

## 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.

Hungary

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

ECPA entry

3. What is the title of the project?

My neighbour is the policeman! (Szomszédom a rendőr!) project

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

Katalin Adler, Public Security Non-profit Ltd. of Zugló (Zuglói Közbiztonsági non-profit Kft.), prevention coordinator  
+36 70 316 3941, adler@zknk.hu

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.

01/01/2015. Yes. The project is still running.

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).

<http://www.zknk.hu/szomszedom-a-rendor-program/>

<http://policecafe.hu/>

<http://www.theworldcafe.com/>

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

**The Public Security Non-profit Ltd. of Zugló (ZKNP)**, a business organization owned by the Local Government of District 14 of Budapest (Zugló), started the **My neighbour is the policeman!** project to support and appreciate the work of the local police officers of the District Police Headquarters. The project has undergone the following stages:

- between 2015 and 2017, **infrastructural developments** were carried out primarily by ZKNP in order to help the work of the local police officers
- in 2017, **network building** took place, involving the institutions, organizations and the inhabitants of the district so that the issue of public security become a common concern for everybody involved
- since the second half of 2017, we have been exploring the **possibilities of tailored solutions** for the specific problems identified during the network building, together with the parties involved

#### **Infrastructural Development**

The main professional task of the project is **maintaining direct communication with the inhabitants** and their community organizations. The policemen received **cars, bicycles and smartphones able to display surveillance camera pictures**, and the outstanding professional performance was further rewarded.

It is important that the residents know their local police officers, whose majority also live in the district, thus, they are personally committed. Therefore, we produced **flyers, cards and posters** including contact information and photographs. The description of the project is continuously available in the district media, online and offline, as well. We developed an **online search program** to find local police officers: <http://www.zknp.hu/kereso/kmb-s-kereso/>

#### **Network Building – Police Café Zugló 2017**

Police Café is an adaptation of a community creative technique called World Café, for the use of the police. ZKNP and the Police Headquarters of Zugló organized an eight-part series of events covering all the police areas. **This method is an innovative communication tool to improve the cooperation between the police and the community.**

ZKNP organized trainings on the Café methodology for the local police officers, thus, they were able to handle all the cases and issues regarding the public security of their area as trained table hosts. After defining the relevant topics, the people concerned (representatives of the local institutions and the inhabitants) were consciously selected and invited to think together, cooperate efficiently, and look for solutions.

### Specific Problems, Tailored Solutions

- **The preparation and organization of additional Police Café events is taking place at present**, whose focus has been moved from general problem exploration to the discussion of real-life cases.
- As an example, during the planning and reconstruction of the green areas in the residential part of the district, the municipality kept constant eye on public safety measures. **To achieve the local's sense of security the operator of the green areas, the locals and the entities responsible for public safety had thematic Police Café** on the topic. As a result of the discussion a **detailed concept** had been made. It showed that inhabitants would like to see more flower plantations, surveillance cameras and the development of street lights while high bushes and thin-bodied trees turned out to be objectionable. Since the first consultation a **workgroup has been formed** that has regular meetings and includes partners such as the Hungarian State Railways, the Municipality of Zugló, the Police, Family and child welfare centre of Zugló, Public Security Non-profit Ltd. of Zugló, the local body of the National Neighbourhood Watch, local homeless shelters, Újirány Architecture Firm, and many more.
- An **initiative to build a network of state, civil and local institutions dealing with children** in the district was launched by the proposal of ZKNP. The school police officers and local police officers of the program are important participants.
- Within the framework of our **Romany Intercultural Sensitizing Project**, an interactive training for policemen about the Romany cultural, historical and social characteristics was led by young Romany volunteers in order to diminish the prejudice and misbeliefs about this group of people, and facilitate mutual understanding and acceptance. We are organizing another training and we are also launching a Lovári (Romany) language course for policemen in September 2018, at the request of the police.
- A training course about the **use of a defibrillator** took place, and a defibrillator was handed over to the patrols.
- Presentations **on crimes affecting elderly people** took place in clubs for the elderly.

### 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**)

The Project is aimed both at **crime reduction** and **crime prevention**.

**Crime reduction** is supported by the distributable material on the direct,

immediate contact information of local police officers, who are thoroughly familiar with the area, thus, crime to be committed can be prevented. If suspicious activity is noticed, policemen known by the residents are more likely to be contacted than an unknown person.

**Prevention** is present both in direct and indirect forms. The critical public security issues are highlighted by awareness campaigns, e.g. theft against the elderly, valuables left in cars, road safety. Indirect prevention is also our primary objective. We assume that a sense of security is created not only by the lack of crime, but also by experiencing cooperation, trust and sensitivity to problems within the community. Thus, our aim is to motivate people living and working in Zugló to think together and join forces in broader issues that affect everyday life, e.g. traffic and parking problems, littering, homelessness, children wandering. It is important that the local government facilitate growing trust in the police and highlight the service character of their work in order to enhance the subjective sense of security.

