

## Jaworzno Municipal Office Application Scheme

### The Project Title:

#### JAWORZNO CITY – A SAFE CITY WITH A SHIELD

#### Area covered by the scheme:

Jaworzno is a city with county rights located in the eastern part of the Silesian Voivodship, on the border between the Upper Silesia and the Lesser Poland Regions. The city lies in the Vistula basin and is surrounded by two rivers: White Przemsza River from North and Przemsza River from South-West.



Jaworzno takes up an area of 152,7 km<sup>2</sup> thus belonging to the group of large cities in Poland. It is populated by almost 100,000 people and features untypical settlement structure with large concentrations of urban buildings scattered over vast areas and separated by belts of greenery. Apart from the main city centre situated in the middle of the city, there are a few other centres located at some distance to each other. This gives the city a unique and interesting functional and spatial character. Such a shape of the city is a result of historical processes and administrative changes that took place in 20<sup>th</sup> century that lead to an amalgamation of a few independent counties into a bigger one.



Rys. Hala Widowiskowo - Sportowa

Throughout the centuries Jaworzno City developed at the intersection of important roadways and railways: the national roads 1 (from Gdansk to Cieszyn), 79 (from Warsaw to Bytom), 4 (from Jędrychowice to Korcza) which connects eastern and western borders of Poland with its A4 motorway which connects

Cracow and Katowice, as well as Jaworzno – Szczakowa train station which lies at one of greatest railway junctions in Poland and constitutes an important transhipment centre.



Rys. Zalew „Sosina”

The localization in the close vicinity to A4 motorway allows for a very convenient connection with international airport in Cracow – Balice, and thanks to nearby 79 national road it is easy to get to Katowice-

Pyrzowice international airport as well.

### A need for a change:

The city's most common problems were:

- a) bus shelter vandalising;
- b) devastation of building facades;
- c) thefts and devastation of road and information signs;
- d) theft of road drainage gratings and covers;
- e) devastation of recycling and rubbish bins;
- f) vandalising and theft of housing associations' property (doorknobs, doormats, doors, metal items, light bulbs, water metres)

Aforementioned examples of offences have significant impact on the overall appearance of the city and cause enormous losses to the city budget, housing associations, private and national businesses.

Financial losses suffered by the municipality as of the beginning of the second half of 2003 till the end of 2004 were following:

- |                                                                     |            |
|---------------------------------------------------------------------|------------|
| 1) thefts of road drainage gratings and covers                      | – €17,817; |
| 2) destruction of 7.000 road signs                                  | – €25,659  |
| 3) losses suffered by residential administration                    | – €31,257  |
| 4) Losses caused by thefts of metal elements of heating plant pipes | – €15,370  |
| 5) Only in the year 2004:                                           |            |
| - drainage grating and covers                                       | - €11,270; |
| - road signs                                                        | - €12,600; |

- street rubbish bins - €265;
- recycling bin - €5,405;
- light frames - €270;
- bus shelter repairs - €6,410;
- bridges - €1,282

Overall losses from whole city area **€127,668**

The results of an opinion poll conducted by Pentor Research International in 2004 among Jaworzno City residents regarding safety in the city were satisfying, e.g.:

- **29,1%** of children who attended public schools in Jaworzno encountered violence either on their way to or in school;
  - **60,8%** of residents did not feel safe in all the parts of Jaworzno;
  - **more than 21%** of city residents thought the causes of decreased safety in the city are hooliganism, muggings and assaults.

Although the statistical data showed that serious crimes are not a major problem in the city, many residents believed otherwise due to numerous acts of vandalism, misdemeanour, petty crimes and hooliganism.

Also in the year 2004, the Department of Crisis Management and Civil Protection conducted an opinion poll containing 21 questions regarding safety in the city. The questionnaires, drawn up in cooperation with the City Police Headquarters, were distributed among the parents of the students of all schools in Jaworzno City area (overall 1352 completed questionnaires were returned to the department). The results of the poll were compiled and analysed by members of the Department of Crisis Management and Civil Protection themselves.

