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An integral methodology  
to develop an  
information-led and  
community-orientated  
policy to tackle  
domestic burglary

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## Preface

Since 1995, what is now known as the Belgian Directorate Local Integral Security, and which comes under Home Affairs, has been one of the driving forces of the 'theft prevention' link in the Belgian security chain. This Directorate possesses a great deal of expertise and knowledge as regards good practices concerning crime prevention. As a founding member of the European Crime Prevention Network and initiator of the European Crime Prevention Award, the Directorate has designed a strong network for exchanging expertise and good practices at EU level.

Furthermore, we carried out the successful project 'Crime Prevention in the habitation – towards a European secure home'. With this project, we achieved several results, a toolbox inventory of practitioners,... In addition to this, with our project 'Towards a European center of expertise on Crime Prevention', we also accomplished several goals by setting up an expertise center on crime prevention, this being in the framework of EUCPN. Moreover, our Belgian Federal Police, in collaboration with our Directorate, invests strongly in a general approach to itinerant crime groups both at Belgian and European level.

Nevertheless, it is important to constantly evolve and to adapt our strategy to modern and current problems. And yet, the spearheads that were developed in the nineties and in the following new millennium years are still very actual in the anti-burglary policy. However, proceeding from our expertise and experiences, we dare ask ourselves the following questions: Are we sticking to these initiatives because they are effective or is there a need for a fresh breeze? Are the efforts insufficient, are we firing blanks or are we not working goal-oriented enough? How can we implement a more direct policy to strengthen the effectiveness? This project was set up in order to try and answer these questions. The different methodologies, such as the World Café, focus groups and field visits, have allowed us to investigate the current domestic burglary prevention policy. And this investigation has enabled us to develop an action plan to improve the policy.

We are certainly not the only Member State struggling with these problems. The project will therefore stimulate an integral and integrated approach to domestic burglary prevention in the framework of itinerant crime groups at European level. By exchanging good practices and developing tools, other European countries too can acquire or broaden their knowledge and expertise for working on domestic burglary prevention in the framework of itinerant crime groups. Therefore, we are very grateful to the European Commission for giving us the opportunity to proceed with this project by granting us the funding we needed.

***Philip Willekens***

*Director-General*

*General Directorate Security and Prevention*

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## Abstract

With over 8 registered burglaries every hour and yearly more than 69,568 registered burglaries and attempts, domestic burglary continues to be one of the biggest crime problems in Belgium. Furthermore, domestic burglary is one of the only crimes within the European Union which rises in intensity. Therefore, the policy makers need to take action. With the financial help from the European Commission, we were able to investigate this problem. This project focuses specifically on improving the policy for domestic burglary prevention, in which there is also a focus on itinerant crime groups. This was carried out by evaluating the national and European policy and by searching for possibilities to strengthen the approach. In regard to this, we developed, provided and widely diffused a methodological step-by-step plan to realize a dynamic burglary policy plan. This step-by-step plan materialized through the organization of advisory boards, focus groups, field visits and a World Café. With this methodological step-by-step plan, we want to support other Member States by developing multiple methods, and improve our own national policy. The action plan developed during this project can serve as an example of a good practice and therefore inspire the policy makers in the other Member States.

More detailed information on all the different steps mentioned in this guide can be found on the website [www.domesticburglary.eu](http://www.domesticburglary.eu)



## Introduction

The project focuses specifically on domestic burglary, in which there is also a focus on itinerant crime groups. With over 8 registered burglaries every hour and yearly more than 69,568 registered burglaries and attempts, this phenomenon continues to be one of the largest crime problems in Belgium. Moreover, rates of property crime and crime against persons related to the citizen's home are problematic throughout the whole European Union. It was one of the only crimes that had risen in intensity between 2007 and 2010. Most crimes decrease in numbers but domestic burglary increased by about 7%<sup>1</sup>. Knowing that in 2004 1.7% of the EU households saw their houses burgled and 1.4% experienced a failed attempt, it can be said that the number of burglaries within the European Union is alarmingly high. Not only the dimension of this form of criminality, but also the financial impact on our society and the psychological effects on the victim make this an important problem.

Despite different policy plans that consider domestic burglary a priority, the crime rate remains alarmingly high. This project was set up with funding from the European Commission, proving that the EU wants to deal with the growing problem which is domestic burglary. Which approach to follow to tackle this, is a challenge for many EU policy makers. Furthermore, addressing the matter of itinerant crime groups, which forms part of this problem, is also on the EU agenda. Therefore, it is important to support the EU Member States with these domestic burglary issues.

So, for the policy to improve, it is important to evaluate our national and European policy and to search for possibilities to strengthen our approach. In the battle against domestic burglary, individual actions are too often undertaken without a long-term vision or collaboration between the different partners. The complexity of the phenomenon nevertheless needs an integral and integrated approach. Therefore, it is important to map the different causes and to search, together with all partners involved, for strong solutions. Hereby, we want to pursue an innovative teamwork between the administrative, police and judicial actors, between prevention, repression and aftercare. We have to dare to put oriented goals forward and to share the responsibility.

Therefore, our aim is to develop, provide and widely diffuse a methodological step-by-step plan to realize a dynamic burglary policy plan. This step-by-step plan materialized through the organization of advisory boards, focus groups, field visits and a World Café. With this methodological step-by-step plan, we want to support other Member States by developing multiple methods and improving their own national policies.

