



European Crime Prevention Award (ECPA)

Annex I

Please answer the following questions in English language.

1. Is this your country's ECPA entry or is it an additional project. (Only one ECPA entry per country plus up two other projects)

ECPA entry

2. What is the title of the project?

proNACHBAR (pro neighbours): „To look closely and not to look the other way!”
(established 2007)

<http://www.pronachbar.at>

3. Please give a short general description of the project.

[proNACHBAR](#)

This is a collaborative partnership between the law enforcement agency, community members and groups, nonprofit providers and the individuals and organizations to serve to develop solutions to problems and increase trust in police. Project description:

This is a collaborative partnership between the law enforcement agency, community members and groups, non profit providers and the individuals and organizations to

serve to develop solutions to problems and increase trust in police. The alignment of organizational management, structure, personnel, and information systems to support community partnerships and proactive problem-solving together with

Safety in the district through:

➤ **Information**

- ✓ E-Mail registered citizens
- ✓ Media
- ✓ Warning by Crime Prevention Department
- ✓ Criminal Police Advisory Service

➤ **Prevention**

- ✓ Safety measures against burglary
- ✓ Prevention focusing on vehicle crime
- ✓ Rule of conduct focusing on pickpocketing, cashpoint fraud, email fraud
- ✓ Visible marking as “safe controlled” area / district

➤ **Communication**

- ✓ e-mail warnings
- ✓ media reports
- ✓ online information
- ✓ Neighbour Contacts
- ✓ Clear arrangements between police, district and neighbours in case of emergencies (changing telephone numbers, information to the police about irregular perceptions)
- ✓ proNACHBAR Symbol Sticker (building, car, fences)

4. Please describe the objective(s) of the project?

In view of recent crime trends, crime prevention by law enforcement currently focuses on the prevention of property offenses. The goal is to draw the public's attention to ways and means to prevent falling victim to a crime. The prevention activities chiefly concern

- Burglaries into vehicles, homes, shops, companies and banks

- Robberies:
 - ✓ Banks, supermarkets
 - ✓ Street robbery, especially around ATMs/banks
- Pickpocketing/theft by trickery

Cooperation partners in this connection are the insurance associations, the Chamber of Economics and the Austrian Safety Council.

The project was evaluated in 2009 by surveys in relation to the guidelines set out in the relevant activity/programme.

5. How was the project implemented?

Project Start date: **2007**

Is project still running?: **Yes**

Date of last review: **May 2009**

proNACHBAR was founded by Karl Brunnbauer, a concerned citizen in cooperation with the Vienna Police. The idea was to provide real-time information about criminal activities in the neighbourhood via e-mail and the internet. An online-platform was hence created and citizens could register to receive the notifications. The service is free of charge. The project is driven by volunteers who dedicate a good part of their spare time into making their neighbourhoods a safer place.

- A service by citizens for citizens
- voluntary commitment and work
- more than 5000 members (=registered members) nationwide
- high level of interaction by the members (mails, local meetings, networking and informational events, social events in the neighbourhood)
- public forum on the internet

6. Were partners involved in planning and/or development and/or implementation of the project? If so, who were they, and what were their roles?

Vienna police
non-profit organizations
commercial partners

7. How did you build in plans to measure the performance of the project? Has the project been evaluated? How, and by whom?

Mag. Herwig Lenz - Bundeskriminalamt Büro 1.6 – Kriminalprävention und Opferhilfe



Ergebnisse2007-2009.doc



Ergebnisse.ppt

Summary

(partially translated)

In 2007, a survey was conducted in cooperation with proNACHBAR at households that had been burgled. The participating households were located in two districts of Vienna, the 13th and the 17th district. The objective of the study was to identify measures for preventing crime and at the same time encouraging involvement of the citizens and improving the dissemination of communication from the Police. Subsequent to the survey, prevention measures were intensified, most notably in the 13th district of Vienna. proNACHBAR was the enabler for the project.

In order to evaluate the effectiveness of the measures and to identify causes of changes, another survey was conducted in 2009. The objective was to find out whether the preventive measures taken in the two districts were showing an impact. In summary, the findings were as follows:

- The degree in which the citizens in both districts felt unsafe decreased in both

districts between 2007 and 2009.

- The participants of the survey did not have the notion that “everything is negative”:
 - o The sense of integration/belonging with the neighbourhood increased in both districts
 - o The sense of living in a sophisticated area increased as well.
 - o Both neighbourhoods were considered cleaner than before.
- The sense of being scared went up considerably in the 17th district, whereas it decreased in the 13th district.
- The following findings emerged with the regard to the risk of „being victimised“:
 - o The sense of risk of being a victim of a theft (mobile phone, money) increased in the 17th district but decreased in the 13th district. .
 - o The sense of risk with regard to being a victim of a burglary went up considerably in the 17th district but decreased slightly in the 13th district.
 - o The sense of risk of being mugged remained the same in the 17th district but decreased in the 13th district.

The results regarding proNACHBAR indicate that the project is effective and accepted. Whereas the awareness was considerably lower in the 17th district (17% vs. 58 % in the 13th district), 18% of the participants in the 17th district and 39% in the 13th district responded that proNACHBAR influenced them in their decisions regarding safety measures.

8. What were the results? How far were the objectives of the project achieved?

Crime rate down in Speising (initial pilot area)

result of representative survey 2011 amongst registered members: more than 15% of respondents valued the information provided by proNACHBAR and wanted to continue to receive it

see point 12

9. Give a concrete description of the implementation of the project and the references.

A service by citizens for citizens

voluntary commitment and work

more than 6000 members (= registered members) nationwide

high level of interaction by the members (mails, local meetings, networking and informational events, social events in the neighbourhood)

public forum on the internet

10. Are there reports or documents available on the project? In print or on the Web?

Please, give references to the most relevant ones.

www.pronachbar.at

11. How is the project funded? Has a cost-benefit analysis been carried out? If so, how?

What were the findings? Please provide supporting information.

Funded by commercial partners

12. Please, write a *one page* description of the project:

Success stories:

- awareness for personal security measures has been raised considerably in the Austrian population → 500+ media clippings mentioning proNACHBAR



- long-term cooperation with home-owners community
- international success → information provided by proNACHBAR community led to arrest of con man in Germany
- prevention of further victims of “drain” trickery through real-time warning
- carpet trickery
- windows drill burglar
- and so on