Szczakowa District was considered by the respondents to be the most dangerous part of the city, whereas the centre of the city, which is covered by video surveillance system, was considered the safest.

When asked whether they felt safe in their own neighbourhood after nightfall respondents chose mostly “rather yes” and “rather not” answers with majority electing “rather yes”.

Respondents definitely did not feel threatened by a terrorist attack. Most respondents had not fallen victim to any kind of crime for the last 5 years, and those polled who had fallen

victim to a crime had not reported the incident, mostly because: they had felt that the police could not help them or that the offence had not been serious enough.

The most commonly committed crimes in Jaworzno City are: vandalism, petty thefts, assault and battery and hooliganism. According to the residents, it is the police, the municipal guard and local authorities that should be responsible for the civil safety in the city, whereas unemployment, poverty, lenient sentences for criminals are believed to be the major causes of crime.

Solutions which most effectively improve safety are: instalment of street video surveillance system, better lighting on parking lots and housing estates as well as instalment of camera surveillance system on school premises. Most respondents would be willing to take part in meetings with members of the police or the municipal guard department, as well as to offer the police and other institutions their help.

As a result of the aforementioned opinion polls and enormous financial losses incurred by the municipality every year, a need arose to start a city programme that could improve civil safety in the city. This lead to the initiation of the Shield safety programme

## **Project Description**

The Shield programme depends on engagement of all the available people and institutions – not only the local authorities, the police, the prosecutor's office and courts, but also city residents themselves. No form of crime or misdemeanour should be justified, therefore the main principle “zero tolerance for all transgressors” became the foundation of the programme.

The shield in its initial phase concentrated foremost on elimination of the following incidents:

1. disturbance of the peace and public order,
2. bus shelter vandalism;
3. building facades, staircases and lifts vandalism
4. thefts and devastation of information boards and road signs
5. thefts of metal items (drainage gratings, heat plant pipes, elements of bridge constructions, sewage system covers);



6. devastation of rubbish and recycling bins;
7. Destruction and theft of residential buildings property (doorknobs, doormats, doors, metal items, light bulbs, water metres)

Aforementioned examples of offenses have significant impact on the overall appearance of the city and cause enormous losses to the city budget, housing associations, private and national businesses

### **Project goals and principles**

1. **Zero tolerance!** Tolerance for inadequate or reprehensible behaviours and petty offences leads to an increase in the number of serious crimes.
2. **End to impunity!** – Petty offences no one responds to evoke fear in people and impunity in criminals
3. **Activation of policing services** – visible presence of policing services along with swift responses to calls and severe punishments lead to a decrease in the number of crimes and offences
4. **Education first** – education of youths, building social awareness and direct cooperation between various institutions result in overall improvement of residents' safety in the future.
5. **Benefits for the whole city** – devastation and theft of public property have negative impact on the appearance of the city, causes financial losses as well as poses serious hazard to life and health of residents.
6. **Partnership in action** – the basic condition of success is direct cooperation between policing services, institutions, organizations and residents themselves.
7. **For and with residents!** – the programme must win residents' trust in order to be successful
8. **Media support** – The Shield programme needs media support



## **Project implementation**

The program was started with deciding on the objectives. We focused on multitasking for the program to be immediately noticed and become a prominent part of the city landscape.

Main objectives:

- **obtaining support from all project partners** – all public security services (Police, Municipal Guard, Public Prosecutor's Office, State and Volunteer Fire Departments) municipal companies (Water Supply and Sewerage Treatment Company, City Waste Management, Public Transport Company), selected companies located in the city and housing associations were approached to take part in the partnership,
- **coordination of all activities** – systematic cooperation of public services, local authorities and all the program partners,
- **signing an agreement of cooperation by all the partners** – a written agreement was drafted and signed by all the program partners,
- **media coverage** – gaining media coverage by regional television – TVP3, and local newspapers: "Zolty Jez", Tydzien w Jaworznie" and "Dziennik Zachodni",
- **educational and informational campaign aimed at the citizens** – program-related leaflets, advertising posters and stickers were designed and distributed. There were also banners in the city informing and advertising the campaign for safety and a TV advertising spot was aired in regional TV,
- **drafting a hazard map** – "Hazard Map" software helps keep track of all the offences according to the area they were committed in. It provides the functionality to create reports, specify the number of offences, their nature and timing, and pin them to specific streets. The collected data illustrate the level of security within the city perimeter, show the areas where the risk of offence is highest, and make it possible to assess the current situation and send more police patrols to the places where they are more likely to be of help,