First of all, in order to provide a global view of the current situation, we have analyzed the problems on the basis of objective and subjective data, and evaluated the current policy to come to a cost-benefit analysis. However, it was not possible to provide a full scientific cost-benefit analysis. Therefore we have opted for making an overview of all the partners involved in the prevention of domestic burglary. Nevertheless, we have tried to implement as much rating data as we could find.

One of the most recurrent activities was conducting the advisory board. The tasks of the advisory board were to guide the process and give feedback to the project group on a regular basis. Furthermore, two focus groups were organized during the project. In these focus groups, 4 specific topics were discussed in depth. There were Belgian and European participants during both focus groups. Therefore, the discussion points and information put forward by these focus groups were more European oriented.

Moreover, the project group conducted over 20 field visits to gather good practices concerning domestic burglary. These field visits were performed based on a checklist in order to collect all the information that was needed. Because of logistical reasons, the project group solely visited projects within Belgium. However, there was a focus upon the transferability, so that the other Member States could benefit from the gathering of these good practices.

And finally, a World Café was organized in order to involve all the stakeholders and to achieve broad support for the outcome. A World Café is an interactive methodology to involve a large group of people. The main target group were the field practitioners. During the World Café, the participants discussed multiple theses in small groups. The goal was to let the people from the field give their view on what needed to happen in domestic burglary prevention.

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1. [http://epp.eurostat.ec.europa.eu/statistics\\_explained/index.php/Crime\\_trends\\_in\\_detail](http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Crime_trends_in_detail)



This methodological step-by-step plan contains all the detailed information about all the activities that were performed. It is concluded by the developed action plan, which can serve as an example of a good practice and therefore inspire the policy makers in the other Member States. The action plan is divided into action points to be taken at international level and action points that should be taken at national level.

Moreover, we have pursued the following goals. First of all, we wanted to increase the awareness and knowledge of Member States and their policy makers and practitioners in the field concerning the issue of domestic burglary and itinerant offender groups. Through this, we also wanted to increase the exchange of expertise and good practices between Member States. Furthermore, we have monitored recent trends and developments in the field of domestic burglary and we have mapped the different actors within Belgium and the EU. Moreover, as said before, we want to serve as inspiration to the other Member States, with our structural approach to tackle burglary and also as a general methodology for developing action plans for other crime problems. Therefore, we wanted to increase the coherence between policies and approaches by strengthening the collaboration. Ultimately, we want to prevent and diminish domestic burglaries within the European Union.

## Scope

The domestic burglary phenomenon has a very wide scope. However, in order to be able to research into it, this project has narrowed down the field. We have only investigated the strictest form of domestic burglary. This means that we have focused on the burglaries that occur in civilian homes, not on burglaries that take place in company buildings or in offices belonging to self-employed people.

Furthermore, we limited our research to domestic burglaries committed in Belgium. This was decided because of the short duration of the project and for logistical reasons. However, the European dimension was not forgotten. Through the participation of European partners in multiple activities (advisory board, World Café and of course the focus groups), we managed to incorporate different international themes and views. Furthermore, the diverse official partnership declarations safeguarded the international dimension as well.

Also, we focused on the more pragmatic approaches to the activities rather than on the pure scientific aspects. This was decided because the scope of the project was geared to the policy and the practices. Presenting a genuine scientific survey was not the purpose. It is important to keep these demarcations in mind when reading the methodological step-by-step plan.

Lastly, the following document comprises, as mentioned above, a methodological step-by-step plan. This implies that the analysis contains mainly reflections on the methodologies used and on the steps taken. However, the action plan also combines all the findings resulting from these methodologies. By analyzing the different methodologies, we wanted to show in which ways you can easily research into a given phenomenon. In addition, the action plan is therefore a policy document proceeded by these methodologies.

## Analysis of the cost-benefit analysis

One of the methodologies of the European project is the use of a cost-benefit analysis to evaluate the Belgian policy regarding the handling of domestic burglaries. The analysis that follows will begin with a discussion of the methodology. Thereafter, the contents of the cost-benefit analysis will be considered. This will include a summary of the various chapters. The recurrent costs and several recurrent facts will be the focus here. The discussion will then be closed with an analysis of the Belgian policy regarding domestic burglaries.

### The methodology

A cost-benefit analysis is an analysis of the costs to society and benefits to projects and programs. In the cost-benefit analysis, the social value of the effect of a measure is assigned a monetary value. Based on the monetary value, an investigation can be made into which projects and measures are most advantageous. It is also a useful policy instrument to verify whether certain projects are effective and efficient and to identify which projects are preferable.<sup>2</sup>

Cost-benefit analyses are usually performed in advance yet they can also be used for evaluations of policies that have already been adopted.

A cost-benefit analysis consists of 3 steps:

- a) The assessment of the effectiveness of an intervention
- b) The estimation of the costs of the intervention
- c) The determination of the social value of the effects of the intervention

In the first step, information is collected about the coherence between the (policy) objective and the factors which influence that objective. In the second step, an estimate is made of the resources needed for the intervention. However, in practice, the third step, the estimation of the social value of the positive and the negative effects of an intervention, is difficult to determine empirically.<sup>3</sup>

