



European Crime Prevention Award (ECPA)

Please answer the following questions in English.

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

This is the ECPA entry from DENMARK

2. What is the title of the project?

'Your Police Officer'

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

The project is a working method that brings the local police closer to the local community and vice-versa. The intention is to make the local police more visible and accessible to citizen, tradespeople and local partners such as the local authority and housing companies. In practice it works by having the individual local police officers patrol a relatively limited geographic area. Their job is to create, expand and take part in all relevant local networks. The aim is to increase community safety by enabling people to observe a local police officer at work, a police officer they know and who knows them. On the one hand, local police officers should be able to adopt a pragmatic, dialogue-based approach to their work while, on the other hand, be able to enforce laws and rules as a respected figure of authority. Officers in the 'Your Police Officer' project operate primarily in their sectors on foot or by cycle, the most efficient methods of transport for covering the area and engaging in ongoing dialogue with those around them.

The basic idea of 'Your Police Officer' is that the local police should be close to the people they serve and vice versa. Familiarity between people creates a basis for trust and a desire to become part of the confidence-building interaction vital to creating security and safety in the areas where people live and move. The police cannot do their work without the help of local citizens, and local citizens cannot get on with their work without the police. Consequently, networks – both formal and informal – are an important project

element: formal meetings in tenants' associations, with tradespeople and in clubs, and informal talks with people on the street. The 'Your Police Officer' approach should offer advice and guidance for dealing with the numerous ordinary conflicts that must be stopped before they start and should not result in a formal police statement.

The local police station of Nørrebro (Copenhagen) has used 'Your Police Officer' as a structured working practice since June 2009. The need for closer contact and cohesion between citizens and police has grown in step with social developments in Copenhagen, as seen in the identification of disadvantaged residential areas, the emergence of gangs and gang conflicts as well as intermittent flare-ups of unrest and crime in certain areas, all of which make people feel unsafe.

'Your Police Officer' is an important element of the SSP collaboration (Schools, Social Services and Police). If maladjusted youth or gangs have started causing trouble or there is a risk they may do so, or if a certain geographic area is experiencing unrest, a systematic emergency plan can be put into operation (at an hour's notice) and action plans drawn up. In such situations officers working with the project play a vital role thanks to their specific local affiliation.

The following are suggested specific target groups (the list is not exhaustive):

- Children and young adults
- Residents of disadvantaged residential areas
- Gang-related individuals
- Tradespeople
- Clubs and associations
- Road-users
- Housing associations and co-operative housing societies
- House owners' associations
- Homeless people

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

The aim of the project is to increase the safety among citizens`, tradespeople and external partners, etc, in the police station district.

The target is :

- To carry out visible and confidence-building (safety) police measures in the designated sector
- To develop and carry out proactive police initiatives in co-operation with the other local police departments (special teams, DKA (the Crime Prevention Division) and first-line case supervisors)

- To engage in dialogue with individuals and groups within the designated sector, advising and involving the community in initiatives that enhance local safety and security
- To identify, build and become part of all relevant networks within the sector, thus strengthening cohesion and underpinning the ability and will to work collectively for safety and security in the sector
- To plan, perform and play a role in targeted initiatives, for instance, in co-operation with the Burglary Group, the Gang Division and the Traffic Division, etc.
- To assist in solving urgent problems together with internal and external partners.

5. How was the project implemented?

The project was run as a pilot in a limited area from 2009-2011. It generated distinctly positive feedback and, following an internal evaluation, a principle decision was subsequently made to introduce the method as part of a major organisational change throughout Copenhagen, starting in September 2011.

Under the Copenhagen Police, Bellahøj station (covering an area with a population of approx. 380,000 residents) has currently fully implemented the model.

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

Internal partners were involved in implementing the project, especially the OPA centre (Operative Planning and Analysis). An OPA analysis was used to carefully determine the size of the sectors and how to delimit them. The considerations taken into account in this connection included crime status, particularly disadvantaged residential areas, population figures and infrastructure.