- **promoting crime hotlines** – these activities' objective was to remind the citizens that they are also responsible for safety and for the public security services to react, they need to have the information about all offences. The citizens were encouraged to react, use the telephone hotlines and not just simply walk away from the situation they noticed,
- **immediate reaction for theft and vandalism** – one of the objectives involved shortening the safety services' reaction time to a minimum, so that the person calling the offence in would not be left with the impression of indifference and powerlessness of these services. And if they decided to call it in, they should be left with a feeling of a civic duty well performed,
- **strict punishment** – the offender must be aware that they will be strictly punished and not just instructed or admonished,
- **controlling scrap yards and persons delivering scrap metal** – scrap yard owners were notified that in case any metal part of city infrastructure (drains, manhole covers) would be found in their yards and unaccounted for, they should expect very high fines,
- **up-to-date information** on the success rate of the activities under the program – monthly campaign reports together with examples of the persons caught, to warn the future offenders, will be published on the city website.

20,000 leaflets, 5,000 posters and 2,000 stickers about the Shield objectives were printed and distributed in 2005. A logo was designed for the program:

**The program started on 13 April 2005**

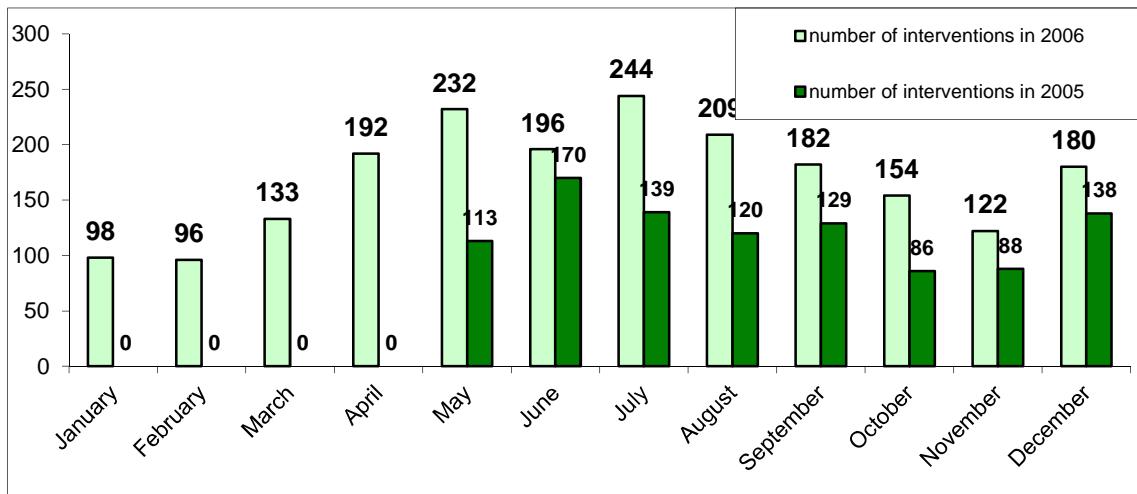


#### **Program implementation in the following years**

The "Hazard Map" was systematically updated in 2005 and 2006 and the results were more satisfactory every month.

For example:

In 2005, 994 notifications were made under the Shield program; a year later there were two thousand notifications. The program was accepted by the citizens, and more and more of them joined its operations.