### Problems with the scientific method

First of all, scientists have been performing research for many years now into the costs of crime, and not all of its effects can be directly measured and converted into a monetary value.<sup>4</sup> Costs associated with a measure can be calculated, although identifying the benefits of a measure is a more difficult exercise. This is also true of the domestic burglary phenomenon, in the case of domestic burglaries, the perpetrators force themselves into the private sphere and in doing so, the citizens are affected in their most intimate and private arenas. The thought and the feeling that strangers have been in their homes, have looked through their possessions and have taken their valuables, which sometimes even have emotional value, means that the social cost cannot be expressed in material damages alone.<sup>5</sup> The psychological consequences and the impact on the victim's sense of safety are factors which cannot be ignored. By way of illustration, it is a fact, for example, that 65% of victims still experience the effects of the burglary 4 to 10 weeks after it has occurred. These effects include feelings of uncertainty and discomfort as well as continuing to be mentally occupied with the burglary. Most victims report an increased level of physical stress and sleep disturbances, especially in the first weeks after the event.<sup>6</sup>

Furthermore, it appears that the measures that have been taken by all stakeholders thus far seldom utilize a baseline measurement and/or a control group. As a result, an impact assessment can only be used to search for a numerical connection between a measure and one or more objectives.

This European project consists of a series of methodological steps for the purpose of arriving at an action plan related to burglary prevention policy. Of course, it is important to know the various actors and actions of this prevention policy, but an intensive cost-benefit analysis is not actually necessary for this. In addition to that, the advisory board has recommended to not undertake a scientific cost-benefit analysis. However, it is important to know 'who's doing what'. Therefore we

2. EUROPEAN CRIME PREVENTION NETWORK, *Review of Costs and Benefits Analysis in Crime Prevention*, 2004, p. 18

3. VAN VELTHOVEN, B.C.J., "Kosten-batenanalyse van criminaliteitsbeleid", in: *Tijdschrift voor strafrechtspleging* (PROCES), Boom Juridische Uitgevers, Den Haag, nr. 2008/4, jaargang 87, pp.3-5

4. VAN VELTHOVEN, B.C.J., "Kosten-batenanalyse van criminaliteitsbeleid", in: *Tijdschrift voor strafrechtspleging* (PROCES), Boom Juridische Uitgevers, Den Haag, nr. 2008/4, jaargang 87, p. 7

5. EUROPEAN CRIME PREVENTION NETWORK, *Review of Costs and Benefits Analysis in Crime Prevention*, 2004, p. 22

6. VANDERSTRAETEN, B., en. co. «Slachtofferschap bij diefstal in woningen» in: CHRISTIENSEN, S., DORMAELS, A., and VAN DAELE, S., (eds.), *Diefstal in woningen; Bijdragen voor een geïntegreerde beheersing vanuit beleid, praktijk en wetenschap*, Antwerpen: Maklu, 2012, pp. 227-258

are limiting ourselves to **mapping out all of the actors involved in the handling of domestic burglaries, the existing policy instruments, the initiatives already taken and the available numerical data.**

#### **Advantages of the cost-benefit analysis**

The final result is a clear overview of all of the actors involved. This includes a description of their missions and tasks and the manner in which they implement these. This enumeration of all of the factors offers great added value for the various actors. Furthermore, By investigating what the different institutions and partners do regarding domestic burglary, it was possible to evaluate the existing policy.

Writing to the various institutions and partners ensured that they feel involved and valued. Moreover, the involved partners can learn from the working methods of the various actors.

#### **Disadvantages of the cost-benefit analysis**

Next to the advantages there are also multiple disadvantages. First of all, numerical data was difficult to obtain; on the one hand, because in many cases there were no numbers and, on the other hand, because it often took a long time for the institution concerned to react to the request for numerical data. Furthermore the amount of information related to the various institutions and actors was not proportional and, therefore, it could not be compared.

Also, the collection of all of the information and its analysis requires an enormous time investment. The consequence of this is that the original timing of the project was adjusted and more time was reserved to allow this analysis to be completed successfully.

In addition, the Belgian State has a complex structure with many different levels and a good deal of decentralization. This integral way of working means that almost every level is involved in domestic burglaries. The result of this is that it is not always easy to track all of the actors and institutions involved.

It was not easy to describe the exact costs and benefits. Often, a description could not be more detailed than 'personnel costs', for example. This issue was present in all services and institutions and therefore recurred quite often.

#### **Analysis of the methodology**

Since scientists have been working for years on research into the costs of crime, it was not feasible to do this for domestic burglary in such a short period of time. The greatest difficulty in this is the calculation of the non-material costs. In the case of domestic burglary, this primarily refers to the psychological consequences, something which does not have direct monetary value. As a result of this, the decision was taken to focus on mapping out all of the actors involved in the handling of domestic burglary, the existing policy instruments, the initiatives already taken and the available numerical data.

The most significant added value of this cost-benefit analysis is that it provides a clear overview of all of the actors involved in domestic burglary. The Belgian State has a very complex structure and this means that maintaining this overview is not always a matter of course; this cost-benefit analysis solves this. All of the information available can now be found in one document. This is beneficial for the policy but also for our various partners, who can now more quickly and easily work out who they must contact in connection with certain issues.

The most important stumbling block, after the decision was taken to not make a scientific cost-benefit analysis as such, was finding usable numerical data. Not all of the actors involved, however, have relevant numerical data available; for example, the provinces do not have any specific numbers related to their handling of domestic burglaries. Furthermore, the institutions involved waited a very long time before sending numerical data. Once they did send along this data, its correct analysis and implementation were not always obvious.