## **II. The project shall have been evaluated and have achieved most or all of its objectives.<sup>1</sup>**

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**)

Several factors justified the launch:

- A **telephone polling** of August 2014, performed by Strategopolis Ltd. within a common application project of the local government ([http://www.zknp.hu/wp-content/uploads/2017/05/Zuglo\\_közvéleménykutatósi-tanulmány\\_20140904-1.pdf](http://www.zknp.hu/wp-content/uploads/2017/05/Zuglo_kozvelemenykutatasi-tanulmany_20140904-1.pdf)) showed the inhabitants were moderately satisfied with measures taken for public security (3.08 out of 5), and with police services (3.07 out of 5).
- The results above motivated the local government and ZKNP to mobilize their resources: **finances were allocated to develop police infrastructure**; broad cooperation on public security issues was initiated, using the extensive local relationship network.
- A local police officer, Tomis Károly, realized a **successful grassroots initiative**. He presented and handed over placards and distributable material with photographs in public institutions and shops, which triggered our present community police program.
- The **police was open** to the creation of a neighbourhood-oriented, service providing, community institution.

<sup>1</sup> 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>

- Scarcity of police resources (both material and human).

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

**Main** objectives:

- Facilitating local police officers' efficiency, improving their relations and communication with residents, appreciate their work.
- Creating a public security network and signalling system around the police with the involvement of residential, state, local government and civil organizations.
- Initiating the common thinking of people working and living in Zugl6, with the use of constructive communication tools, followed by a common exploration of possibilities to solve specific problems.

**Secondary** objectives:

- Crime reduction
- Crime prevention
- Victim protection

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

The representatives of institutions implementing the project (ZKNP, District Police Headquarters of Zugl6) **review and assess project experiences quarterly**, and plan further steps accordingly.

**The feedback gained has been realized in all the three project stages:**

*1<sup>st</sup> stage. Infrastructural Development:*

- **Assessment and development of the assets** required by the police and obtained by ZKNP. E.g. one passenger car is insufficient, another is needed; bicycles are needed to reach places difficult to access by car, establish more direct communication with inhabitants, and create a more environment-conscious police; the local police officers' work is supported by the access to surveillance camera pictures, thus smartphones able to display these were purchased.

- **Development of human resources** in accordance with previous assessment: in order to realize the project efficiently, eight additional local police officers joined, since one person per police area had been insufficient.

*2<sup>nd</sup> stage. Network Building:*

An **assessment of Police Caf6s** took place in the form of supervision, by policemen and ZKNP experts participating in the project, with the involvement of an outside expert.

**Indicators examined: 1. Methodological efficiency 2. Quality of organizational work 3. Professional benefits**

We received highly positive feedback on all the three issues. The policemen view the method as an excellent relationship-building tool, and unexpectedly, as a good organization development tool.

*3<sup>rd</sup> stage. Specialization:*

The **two organizations are cooperating continuously** in order to formulate constructive responses within the project framework to problems sensed by inhabitants, and evaluate the effects of the responses. E.g. the policemen's intercultural sensitization started following a ZKNP proposal; the project will continue by a Romany language course at police request, initiated by the positive feedback.

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

- The **number of registered crime decreased by 15% in the first, by 27.5% in the second year** after project launch, and **prioritized crime by 19%** each year. Naturally, we are aware of the fact that the reduction is not only and primarily due to My neighbour is the policeman! project.

- Data provided by the police show **440 calls** (88/month on average) **received by local police officers** between 1st December, 2016, and 30th April, 2017, on phone numbers provided by distributable material. **850 calls** (121/month on average) **happened between 1st January and 31st July, 2018**, which is a 37.5% increase. The **number of assistance-seeking is increasing**, together with the **trust in the police**.

- University researcher and Hungarian adaptor of Police Café, Katalin Molnár, carried out a **questionnaire-based impact assessment of events in Zugló**.

<http://policecafe.hu/police-cafe-extra-5-hogyan-hat-a-rendorkave/>)

The answers show a **broadened knowledge about the security of Zugló in 84%** of civilians. **87% view the police activities differently**, and **89.5% think police were communicative and cooperative**, open to civilian problems. **81% would willingly participate in a similar event**, mostly because public order, cooperation and thinking together are important to them. They gained new information and built relationships. Thus, the police image has significantly improved due to the event series.

**73% of policemen claim they gained a lot of useful information on the security** of Zugló. Their opinion on civilians has also changed positively: **81% think civilians were communicative and cooperative. 64% think civilian opinion on the work of the police has also changed positively. 90% would participate in a similar event.**

- We managed to involve 26 institutions in thinking together about district

security, and a lot of cooperation has started in the topic (we have no exact data).

**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**)

- Our approach is innovative in Hungary, since it **requires the active participation of the local government** in the management of public security issues. It means using special tools, methods and a relationship network to address the public, apart from financial support to the police.
- The Police Café methodology, an adaptation of a community creative technique called World Café (<http://www.theworldcafe.com>) for the uses of the police, is considered innovative in whole Europe. ***This is an innovative communication tool for the improvement of the cooperation between the police and the community.***
- The **Romany intercultural sensitizing workshop** and the 80-hours' language course constitute an innovative approach to the difficulties of Romany integration.
- **Innovative communication tools:** distributable material with contact information and photographs of policemen, commercials in the local governmental television, smartphones displaying surveillance camera pictures.