The chart shows an increase in civic notifications followed by services intervention on a monthly basis. An increase by several dozen per cents can be seen in just one year from the start of the project

We signed partnership agreements with 38 partners all of which attended our cyclic meetings. We closely co-operate with safety services and by the end of 2006, we held about 50 meetings with police and municipal guard representatives concerning our mutual work in the Shield program.

A trained drug dog was bought for the benefit on the municipal guard. The dog is mostly employed for school searches if the need arises. But it also attends preventive meetings with schoolchildren and youths demonstrating its “searching” abilities.

The City Council passed a legislation to finance 15 district constables for 5 years.



There have been extra police patrols paid for by the city authorities since March 2006. These officers were directed mostly to Shield-related incidents, namely acts of vandalism and hooliganism.

A contest was held for the best district constable – 23 constables from Jaworzno competed against each other during everyday service.

City under surveillance – when entering the city people are notified about surveillance system by means of eight information signs. The signs serve as source of information and deterrence. Their goal is to warn potential transgressor that the city is equipped with professional surveillance system and after cross the city border they are no longer anonymous.



Within the "Safe Summer with PZU" programme, conducted by PZU Foundation, the city received fully-equipped life motorboat along with €7 173, which were spent on communication equipment for rescue services. The lifeboat is used mainly at the Sosina Lake for patrolling during the summertime which improves safety of people swimming in the lake.



Shield programme in schools – within the programme a special multimedia presentation was prepared and shown to all children and teenagers attending public schools in Jaworzno City. Also, schoolteachers underwent special training so that they could discuss various issues regarding safety in the city. Representatives of the Department of Crisis Management themselves visited most schools and held presentations about safety in the city. Classes were held in small groups so that each and everyone could voice their fears and worries and ask questions. Within six months 12 455 students from 9 to 17 were trained.

**In the years 2007 and 2008 following initiatives were undertaken:**

Two consulting centres were created in Byczyna and Bory districts, so that the residents could share their problems and observations with their community policeman. This improved communication between the residents and the police department, as earlier residents had had to travel to the City Police Headquarters located in the city centre, which could be a major inconvenience for the elderly.

Municipal surveillance system was modernized as well as 3 new cameras were installed. Overall 39 cameras were used in various districts of the city.





“Be careful – beware of pickpockets” initiative was started as a result of an increase in the number thefts of this kind in the city area. Wishing to address the escalating problem, the local authorities together with the police department initiated a campaign targeted at fighting pickpockets. Posters warning residents against thieves appeared on bus shelters, and in crowded places and bazaars police officers distributed bulletins about the campaign and instructed passers-by how to avoid having their property stolen. Also within the campaign, police

officers without uniforms started travelling on public buses and trains, as well as a didactical film showing acts of vandalism and hooliganism was created and shown in public schools



During 2008 Construction Fair held in the municipal sports and concert venue in Jaworzno, the police department along with the municipal guard department set up a stall where materials about the Shield programme were distributed and officers discussed the issues of safety with city residents. A special post was set up where residents could test their fist aid knowledge and skills. They could practice first aid techniques on a manikin under supervision of qualified municipal guards.



“Older = Safer” campaign – a programme targeted at elderly residents who live alone and may fall victim to cheats, con men and thieves more often than others. The campaign was launched due to ever more disturbing reports that a group of con men targeting the elderly citizens appeared in the city. The City Police Headquarters started receiving reports about taking financial advantage of the elderly and robberies after entering the flats while claiming to be the employees of several municipal institutions. The campaign’s goal was to warn the elderly and advise them on how to avoid the predicament. Leaflets were designed to inform them that there were special hotlines set up for the citizens suspecting they might be targeted by someone with the intention of taking financial advantage of them.

„Safe on the road” campaign – targeting the older kindergarten pupils and aiming at acquainting them with the rules of safe road conduct. Under this project, the officers from traffic services offered their time to talk to the children. After that all city kindergartens were presented with a set of high visibility vests and reflective gadgets.



### **Programme development in 2009 and 2010**

Opening 9 consultation points with district constables available to all citizens from remote districts – farther away from the city centre; mutual police and municipal guard duty hours were started for the citizens to be able to reach out to their district constable with their local problems.