Another difficulty was the description of the costs and the benefits. They were not assigned any monetary values, but an attempt was made to report and describe the possible costs and benefits. There were, in fact, several costs that continued to recur, such as personnel costs. Moreover, it must also be noted that the benefits of certain measures often lie at institutions

other than the one taking the measures. The Federal Public Service (FPS) Finance<sup>7</sup>, for example, provides a tax exemption for anti-burglary and fire protection when people better secure their homes or apartments. The FPS Finance itself, however, gains little advantage from the lower costs in reaction to the crimes committed. So there is an interaction between the various services which can result in one service profiting more than another. However, reflecting this in the cost-benefit analysis is not that easy to do. It was from this standpoint that the option to add the 'political agenda-setting function' was taken (the benefits therefore do not only accrue to the police/judicial system).

### The cost-benefit analysis

After the analysis of the methodology, the contents of the cost-benefit analysis will now be discussed. All institutions and actors will be mentioned in each chapter, and what their tasks are in relation to domestic burglary will be briefly discussed. All of this will be concluded with an analysis of the policy. The complete cost-benefit analysis can be found on the website [www.domesticburglary.eu](http://www.domesticburglary.eu).

### Policing component

The policing component is the aspect with which the citizens presumably have the most contact. When a domestic burglary occurs, they are the ones who are notified first. The proper functioning of the different services is therefore also important. The policing component consists of 3 pillars: the Federal Police, the Local Police and the international framework. With regard to domestic burglary, the Federal Police has three core tasks: to enlarge the pool of information related to itinerant groups of perpetrators, to provide specialized support to the Local Police and to guarantee supra-local assignments. The most important service at the central level is the DJB (The Directorate of crime against goods)<sup>8</sup>. They are responsible for increasing the expertise related to itinerant groups of perpetrators. They do this by means of analyses and by coordinating and supporting projects. The '*organized robbery and ART*' service is responsible for monitoring the phenomenon of burglary in homes and other buildings. At the level of the district, there are three important institutions. The Federal Judicial Police (FGP) performs criminal investigations and search inquiries. In addition to that, the FGP also offers judicial expertise and specialized resources to the Local Police, in particular. Each district also has a District Information Crossroads (DIC) where administrative and judicial information originating from the Local and the Federal Police is processed and analyzed. The DIC stimulates the exchange of information and has a signaling function. Finally, there are also the DirCos (Director-Coordimators) and the coordination and the support services. Among other things, they are responsible for the daily management of the victims' assistance capacity. They have a coordinating and a supporting function with regard to lines of reasoning and working methods which involve all partners in the safety chain, such as the Full Integrated Police Actions (FIPA), for example.

The Local Police guarantee the "basic policing"<sup>9</sup>. In concrete terms, that means that each zone must perform at least six basic tasks: district operations, reception, intervention, police victim support, local search efforts and the maintenance of the public order. In Belgium there are 195 police zones. A police zone consists of one or more municipalities. With regard to domestic burglary, the police zones have three core tasks: investigation, victim support and prevention. It is often the intervention teams from the Local Police who are the first to arrive at the scene when a domestic burglary is reported. They also lead the local search efforts and the local investigation. In addition to this, the police are also the first contact for the victims. The police agents receive them and give them the contact details for victims' assistance services. Many police zones also have a functioning re-contacting project to be able to better guide the victims. Finally, the Local Police also work on prevention. The most visible action in this arena is the appointment of domestic burglary prevention consultant. They visit the citizens and provide advice about how to better secure their homes. Here, the starting point is organizational measures, before calling on mechanical and electronic measures.<sup>10</sup> What is remarkable here is the important preventive function of the Local Police with regard to the exchange of information. An important aspect of this is a well-detailed registration of the information into the National General Database [Algemene nationale gegevensbank] (ANG).

Furthermore, the district agents are also important partners when it comes to the tracking of suspicious actions, places of residence and the handling or storing of stolen goods.

7. For more information, see cost-benefit analysis p. 54.

8. DG/DJB (Directie van de bestrijding van de criminaliteit tegen goederen- La direction de la lutte contre la criminalité contre les biens)

9. 7 december 1998, Wet tot organisatie van een geïntegreerde politiedienst, gestructureerd op 2 niveaus. BS 5 januari 1999, 132

10. KERKAB, R., and DEROOVER, M., "Naburig herhaald slachtofferschap bij woninginbraken" in: CHRISTIAENSEN, S., DORMAELS, A., and VAN DAELE, S., (eds.), *Diefstal in woningen; Bijdragen voor een geïntegreerde beheersing vanuit beleid, praktijk en wetenschap*, Antwerpen: Maklu, 2012, p. 52

Due to globalization, the international pillar is becoming more and more important. The Schengen Agreement within the EU made it necessary to establish international crime-fighting institutions. Of these, Interpol is the largest; it has 190 member-countries. Its primary responsibility is to facilitate the exchange of information between the police services of the member-countries. It is for this purpose that Interpol developed the I-24/7, a world-wide police communications system. Moreover, Interpol also works to maintain and improve operational databases and data files for the police. Finally, they provide operational support 24 hours a day and 7 days a week to the police and law enforcement services. The European counterpart of Interpol is Europol. This agency has approximately the same responsibilities but then primarily within the borders of the EU. Neither institution has executive authority within the member-countries. Europol has also opened an EMPACT project related to itinerant groups of perpetrators. Belgium is leading these efforts. And, finally, there is Cepol. The mission of the European Police Academy is to create educational programs and training opportunities for the high-level police functionaries from the police services in Europe. The focus of all of these programs is on cross-border crime. The activities target the facilitation of the exchange of knowledge and best practices.