Copenhagen City joined a collaborative competency development and communication initiative for 'Your Police Officer', taking part in a joint three-day project for the police officers involved (local police) and promoting the model through leaflets, posters, flyers, etc.

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

Copenhagen City prepares an annual safety index, measuring and publishing safety trends in various Copenhagen areas. The index is the result of a crime analysis conducted in selected case areas and a questionnaire survey of approx. 8,000 Copenhagen citizens. 'Your Police Officer' uses the index partly to assess the need for initiatives in sectors and areas and partly to monitor the development of measures taken to enhance local community safety develop. Although the index results are obviously affected by various parameters other than police work, it is nonetheless one of the tools used to measure the effect of the 'Your Police Officer' project, with the before mentioned reservations.

The Operative Planning and Analysis centre of Copenhagen Police prepares a quarterly threat assessment for a number of particularly disadvantaged residential areas. Based on a crime analysis, population figures and gang-related incidents, the assessment is used to underpin the substance of 'Your Police Officer'.

The sectors in the area are divided into grids. 'Your Police Officer' can collect data from these grids at any time to gain an overview of the types, scenes and times of crimes as well as crime methods. 'Your Police Officer' can then adapt its efforts accordingly, including by involving internal supportive police actions and/or residents, tradespeople and local partners.

The HR department at Bellahøj station evaluated the pilot project internally in June 2009. It based the evaluation on focus group interviews of executive staff and employees, and the conclusions were incorporated into the 2011 implementation process.

8. What were the results? To what extent were the objectives of the project achieved?

The project objective was to increase the safety of local citizens and forge closer contact with them. The Copenhagen City safety index is a particular indicator for determining the level at which citizens' sense of safety is rising or falling. However, the result is influenced by many factors over and above local police efforts, which is why the index can be used as a guideline only, as mentioned earlier.

The safety index shows the urgent need for safety promotion measures in the area. The five response categories are minimal, reduced, ordinary, intensified and a strong need for action. The safety index is measured in 12 districts in Copenhagen.

As an example of this is the Safety Index of Nørrebro, a district in Copenhagen who have worked since 2009 with 'Your Police Officer'. The Safety Index in 2012 shows that the citizens' sense of safety has risen and the result in the index have changed from a strong need for action to intensified. Link from the safety index in Nørrebro (Copenhagen):

<http://www.kk.dk/sitecore/content/Subsites/tryghedsindeks/SubsiteFrontpage/B ydele/Noerrebro.aspx>

The establishment of a national Danish safety index under the auspices of the police is currently being considered. Such an index is expected to reflect more efficiently and far more precisely the impact of police measures to increase safety. A valid study would require questioning citizens' about the effect of police efforts, particularly their knowledge of and interaction with 'Your Police Officer'.

It should be noted that the feedback on 'Your Police Officer' from local residents, tradespeople and external partners, etc, has been highly positive.

A specific example which show the effect of 'Your Police Officer' is the collaboration between 'Your Police Officer', Copenhagen City, Partnerskab Tingbjerg (a partnership between police, local authority and residential area) and the Crime Prevention Division (DKA) of the Copenhagen Police. Together, the partners carried out a targeted initiative to prevent domestic break-ins in two geographic areas (Brønshøj Husum og Tingbjerg) in December 2011. The spur was the disproportionately high number of burglaries occurring in the areas for several years before. The initiative took the form of an information campaign in which leaflets were distributed at street meetings, posters displayed, articles published in the local press, information put up on websites and materials distributed to all households. The result was an approx. 56% drop in burglaries in the district Tingbjerg and an approx. 20% drop in the district Brønshøj Husum in 2011 compared with the same period in 2010. Other parameters contributing to the decline included a general decrease in burglary crime in Copenhagen, although not to the same extent as in the two areas mentioned, where the campaign got much of the credit for the excellent outcome. (reference: *The Police of Copenhagen, Bellahøj Police and Copenhagen City*)