Police cars were subsidized with €4,513.

A standalone system monitoring city entrances and exits was founded – a state of the art solution, allowing to take down the registration numbers of all the cars entering or leaving the city grounds. The system was set up to help the recovery of stolen vehicles and the pursuit of car thieves and other wanted criminals – 32 cameras altogether.

“Safe Bus-stop” initiative – targeting the vandalism and destroying bus-stops. Leaflets entitled: “Be Careful, Think and Predict” and “What to Do in the Situation of Danger” were printed and distributed. .



“I Can Self-Defend” – campaign was addressed to female citizens of the most dangerous districts of Jaworzno. It comprised of learning how to assess the dangerous situations and avoid them, training of self-confidence and behaviour towards the attacker.

This programme was designed to prevent street violence against women, who are especially susceptible to assault and robbery. It taught them the rules and opportunities to safely execute self-defence techniques to avoid the attacker. It was a new initiative in Jaworzno and a very successful one among the inhabitants of the more urban areas.

“Check Yourself and Drive Safely” action informed the citizens about preventing driving under the influence of alcohol. The project’s goal was to help people realize how long the alcohol stays in your system and how dangerous it could be. Moreover, a public breathalyser was purchased and made available day and night in the City Police Headquarters.



“Safe Garden” – a 2010 initiative to protect the recreational points of the city, namely the Family Allotment Gardens. The gardens’ owners complained about the ever more frequent acts of vandalism, breaking in to the cottages and thefts of tools and equipment as well as the harvest. The offenders were getting more and more audacious and the allotments owners asked to be part of the Shield programme. All allotments signed an agreement and officers started operations on their premises.

The programme has been operating for five years and still enjoys unabated popularity. It is constantly being improved and extended to encompass all the new security risks and problems of the city, according to the needs and reports of our citizens. Actions and initiatives are systematically or periodically continued.

### **Plans and intentions**

**Every project to be effective must be flexible and continuously extended by new areas.**

**In 2011 the city plans include:**

- 1) The city paying for police overtime on Friday and Saturday nights. These extra hours were selected based on a hazard map provided by our Security and Crisis Management Department. Working these extra hours will be only the most effective and highly regarded officers in our city with remarkable career history. They will only be dealing with the situations under the Shield project.
- 2) Buying new computer software.

“Hazard Map” is a database of crime risk within the city. This software enables the Crisis Management Department to keep track of all the offences according to the area they were committed in. It provides the functionality to create reports based on the database input and to show all the incidents on the city plan. It helps, in fact, to specify the number of offences, their nature and timing, and pin them to specific streets. The collected data illustrate the level of security within the city perimeter, show the areas where the risk of offence is highest and

the areas where it is lowest, and make it possible to assess the current situation and send more police patrols to the places where they are more likely to be of help.