The various pillars of the police institutions show us, in particular, how the perpetrators are investigated and apprehended. Prevention is considered extremely important and one of the recurring cornerstones of this is the exchange of information. The police work extremely hard on this aspect of prevention. The next section will discuss which agencies try the perpetrators.

### **Judicial component**

The role of justice and the public prosecutor's office mainly reveals itself in the 'tertiary prevention'. In itself, the prevention of burglaries has little impact on the fight against the phenomenon, if one does not also invest in the other links of the security chain, i.e. detection, proceedings, determination of the sentence and execution of the sentence. In this respect, priority will be given to burglary cases, to a quicker and more efficient execution of the sentences and to the reintegration in society to prevent recidivism. The judicial component of domestic burglaries is made up of 4 cornerstones: local public prosecutor's offices, federal prosecutor's office, the Criminal Policy Department and the international component.

Today, the judicial landscape is being thoroughly reformed. An increase in scale has been carried out and, as a consequence, 12 court districts and 187 judicial cantons have been created. The public prosecutor's office is in charge of following up and dealing with criminal and civil cases. In the interest of society, they make sure that the criminal procedure is carried out normally and settled, not only as for the criminal investigation but also concerning the substantive handling of the case. In court, the magistrates of the public prosecutor's office claim the application of the criminal law and see to it that the necessary measures are taken with a view to an appropriate enforcement of the sentences pronounced.

The federal prosecutor's office is also an office whose competence extends to the Belgian territory as a whole. It was created in order to more efficiently take action against legal offences which go beyond the competence of local offices, such as itinerant criminal groups. An important advantage of the federal prosecutor's office is the international aspect. The federal prosecutor's office has relationships and exchanges information with similar foreign services. This is especially important as regards handling stolen goods among itinerant criminal groups.

The Criminal Policy Department is the policy supporting and coordinating service of the Minister of Justice. It aims at developing a better, more coherent and efficient criminal policy by implementing a scientifically based policy cycle throughout the criminal chain as a whole. The CDP thus seeks to develop a global security policy, whose mainstay is an integrated criminal policy.

Finally, Eurojust is responsible for the judicial component at the international level. Eurojust stimulates and improves the coordination and cooperation of investigation and legal action between the competent authorities of the Member States. To that end, it aims at facilitating the international legal assistance as well as the execution of requests for extradition. Eurojust supports in all possible ways the competent authorities of the Member States in order to make investigation and legal action more efficient in dealing with cross-border crime.

The different cornerstones of the criminal part show what is done to effectively punish offenders and prevent them from perpetrating more often. In this regard, one cannot lose track of the international component since cross-border crime is committed more and more frequently. Once again, information exchange proves to be a recurrent aspect.

### Administrative component

The services and institutions that outline the policy fall under the administrative component. In order to implement an effective prevention policy, there must be services which organize this and which do the work of having the cooperation between all of the links in the chain run smoothly. The administrative component consists of 4 pillars: the Federal, the supra-local, the local and the international levels.

All Federal Public Services (FPS) can be found in the federal component. The most important of these is the FPS Home Affairs. Burglary prevention and the securing of homes are handled within the Directorate-General for Safety and Prevention. This directorate focuses in concrete terms on the elaboration, monitoring and evaluation of measures targeting the protection of persons and goods against crime, social nuisance, fire and intoxication and on encouraging the citizen to take preventive measures. The strengthening of the collaboration is pushed to the top of the priority list; in light of this they organize, for example, the States General Domestic Burglary. Here, a systematic exchange of information is also high on the burglary prevention agenda. In order to make this information as high-quality as possible, the Directorate stimulates the expertise of its stakeholders. In addition, they aim to work as evidence-based as possible and therefore outsource investigations to Belgian and/or foreign educational institutions. Besides this, there are also the FPS Economy and the FPS Finance, both of which are important within the prevention policy. FPS Economy controls the goods and services market for the purpose of tracking and preventing the handling and storage of stolen goods. FPS Finance is responsible for granting tax exemptions for the integration of security measures into buildings. This is meant to stimulate the citizens to increase the security of their homes.

The provinces, the regional governments and the Union of Cities and Municipalities belong to the supra-local level. In the provinces, the Governor is responsible for maintaining the public order and for the coordination of safety in the province. The Governor's most important task is the stimulation and improvement of the cooperation between the various actors for the purpose of achieving an expansion of the scale of the prevention. Adequate exchange of information is also extremely important here; on the one hand in order to ensure that provincial partners are aware of the problems related to domestic burglaries and on the other hand to make and keep citizens watchful by means of communication campaigns. The regional governments are also responsible for the dissemination of information and for the stimulation of these collaborations. On top of this, they are also in charge of city planning and housing departments. These services must also adequately inform the citizens about living safely. In addition to all of this, efforts to improve security are also made together with the Union for Social Housing. Finally, the Union of Cities and Municipalities safeguards the interests of the cities and municipalities. The goal of the organization is to provide information regarding the police and the security services to the different municipalities and police zones.

The local administrative level is the level that stands closest to the citizens themselves. The most important players here are the cities and municipalities. In addition, there are also the Domestic Burglary Prevention Consultants and the Neighbourhood watches which are active at the local level. The mayor is the administrative head of the local police and is therefore responsible for the safety of the citizens. Whether or not active efforts are made in the area of safety prevention depends strongly on the mayor. As a matter of fact, he or she has a leadership role in projects and in motivating the administration. At the local level, the mayor is the link between the municipally integrated safety policy and the zonal policing policy. In addition, the mayor is responsible for the internal communication. Finally, cities can also decide independently whether they provide a burglary prevention premium for their citizens who integrate technical preventive measures for the prevention of domestic burglary into their homes. Domestic burglary Prevention Consultants are responsible for the dissemination of knowledge about these technical preventive measures. The neighbourhood watches mentioned above are a concrete aspect of the cooperation between the citizen and the police within a specific neighbourhood. Central to this is the exchange of information.

