood belongs to risk crime groups, for years there has been illegal home building and illegal connection to electricity networks and therefore electricity theft. The electricity network provider is the Czech company CEZ, the company often switches off the electricity of illegal users of which leads to protest of the Roma neighbourhood population and serious conflicts between the CEZ representatives and the inhabitants. CEZ may stop providing electricity in the whole area until their employers detect the trespassers and get the delayed electricity bills.

Because of the winter season, low temperatures and inconvenience the Roma representatives called for a Public Protest of the whole population of the neighbourhood in the centre of the town. Via information sharing and proper contacts between citizens and CP the potential dangerous conflict and open fight between Roma and extreme right-wing activist has been prevented. Local Roma NGOs together with the local police organised a meeting, the police managed to come to an understanding with the Roma leaders to prevent their protest.

### **Scenario 2**

An emblematic law-abusing example has been registered in the 7th district of Samokov during local and national elections. The trespasses were mainly linked to organised Roma vote buying in favour of a certain candidate/party at a cost between 10 to 30 euro per vote. Such crime activities are mass phenomenon in the Roma population regions but difficult to detect, hence, difficult to be prevented, they lead to election fraud. A journalist from the local paper published an article which focused the public attention to a well organised political meeting at the Roma neighbourhood, the article hinted that lists with the names of the voters had been carefully prepared and packets with food supplies had been promised. The local Police contacted the journalist and in cooperation with some members of the community and a local NGO arrived at the meeting, reacted on time thus prevented the potential vote buying.

### **Scenario 3**

The Roma population of the 7th district in Samokov live in poverty, in winter they have difficulties with their access to heating. The only alternative for them remains wood burning stoves, however due to high cost of timber/wood for burning there has been illegal market for logs/timber. Illegal logging leads to destruction of forests, loss of biodiversity and soil erosion in the neighbouring areas which are ecologically protected and close to the international ski resort "Borovets". Furthermore, illegal logging is often associated with organized crime.

It has been difficult to identify illegally traded timber. Therefore, a local ecological organisation provided information to the Police department and local Forest council that an organised Roma group has been trading timber at a half the market price, promising the supply within a month. In cooperation with the ecological organisation, representatives of the Forest council and some citizens, the local CP reacted timely and prevented the solid illegal logging in the Region this year.