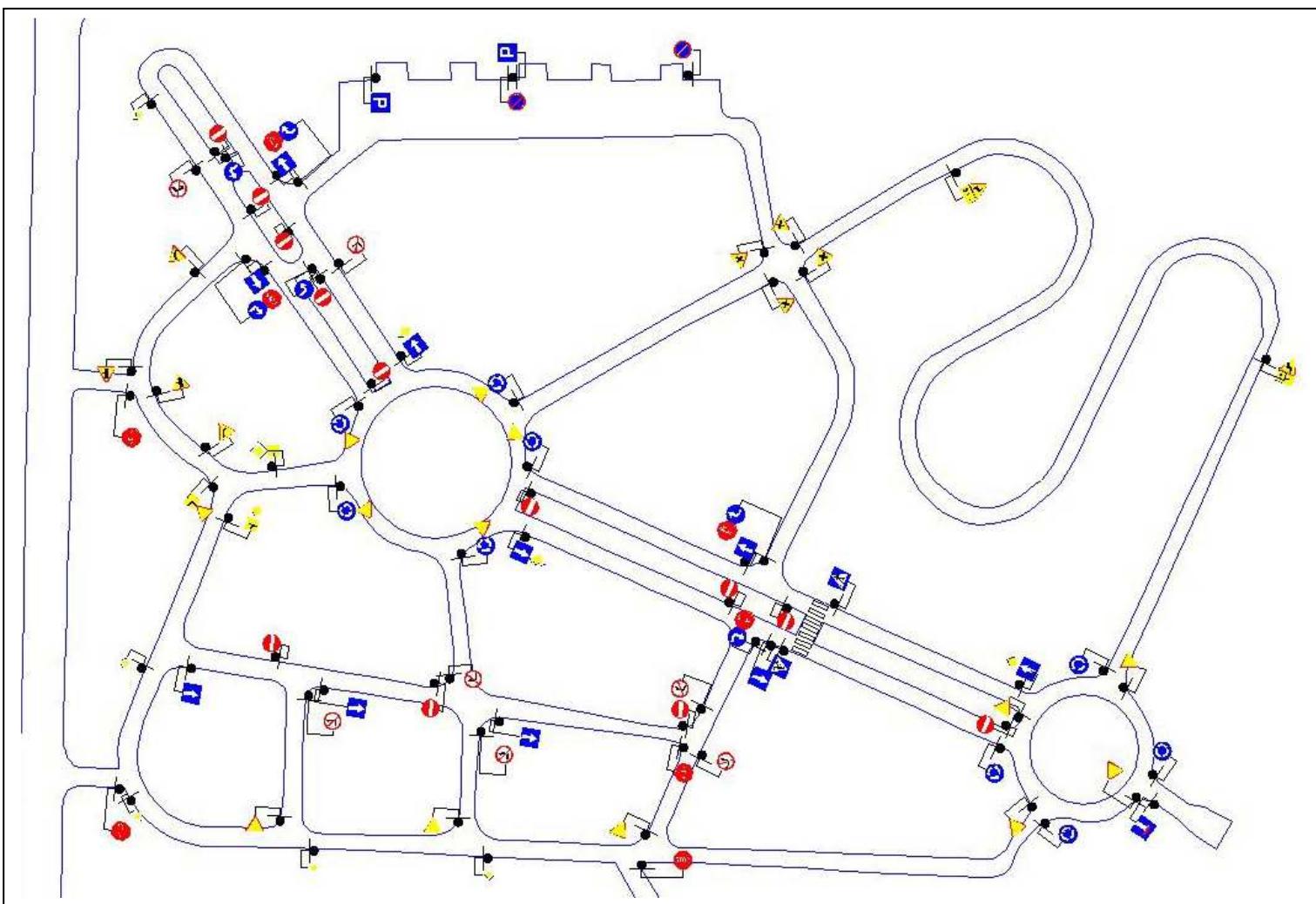
3) Due to a renewed surge in pickpocketing offences in the city, a campaign is planned to counteract these situations and inform our citizens about the risks. There will be promotional materials in local media and on the City Hall's website and undercover police officers will be riding public transport.

4) The project does not leave out the elderly and tries to meet their expectations. That is why we would like to continue our "Older=Safer" project which is targeted at the elderly, especially those living alone, who are often taken advantage of at their own homes.



5) Traffic Town – renovation of the traffic town which used to operate in the Lotników Park in the Osiedle Stale district is planned. Renovating this place will allow children from the entire city to use it since there is no traffic/safety town operating in Jaworzno as of now.

Fig. Traffic town plan



### **Institutions taking part in the project**

According to the agreement they signed, all Shield partners are bound to help all the initiatives under the programme. The following institutions often propose their own ideas which are supported by the city authorities whenever possible. There are 51 partners in the Shield programme as of now.