The European Crime Prevention Network (EUCPN) is responsible for the administrative component at the international level. The EUCPN is an informal network for the promotion of the crime prevention in the EU member states. The network is a primary source of development of crime prevention and good practices within the EU. The EUCPN is responsible for the dissemination of high-quality knowledge related to crime prevention. They also support crime prevention activities at the national and local levels. Here, too, the exchange of information between the members is at the core.

The administrative component consists of various levels which all have the goal of creating an effective and integrated prevention policy related to domestic burglary. Almost all of the services and institutions stimulate the cooperation between the actors and make serious efforts in the area of the exchange of information.

### **Private partners**

All of the services and institutions mentioned above can ultimately be traced back to the government. However, an effective and integrated safety policy also needs private partners to be successful. In this chapter, the four most important private partners are discussed: the insurance sector, the architects, the academic world and, of course, the citizens themselves, because they also have an important task in the prevention of domestic burglary.

First of all, there are the insurance companies. They are involved in almost all burglaries, since they guarantee the compensation for the losses incurred. A good prevention policy is therefore also beneficial to the insurance companies. They can help to implement this by also informing their customers of the government's prevention tips. An important aside here is that a theft insurance policy is a separate insurance policy. In other words, this policy is only a limited part of the comprehensive insurance portfolio (= fire insurance). Relatively few citizens however purchase this extra insurance.

In addition, burglary prevention measures that are built into a house are decisive in increasing security and in reducing the chance of becoming a victim. It is easier to build these measures into a new construction than it is to have to add them later. Therefore, architects also have an important task in this matter. They are able to make the public aware right from the start. However, they are currently still too often designing from an aesthetic, functional and structural point of view. They can also play a major role in the design of new or in the improvement of existing sites within the "Crime Prevention Through Environmental Design" principle (CPTED), whereby crime and a lack of security can be approached via environmental measures.

The aforementioned partners play an especially decisive role in the further dissemination of the prevention message. The academic world, on the other hand, is important in the research, development and evaluation of this prevention message. The academic world is responsible for stimulating and delivering the research that supports the policy. The fact is a thorough burglary prevention policy needs to be up-to-date, varied and based on relevant knowledge. It is in the interest of the policy to evaluate practices and to only allow those practices and projects which have passed a scientific test of their effectiveness. Furthermore, the academic world is also an important partner in the dissemination of information by means of publications and the organization of conferences.

The citizen usually underestimates their role in the domestic burglary prevention policies. However, prevention is of no use whatsoever if the citizens themselves do not apply the simplest of tips. So, the citizens must be made responsible, and this is most successful when they feel involved. In this respect, the establishment of a Neighbourhood watch is a very interesting initiative. In particular, it ensures that the citizens are more watchful and that there is better communication with the police. This results in the more rapid reporting of suspicious activities. A more accessible relationship between citizens and the police is often decisive for good prevention. The Domestic Burglary Prevention Consultants are also very important in this, because they often first focus on the encouragement of organizational changes before the citizen must make financial efforts.

The first three private partners are primarily responsible for the dissemination of information: on the one hand to the citizens and on the other hand to the policy. The citizens, of course, are also important partners because their actions have a great deal of influence on their possible future victimization. Making citizens responsible is therefore very important. Without their willingness to change their habits and/or home, it remains difficult to implement effective prevention policy.

### **Analysis of the policy**

In the chapters above, all of the relevant institutions and actors related to the prevention of domestic burglaries were discussed. What now follows is an analysis of the total policy, with regard to the aforementioned actors and on the basis of several strategic objectives.



In October 2013 the FPS IBZ (Home Affairs), the General Service for Safety and Prevention, organized the 1<sup>st</sup> States General related to Domestic Burglary<sup>11</sup>. The objective was to combine the forces of the various regional and national (and international) authorized partners as well as those of the private sector. This European project is one of the action points that was formulated following this States General related to Domestic Burglary. Within this organization, a vision text was drafted in which the most important strategic objectives were also brought to the fore:

1. Continued efforts in the area of strengthening collaborations are needed; all partners must proceed to the expansion of their foundations. In fact, collaboration is crucial for the gathering of knowledge and expertise. It is in this manner that the various target groups can be reached and that one common basis of support can be created.
2. Striving for innovation in education and communication and thereby coming to a targeted and neighbourhood-oriented approach. Additional efforts must be made to reach disadvantaged groups. This can take shape by providing communication that is adapted for outreach purposes.
3. The follow-up and support of technical solutions and evolutions. The existing techno-preventive measures in homes must continue to be improved. Efforts towards this goal can be made by the development of building standards which are either imposed as regulations or are promoted directly to the stakeholders.
4. The fostering of the implementation of environmental measures. During the renovation of public spaces, the aspects which have a direct impact on safety and the perception of safety, such as lighting and landscaping, must be taken into even greater account.
5. Working in an evidence-based manner. A targeted policy requires both an adequate representation of the problem and an impact measurement. On the basis of existing international and national studies, the existing know-how related to efficient and effective measures regarding the handling of domestic burglaries must be bundled, and all involved partners must be informed to the greatest extent possible.