**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 project is primarily realized by the **cooperation of two organizations:** the **Public Security Non-profit Ltd. of Zugló**, and the **Police Headquarters of District 14**. We also cooperate with the **Local Governmental Law Enforcement** and the **Auxiliary Police of Zugló** (which includes civilians) in professional questions of public security.

We have contacted and involved about **36 organizations** during the Police Café events and the creation of a child protection network.

We asked for the assistance of the **Uccu Roma Informal Educational Foundation**, consisting of Romany volunteers, to realize our Romany intercultural program.

We are also working together with associate professor, Molnár Katalin PhD, who teaches at the National University of Public Service, is the Hungarian adaptor of

Police Café methodology, and apart from teaching policemen, has also carried out a scientific impact assessment of the Café methodology in Zugló.

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

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

The project is directly and primarily funded (in 95%) by the **Local Government of Zugló, through the Public Security Non-profit Ltd. of Zugló**. The amount obtained from an application tender of the **National Crime Prevention Council** constitutes the remaining 5% of the necessary funds, and the Police Café training and the eight Police Café events were financed from it.

The **Police Headquarters of District 14** indirectly contributes to the implementation of the project, through the salaries of the local police officers; however, these positions exist independently of the project.

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

<b>Year</b>	<b>Local Governmental Resources (HUF/€)</b>	<b>Other Subsidy (HUF/€)</b>	<b>Types of Expenditure</b>
<b>2015</b>	6 731 000 HUF/ 20 650 €	-	- 1 pc police car, - 8 pcs police bicycles, - 9 pcs smartphones
<b>2016</b>	5 580 000 HUF/ 17 120 €	-	- flyers, placards with names, - 2 pcs police bicycles, - 1 pc police car, - bonuses to policemen participating in the project
<b>2017</b>	5 106 000 HUF/ 15 665 €	954 690 HUF/2938 € application source	- 9 pcs smartphones - bonuses to 16 policemen participating in the project
<b>2018, first half</b>	870 000 HUF/ 2670 €	-	- Romany intercultural workshop, - defibrillator, and First Aid training

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**)

We do not dispose of such an analysis at the moment.

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

The following are the basic conditions of the implementation of a similar project:

1. The **police declare its commitment** to create a service-providing, community- and neighbourhood-oriented law enforcement.
2. The **local government is the driving force** of the joint work focusing on district/town public security. It mobilizes both its financial and human resources and relationship capital. It can facilitate the movement of local police officers into the given area by providing municipal housing.
3. The **police and the local government work together** towards making the representatives of the residents, the civil-, state-, and local governmental organizations in its territory understand that public security is a common concern, and the creation of a safe and liveable environment is a common responsibility, which is viable only by cooperation and mutual understanding.
4. An **efficient dialogue** is greatly facilitated by applying a constructive, community communication tool instead of traditional methods (e.g. World Café/Police Café, Open Space, restorative techniques, etc.).
5. The project **reacts to demands** and issues brought up by community dialogues, and there is feedback on the initiatives. Apart from this, the internal, professional claims are also taken into consideration.
6. There is **no fear to touch upon sensitive, or even taboo topics**, with an unconventional approach, either, since these issues affect the members of their communities, sometimes uncontrollably (e.g. Romany integration, child abuse, etc.).
7. The **policemen are constantly motivated** to participate in the project (e.g. modern technical devices, public appreciation, bonuses, and educational opportunities).

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

The project realizes **subsidiarity**, a core EU principle, that is, the security issues should be defined and handled locally, with the participation of the inhabitants, under the direction of the police.

Since Egon Bittner's position worded in 1970, the law enforcement philosophy which has been intended to replace the earlier models of the 20th century

(prosecution, fight against crime, and maintenance of public order) with more efficient methods, has been called **problem-oriented/information-based policing**, and **neighbourhood-/service-/community-oriented police**. The “My neighbour is the policeman!” project fits this definition.

The starting point of community law enforcement models is that **mutual trust** between **the police, as service provider, and the citizens, as clients**, is created by a cooperation based on dialogue. The basic condition for the cooperation is that **the policemen should be familiar with the local circumstances and people, and should be known and accepted by the locals**.

Apart from the above, **a public security network** and a complex and colourful social network of civilians and policemen interested in improving public security and crime prevention were created (which has been functioning until today as a living fabric of common thinking and problem solving), based on the resources and relationship capital of the local government.

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

*My neighbour is the policeman!* project is a local government project, implemented by the Public Security Non-profit Ltd. of Zugló (ZKNP), aimed at supporting and appreciating the local police officers’ work in District 14 (Zugló) of Budapest.

The policemen have been provided with high-value infrastructural devices and distributable material containing direct contact information and photographs, which were presented in a communication campaign, as well. In the next stage, the project focussed on creating a public security network with the help of Police Café, a community creative technique. The local police officers and the representatives of civil communities and professional bodies create the problem map together, and look for solutions for the unique and specific problems arising.

A primary objective of the project is to strengthen the trust in the police and demonstrate that the creation and maintenance of public security is a community task, which involves each member of the society.