

European Crime Prevention Award (ECPA)

Annex I

Approved by the EUCPN Management Board in 2018

Please complete the template in English in compliance with the ECPA criteria contained in the Rules and procedures for awarding and presenting the European Crime Prevention Award (Par.2 §3).

General information

1. Please specify your country.

France

2. Is this your country's ECPA entry or an additional project?

Entry

3. What is the title of the project?

The territorial contact brigade (TBC) (part of the French neighbourhood policing initiative (*police de sécurité au quotidien – PSQ*))

4. Who is responsible for the project? Contact details.

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5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

01/02/2017 - Yes

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

<https://www.interieur.gouv.fr/Archives/Archives-des-actualites/2017-Actualites/Gendarmerie-lancement-de-l-experimentation-des-Brigades-territoriales-de-contact>

<https://www.gendcom.gendarmerie.interieur.gouv.fr/Dossiers/Projets-d-avenir-pour-la-gendarmerie/Brigade-de-contact-au-caeur-des-territoires-et-des-populations>

http://www.global-local-forum.com/pages.asp?ref_page=13801

7. Please give a **one page** description of the project (**Max. 600 words**)

Contact with the local population and elected officials, the surveillance of territory and the gathering of intelligence constitute the priority missions of the Territorial Contact Brigade (TBC), on a well identified territory

It is a question of transforming small local units, sometimes located in landlocked territories, whose judicial activity is often very limited and which cannot assume a continuous presence alone without being relieved of certain tasks.

Thus, the TBC acts within the framework of an "operational contract" which refocuses their action on contact missions with citizens and elected representatives, crime-prevention and monitoring, intelligence gathering and simple administrative police and judicial missions.

Outward-looking, TBC services are designed to adapt to the rhythm of life of the local population, including its mobility, and local activity to best meet the needs of the population and increase the visibility of the gendarmerie. As such, the use of tablet PCs and smartphones (Neogend project) favours exchanges with citizen by increasing the mobility of gendarmes, equipping them with the tools they need.

The TBC organizes its service from an operational contract, the cornerstone to define its operation: a territory, missions, an organization.

Developed by the company commander in direct contact with the unit commander, this contract is based on a detailed analysis of the local context to delineate the mission framework. It protects the missions of prevention while ensuring a continuity of public service in the district. It accordingly organizes the support and reinforcement of the BTC by the other units of the company.

This operational contract specifies the general framework of the trial and the new distribution of the missions between the units, in order to clarify the responsibilities and the roles of the different actors.

Given its limited staffing and the priority objectives assigned to it, the TBC can achieve its objectives only through the complementarity of unit services and the full exercise of the principle of subsidiarity, in the context of strong coordination among different units contributing to the exercise of the missions of the gendarmerie (including the company level and the RoE by the emergency call centre).

As part of the trial, the BTC was defined as a full-function unit and therefore enjoys real management autonomy, in particular by granting a unit code giving it freedom of action in the field. employment of "business" tools. This provision also provides a "reporting" adapted to measure all the effects of the initiative.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or the reduction of crime or the fear of crime? Does it focus on raising citizens' awareness or does it apply other mechanisms? (**Max. 200 words**)

It is a trial promoting a new approach to the action of the gendarmerie, based on contact and closer ties with local residents. In particular, it must prevent the risk of creating "security deserts" where a sense of abandonment or defiance of State authority may develop. This is to maximize the presence on the ground and build closer contacts with the population.

Since the territorial contact brigade is active only on the frontline, the missions entrusted to it are:

- contact with the local population and elected officials, the heart of the concept and its first vocation;
- crime prevention, based on a strong presence and visibility;
- research and gathering intelligence, judicial and administrative.

II. The project shall have been evaluated and have achieved most or all of its objectives.¹

9. What were the reasons for setting up the project? Was this context analysed before the project was initiated and in what way (How, and by whom? Which data were used?)? In what way did this analysis inform the set-up of the project? (**Max. 150 words**)

This approach was implemented following a major sociological study by a specialist in security issues. He noted a strong need for security and proximity at a time when the gendarmerie, monopolized by its action against terrorism, illegal immigration and radicalization was more distant from the population. It was therefore necessary to reinvent our service and operate trials to establish a "new proximity" through contact to improve the feeling of security. This had to be done at a low cost. Hence the idea of transforming traditional brigades into territorial contact brigades.

10. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

A TERRITORIAL CONTACT BRIGADE WITH CLEARLY IDENTIFIED OBJECTIVES

The approach of territorial re-appropriation and the development of contacts with the population are at the heart of the concept of the TBC, with for its first aim,

¹ For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): <http://www.eucpn.org/library/results.asp?category=32&pubdate>

the reinforcement of the visibility of the action of the gendarmerie.

1/ The re-appropriation of territory by the gendarmes

- The densification of the external presence
- Adaptation of the modes of action
- The use of digital tools
- a redefinition of the missions of the units by the company

2/ Contact with local stakeholders

- a service oriented primarily to the outside
- closer proximity to people and elected representatives
- development of partnerships responding to local concerns

3/ The visibility of the action of the gendarmerie

- through a presence in the entire area of responsibility
- by action in uniform in selected time slots
- by a communication adapted to security issues

11. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what were the main results? Which indicators were used to measure the process? Did you make changes accordingly? (**max. 300 words**) - for more information on process evaluation, see *EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A*

Feedback from the frontline and from both elected officials and the population, has been extremely favourable. The consultation conducted with the association of the mayors of France has also highlighted the high expectations of elected officials for the need for proximity and visibility.

This is why future versions of the "contact function" of the neighbourhood police (PSQ) are inspired by the TBC and include the establishment of a gendarmerie correspondent, regardless of his rank, for each mayor as well as the organization, at company level, of a biannual meeting with elected officials, to report on the activity of the gendarmerie, to discuss the actions undertaken and their expectations in terms of security.