In the previous chapters, the stimulation of the collaboration emerged strongly in the administrative component. The collaboration of the various services and institutions is essential for arriving at an effective and integrated prevention policy. The collaboration with the private sector also occurs more and more frequently. The exchange of information appears to be one of the most important aspects within these collaborations. The exchange of information is important in all of the components but it is somewhat more so in the policing component. The exchange of information about itinerant perpetrator groups is essential for controlling this phenomenon. Therefore databases at the national and international levels are also extremely important within this component. Within Belgium, a great deal is still being done to stimulate the maintenance of these databases. The different consultation forums also ensure that the exchange of information is not obstructed by professional thresholds. The administration and the partners are working hard to strengthen the cooperation.

In addition, there must be clear communication to the citizens so that they have a better understanding of the domestic burglary phenomenon. The local communication is performed primarily by the mayors and, to a lesser extent, by the Governor of the Province. However, national prevention campaigns are also created. These originate from the Directorate-General for Safety and Prevention. The targeted and neighbourhood-oriented approach is especially important for Domestic Burglary Prevention Consultants and for the functioning of the Neighbourhood watches. Domestic Burglary Prevention Consultants are still not well-known enough and certain groups, such as renters, the elderly and others, are under-represented. It is important to also reach these groups so that they are better able to protect themselves against theft. The police zones and cities can stimulate this by setting up targeted projects and campaigns<sup>12</sup>. There are already many initiatives fostering clear communication to the citizen, but there is room for improvement.

At the European level, non-obligatory guidelines for techno-preventive measures have already been formulated. However, Belgium has not yet elected to make these guidelines mandatory<sup>13</sup>. Within Belgium, the regional governments are the ones

11. GENERAL SERVICE FOR SAFETY AND PREVENTION, knowledge database, <https://www.besafe.be/kennisdatabank/staten-gene-raal-diefstal-woningen>, 2014

12. During the terrain visits, several of these campaigns were addressed.

13. The Netherlands has already decided to start the Safe Living (Veilig Wonen) quality mark. This is required for a minimum of techno-preventive measures.

responsible for this. During the States General mentioned above, a vision text was drafted on this subject.<sup>14</sup> Mentioned in this text is a mandatory Burglary Prevention Council whereby the owners are still free to decide whether or not they apply the guidelines provided. However, this measure has not yet been implemented. The General Service for Safety and Prevention has already been in contact with the regional governments, but no concrete steps have yet been taken.

“Crime Prevention Through Environmental Design” (CPTED) is a principle in which crime and a lack of security can be handled via environmentally oriented measures. In Belgium, however, this principle is still not applied frequently enough. Since the regional governments are responsible for housing and city planning, they are the most important partners in this. Contacts were already made but, here too, there was no concrete outcome. The collaboration with architects is also important here. There is still a great deal of room for the expansion of this principle. When it comes to the development of new residential districts, in particular, this can be very important.

The policy must be grounded on evidence; therefore the evidence-based approach is important. Evidence-based means that the know-how related to the handling of domestic burglary must be expanded. Within the General Service for Safety and Prevention, a great deal of effort is being made to improve their expertise. As a part of this, they are also working together with the academic world in order to stimulate the research efforts related to domestic burglaries. In addition to that, the Federal Police is carefully studying the phenomenon of the itinerant perpetrator groups in order to arrive at an improved approach to them. Here too, it often comes down to the exchange of information, which is required to obtain a more complete representation of the phenomenon. The Federal Police make great efforts in this area via the District Information Crossroads. These efforts show that a great deal is already being done to work in an evidence-based manner.

What is notable about the policy is that very few impact evaluations are performed. The partners, both individually and in collaboration with one another, initiate a great deal, but it is not clear what the effect of this is. Undertaking more evaluations would be appropriate for the purpose of knowing what the efforts made by the administration and by the partners produce. The lack of these impact evaluations is a fundamental reason why a scientific cost-benefit analysis is so difficult to make. It is often clear which costs are involved in a project, but without an evaluation, it is extremely difficult to list the benefits of such a project. Working in an evidence-based manner would also go more smoothly if there were more evaluations at hand.

When reviewing the goals from 2013, several good themes did emerge. Serious efforts were made in the collaborations, the exchange of information and the communication with the partners and the citizens. These are all very important parts of an efficient prevention policy. The impetus for the continued elaboration of techno-preventive and environmentally oriented measures has already been provided, but this elaboration must be explored in greater depth. In addition, all of the prior projects and collaborations must be evaluated. Only then can an effective analysis of the policy be made.

## Conclusion

The formulation of a cost-benefit analysis is a big job. Since it is extraordinarily difficult to determine the exact price of certain costs and benefits,<sup>15</sup> a decision was made against preparing a purely scientific cost-benefit analysis. Instead, the focus was on mapping out all of the actors who are involved in the handling of domestic burglary, the existing policy instruments, the initiatives already taken and the available numerical data. Here, too, several difficulties, such as the non-availability or the late availability of numerical data, were encountered. On the other hand, the current cost-benefit analysis provides a clear overview of all of the stakeholders. The question ‘who’s doing what’ now has a structured answer.