The most prominent are:

- Jaworzno City Police Headquarters
- Municipal Guard
- Jaworzno City Fire Department
- Boy Scouts regiment in Jaworzno
- Polish Red Cross – Jaworzno branch
- Jaworzno City Culture and Sports Centre
- District Work Office

- Jaworzno City Social Assistance Centre
- Jaworzno City Roads and Bridges Management
- Family Allotment Gardens
- Jaworzno City Water Supply and Sewerage Treatment Company
- Public Transport Company
- "Gornik" Housing Association

## **Monitoring and project impact**

### **Desired effects of the project**

- The Shield project's main objectives are:
  - - making Jaworzno citizens more secure;
  - - making public safety institutions more popular and prestigious;
  - - changing the citizens' attitude towards reacting to offences and wrongdoing.
  
- Police overtime paid by city authorities:
  - increased safety level in Jaworzno;
  - increased feeling of security by the citizens;
  - acts of vandalism and hooliganism, metal infrastructure elements theft and public consumption of alcohol decreased;
  - closer cooperation between City Police Headquarters and local authorities;
  - decreased number of hazards and threats to public safety in the city;
  - less criminal activity and increased rate of criminal detention.

### **2. „Hazard Map”:**

- ability to locate the most dangerous parts of the city;
- proper display of the scale of criminal activity including specific street names;
- delivering reports and graphic analysis.

### **3. "Beware of Pickpockets"**

- increased security of Jaworzno citizens;
- propagating and setting the good example on minimizing the risk of becoming a victim of a crime



### **4. “Older=Safer”**

- increased security of Jaworzno elderly citizens;
- propagating and setting the good example on minimizing the risk of becoming a victim of a crime at your own home.

## 5. Traffic town

- setting the good example of road conduct,
- accustoming children and youths and improving their skills in using the roads as pedestrians, on bicycles and mopeds,
- getting to know the traffic rules and laws concerning pedestrians, bicycle and moped users by children and youths,
- organizing road conduct.

## **Project monitoring methods and reporting**

Every two years there are opinion polls held in Jaworzno by Pentor. Part of these polls is safety related. The latest poll, conducted two years ago shows that over 50 per cent of our citizens are aware of the Shield programme and its objectives.

Another method of measuring the project's success is the statistics both delivered by the police and taken from the Hazard Map, one of the Shield initiatives run by the City Hall, Department of Security and Crisis Management. Yet another fundamental measure is the number of citizens actively participating in prevention programmes.

All new initiatives are periodically assessed during the meetings of the Department of Security and Crisis Management members, police and municipal guard officers during which they share statistical data.

## **Importance of the project realisation in the view of the programme objectives**

“Jaworzno – a safe city with a Shield” programme deals with security on many levels but it is mostly focused on maintaining safety in public and at home.

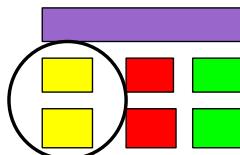
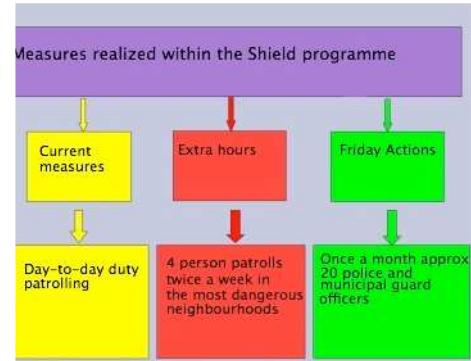
## **Information on the project**

Information on the Shield project can be found on the websites: [www.jaworzno.pl](http://www.jaworzno.pl) and [www.bezpieczenstwo.jaworzno.pl](http://www.bezpieczenstwo.jaworzno.pl)