There is a process of internal evaluation carried out on several topics. This entails a qualitative level by measuring the satisfaction of elected officials and the population. The quantitative level assesses external patrols and the production of intelligence action. And a consultation with the gendarmes mobilized on this mission in addition to community meetings to measure the benefits perceived by local residents.

12. Has there been an outcome or impact evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method were used and what were the main results? Which indicators were used to measure the impact? (**Max. 300 words**) - *for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A*

Yes, impact measures were carried out at the same time by the service of the gendarmerie in charge of the activity (statistical approach), by the service in charge of the inspection of the services (quality of the reception of the public) but also by citizen evaluations (self-evaluation, satisfaction questionnaire, consultation of elected representatives, citizen meetings). Internally, at the level of the central administration, on a functional level, human and financial resources, feedback was organized.

III. The project shall, as far as possible, be innovative, involving new methods or new approaches.

13. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

The project is innovative because it steps away from the traditional, highly structured and territorial organization of the gendarmerie by moving from the versatile unit to a unit with functional competence, contact, in an experimental mode. Initiation, risk-taking, the right to make mistakes and mission prioritization are all encouraged.

Scalable, the operational contract remains the cornerstone of the TCB. It allows to precisely define its operation and the new distribution of missions between the units of the departmental gendarmerie company. Whatever the level of piloting, it has always been the result of an iterative and largely participatory process of reflection, involving all the actors concerned, from the departmental unit commander to the brigade and military commanders concerned, as well as the chain of consultation. The use of a "box of ideas" messaging could also foster the introduction and sharing of new proposals.

IV. The project shall be based on cooperation between partners, where possible.

14. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

The goal is to build closer ties to the local population.

The service is oriented primarily to outside duties.

Priority is given to operations on the ground. The gendarme is destined to go to meet citizens and not to welcome them to the premises of the unit. Where appropriate, the establishment of reception points (town hall, post office) is

possible, while ensuring and encouraging initiatives based on the mobility of officers.

Gendarmes must invest heavily to diversify contacts, better identify and adapt to the needs and expectations of the population. They must focus on creating lasting trust with elected officials and all categories of the local population by building networks (agricultural world, families, businesses, self-employed people etc.).

The development of these partnerships must meet local concerns.

An important part of the exchanges with local correspondents can be devoted to the coordination of prevention mechanisms (farmers' conventions, neighbourhood security, etc.).

V. The project shall be capable of replication in other Member States.

15. How and by whom is the project funded? (**Max. 150 words**)

This project was decided by the director of the national gendarmerie in February 2017. Proposed to the Minister of the Interior who authorized this choice, it was tested until October 2017. Nearly 30 TBCs were tested in 24 different departments, with both rural and peri-urban configurations. 8 TBCs were abandoned at the end of this first phase. Since then, an additional 22 have been put in place. Today there are 44 TBCs in service (including 3 in finalization).

16. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

The cost of setting up a territorial contact brigade (TBC) with 4 gendarmes is small because it is essentially an already existing unit transformation. There is therefore no cost in additional staff or armament. Only the digital accompaniment is essential (2,200 euros), the accompaniment in automotive vector of renovated mobility (15,000 euros) and the installation of communication tools (200 euros). This gives an approximate total of 17,400 euros.

17. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

Not surprisingly, the success of a TBC depends primarily on the commitment and motivation of its members and the role played by the leader. However, the main stumbling point is a widespread feeling of unfairness in the units. More than the workload itself, it is the difference in treatment between gendarmes that creates resentment, especially among the ranks.

Elected representatives and the population of the municipalities concerned are very much in favour of the new system, despite some reasons for dissatisfaction,

notably with regard to the restriction of niche markets or longer response times. In addition to strengthening the climate of trust and the feeling of security, the increased and visible presence of law enforcement officers improves the image of the Institution. Responsible and appreciative of the flexibility and autonomy given, BTC gendarmes are happy to take an interest in their territory and its inhabitants, creating with them a relationship of trust that facilitates the gathering of information.

18. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

Best practices have been identified as well as some success factors. These include:

- prior mobilization of elected officials and the implementation of communication actions for them;
- Choices of territories with a stake in the feeling of security (urban tensions / security "deserts")
- the choice of volunteer and experienced gendarmes for these missions;
- a strong digital accompaniment
- a gradual but mediatised transformation;
- support by reservist gendarmes (national guard) to accompany the transformation in flexibility;
- clear and organized instructions regarding intervention (who does what?) and judicial investigations (level of elementary involvement).

19. How is the project relevant for other Member States? Please explain the European dimension of your project.

It is a simple project and at low cost. It puts the citizen at the heart of security concerns by making a tailor-made territorial response to address specific local features and conditions. It is about producing security through contact, in a new proximity-based approach while integrating security of mobility. It is a project accompanied by a strong digital transformation. It is therefore a project at the heart of the challenges of the European community policing strategy.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

The territorial contact brigade is part of the daily security police. Its purpose is to strengthen the link between the gendarmerie, the population and elected officials in the monitored sector. This device is innovative in the sense that the

gendarmerie has decided to dedicate staff to ensure this mission of full-time contact in their constituency. The personnel dedicated to this mission are permanently on the ground, thus favouring the exchanges and the actions of the gendarmes when the situations require it. This transformation adapted to the needs, responding to the expectations and specificities of a territory is appreciated by the population and elected officials. Supported by a strong digital project, the project NEOGEND that allows digital support in the field, it also promotes the recovery of the response and "weak signals" while contributing to the improvement of "feeling of security". It is one of the structuring projects of the constant adaptation of the gendarmerie, guaranteeing a quality public service in a complex security context and real budgetary tensions.