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

- On the basis of analysis, the area was divided into 21 sectors with at least two local police officers in each
- Competency development and network building were implemented in

collaboration with Copenhagen City

- A communication plan providing information internally and publicly was launched in collaboration with Copenhagen City. The initiative included preparing leaflets and posters for distributing and displaying in the district. A menu point was also designed for the Copenhagen Police website where users can click on sectors in the area via Google maps and find contact details about 'Your Police Officer'. Link from the Copenhagen Police website (in Danish):
<http://www.politi.dk/Koebenhavn/da/omos/projekter/>.
Click on 'Din betjent' and then Bellahøj.
- The three local police stations in the district were adapted to provide office facilities for 'Your Police Officer'.
- Centre for a Safe City is the reference point for the partnership with Copenhagen City and also acts as the secretariat.
Link from the Safe City and Your Police Officer website:
<http://www.kk.dk/sitecore/content/Subsites/SikkerBy/SubsiteFrontpage/DinBetjent.aspx>

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

Please give references to the most relevant.

- 'Your Police Officer' handbook in Danish and English (enclosed)
- Leaflet about 'Your Police Officer' (print and electronic)
- Link from the Copenhagen Police website (in Danish):
<http://www.politi.dk/Koebenhavn/da/omos/projekter/>.
Click on 'Din betjent' and then Bellahøj.
- Link from the Safe City and Your Police Officer website:
<http://www.kk.dk/sitecore/content/Subsites/SikkerBy/SubsiteFrontpage/DinBetjent.aspx>
- Link from the safety index in Nørrebro (Copenhagen):
<http://www.kk.dk/sitecore/content/Subsites/tryghedsindeks/SubsiteFrontpage/Bydele/Noerrebro.aspx>

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.

Copenhagen Police incurred minor expenses relating to the competency development project (approx. DKK 30,000).

Copenhagen City sponsored the remainder of the competency development project and assisted with and paid an additional contribution towards the communication element.

(A proper cost-benefit analysis has not been made.)

The Copenhagen Police finances the daily running costs of 'Your Police Officer' (human resources, supplies and equipment and premises).

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

'Your Police Officer' is a working method and not, as one might think, a named, individual police officer. The model is largely based on local embedment and close contact with citizen and local partners. The visibility of local police officers on the street and their accessibility to local people are key. This is achieved through uniformed police on patrol – primarily on foot and bicycles.

The area covered by Bellahøj police station has been divided into 21 sectors on the basis of relevant analysis. Each sector has its own squad of regular local police officers. Local citizens and business partners can view the sectors via a link on the Copenhagen Police website where contact details for 'Your Police Officer' in the form of phone numbers and e-mail addresses are available. In the unusual event that a phone call to a sector is not answered, callers can leave a message. The primary aim of the dialogue with citizen is to involve 'Your Police Officer' in solving problems that are not urgent or need to be actually reported to the police. The strength of 'Your Police Officer' thus lies specifically in its dialogue, advice and guidance. Crime prevention advice is a case in point, where 'Your Police Officer', for example, has organised street patrols in sectors with a high burglary crime rate. As well as providing specific advice about neighbourhood watch and home security improvement, such activities promote citizens' awareness of the 'Your Police Officer' approach, which can also be helpful in other situations.

'Your Police Officer' is part of the local police organisation, which also embodies other policing skills. Every local police station district is associated with a 'Special Group' qualified to deal with more serious crimes such as burglary, robbery, violence and drug-related issues. Furthermore, representatives from the Copenhagen Police Crime Prevention Division (DKA) work closely with Copenhagen City on crime prevention – particularly among children and young people. Lastly, secretariat staff have the task of ensuring the quality and legality of case processing. All these experts work closely with 'Your Police Officer' in an effective matrix organisation.



'Your Police Officer' plays an important role in interacting with maladjusted children and young people, especially in disadvantaged areas. Regular visits to youth clubs and drop-in centres enable police officers participating in the project to forge relations with youth and become acknowledged as figures of authority who can discuss a range of issues with them. As part of the work of 'Your Police Officer' to connect with young people, police officers take part in numerous youth activities including sports, music and other events. What this slightly untraditional form of police work achieves among young people is greater trust in the police and the willingness to engage in daily dialogue about appropriate behaviour.