## Project description

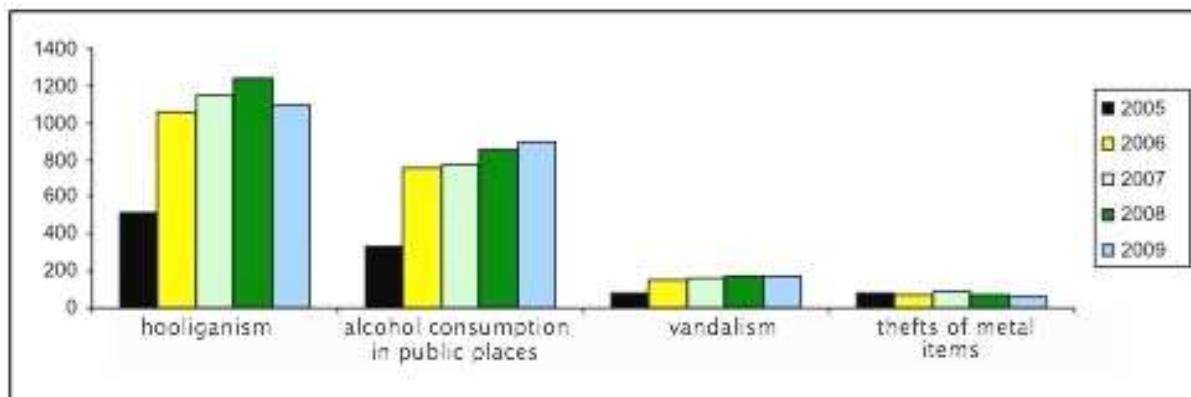
Measures within the Shield programme are divided into groups:

- intervention on day-to-day basis – responding to citizens' call, patrolling;
- Friday actions – organized once a month which each time more than 20 police and municipal guard officers take part in;
- extra hours policemen;
- preventive sub-measures targeted at current threats.



From 13 April 2005 to 31 December 2009 more than 9500 calls were reported within the scope of the programme.

The chart below shows the number of reports during 5 years of programme existence, divided into separate categories:



Statistical data shows that the programme has remained as popular as it was when it was initiated, which results in the number of police interventions. In the year 2009, policing services responded to 2230 cases of petty crime in the city, including:

- 1102 cases of hooliganism;
- 900 cases of illegal alcohol consumption in public places;
- 174 acts of vandalism,
- 57 thefts of metal elements.

The Shield project means wide-ranging activities that make use of various tools and initiatives and unite whole Jaworzno City community in its fight against petty crime. Statistical data shows that this strategy brings in benefits, which is self-evident in citizens' opinions.

### **One page description**

Every two years Pentor Research International conducts an opinion poll. When asked about the issue of safety in the city in 2004, respondents answered: 60,8% did not feel safe in all the districts of the city, 21% found the cause of decreased safety to be hooliganism, muggings and assaults, and 29% of children attending schools encountered violence on their way to or in school.

In 2006, 52% of those polled claimed that the implementation of Shield programme had had an influence on the safety in the city and pointed only at 3 districts where they did not feel safe.

In 2008 (that is 3 years after the start of the programme) 75% of those polled had a positive opinion about the safety level in the city. Respondents, when asked what the major problem concerning the issue of safety was, pointed at hooliganism and vandalism. It is also important to emphasize that one forth of those polled did not see any problem at all. 50% of respondents believed that Shield programme improved safety in the city.

In the year 2009, on the other hand, professor Janusz Czapinski presented in his "Social Diagnosis" the real image of safety level in the city. In a series of polls residents of 36 largest cities in Poland were asked about the quality of their lives. Silesian Voivodship ranked sixth as regards the overall quality of life in Poland and Jaworzno City was the safest city in its region.

In the data compiled by the police department Jaworzno was found to be a city with lowest risk of car theft in the region. This year only 7 such thefts were reported. In neighbouring cities the number of car thefts is considerably higher: for example in Sosnowiec City – 200 thefts, and in Mysłowice City - 44

Thanks to Shield programme the residents of Jaworzno feel safer, there has also been an increase in residents' awareness and willingness to cooperate with the police. Petty crime detection rate and the number of crimes detected by surveillance system are also reported to

have increased. Local authorities and policing services cooperate seamlessly with each other on a day-to-day basis.

**Therefore with all the certainty one could ascertain that Shield programme has been necessary; it has met its objectives and made its contribution to the improvement of overall safety in the city as well as the quality of the Jaworzno residents' lives, which they do not fail to overlook.**