The cost-benefit analysis was divided into four large components: the police component, the judicial component, the administrative component and the private partners’ component. Within the police component, both the Federal and the Local Police were covered in detail, and the international dimension was not forgotten either. The judicial component also consists of local and federal services and of an international institution. The layered structure of the Belgian State also emerges in the administrative component. First, the Federal Public Services were highlighted followed by the regional governments and then finally the local governments. There is also an international service present in this component. Finally, the private partners were subdivided into four groups: the insurance companies, the architects, the academic world and the

14. See Cost-benefit Analysis, p. 61.

15. For example, psychological problems resulting from a burglary or the emotional value of a lost heirloom...

citizens. These categories were chosen in order to provide as structured a representation as possible of the prevention policy related to domestic burglary.

The most important aspects of the policy are collaboration and the exchange of information; the national and international databases are extremely important parts of this. It is through these that we intend to obtain integral and integrated safety provision. In addition, great efforts are made in the area of communication to the partners. Finally, the techno-preventive and environmentally oriented measures must continue to be refined and promoted.

## Analysis of the Advisory Boards

### Introduction

One of the deliverables of this European project is the organization of various Advisory Boards. The objective of these Advisory Boards is to create an extra quality guarantee for the project by way of reflections and supervision.

The organization of the Advisory Boards fits in with the design of the European project. The fact is, it is important to present an interdisciplinary approach to the prevention of domestic burglary. In addition to this, the exchange of good practices and the collaboration between the various links in the safety chain are stimulated. The Advisory Board is a good foundation on which to realize these goals.

Furthermore, the strengthening of the knowledge potential for the purpose of supporting the prevention policy regarding domestic burglary is a pointless exercise if this is solely the work of an isolated project group. Therefore, the decision was made to request the cooperation of persons who are involved with crime and prevention policy in a variety of areas.

In the analysis that follows, the first topic addressed is the methodology of the Advisory Boards. Thereafter, the manner in which the Advisory Board were organized will be discussed by way of a step-by-step plan.

### The methodology

An Advisory Board is a forum consisting of potential users of the results of the research project and other investigators. It functions as a sounding board for the persons who work on the project by allowing an exchange of opinions between the research team and other colleagues and experts<sup>16</sup>.

#### Qualitative research method

Throughout the entire duration of this project, 4 Advisory Boards were organized. During the Advisory Boards, a presentation was always given of the current status of project-related issues. The participants in the Advisory Boards were then asked for their reflections about each part of the project proceedings. These reflections addressed elements related to the content of the project as well as practical matters. In preparation for the meetings of the Advisory Board, the necessary documents were provided to the members. These documents were then discussed during the Advisory Board. In the area of practical matters, input was requested for the composition of the participant groups for the other deliverables (focus groups, World Café) or about the organization of the various events, among other things.

During the Advisory Boards, the persons participating were asked to share their opinions and visions about the domestic burglary phenomenon. During the meetings, a number of qualitative methods, such as participatory observation, group discussions and consultation moments, were employed. As a result of this, the results cannot be quantified (cannot be expressed numerically)<sup>17</sup>.

#### Advantages of the Advisory Boards

Various advantages can be discerned in the methodology of the Advisory Boards. First of all, it is a very flexible and inexpensive method. The Advisory Boards were organized in the offices of the FPS Home Affairs which meant that no budget was needed for the rental of a meeting room. Furthermore, the members of the Advisory Board were primarily national partners who came to the meetings via private means and therefore did not book any travel expenses.

Another advantage was that the composition of the Advisory Board could be self-determined. Of course, when doing this, the objectives of the Advisory Board were taken into account. Here, it was primarily those persons who the organizers knew had sufficient expertise about the domestic burglary phenomenon that were selected. Due to previous projects and collaborations, most of the experts were already known to the organizers. On the basis of this experience, it was easier to make a selection. Their enthusiasm for the project was also an important aspect of this selection. This, in fact, ensured their continuing dedication to the project. Finally, the organizers made sure that all of the services were sufficiently represented within the Advisory Board. This produced the advantage that each theme was considered from several perspectives.

16. BELSPO, *project group*, <http://www.belspo.be/>

17. ENCYCLO, *definition*, <http://www.encyclo.nl/begrip/kwalitatief%20onderzoek>

The most important advantage of the Advisory Board however remains the provision of advice. Since the selected members are all experts, the Advisory Boards are a very good medium by which to assess the project. It was very important for the project group to regularly be exposed to new visions and approaches. The Advisory Board ensured that the scope of the project remained on target. Their critical points of view meant that the content of the project became stronger. They made sure that no elements within the project were “forgotten”, and they asked the right questions in order to keep the project on the rails. Furthermore, their practical experience was also exceptionally valuable. By means of their networks, the right participants could be found for the other deliverables. But their view of the practical matters was also important, especially for the World Café, since the project group had never used this methodology before.

### **Disadvantages of the Advisory Boards**

Of course, in addition to the advantages, there were also disadvantages associated with the Advisory Board methodology. First of all, care had to be taken to ensure that some members of the Advisory Board were not able to dictate the tone of the project too much. The Advisory Board has an advisory role and no decision-making power. Yet, it is possible that some of the participants had a hidden agenda. In other words, they wanted their own department, institution or project to be addressed in greater depth. It is also possible that they wanted to use the project to impose their own vision of the policy. Luckily, this was not the experience within this project; the participants had positive attitudes and wanted to help the project advance.

Another disadvantage is that it was not easy to gather all of the participants for an Advisory Board meeting. Given the different schedules of the participants, the target attendance of 20 persons per Advisory Board was seldom reached. There was a select base group who was always in attendance at the various meetings of the Advisory Board. These participants were also the most active when it came to the formulation of feedback relating to substantive documents. In contrast to this, there was a group of participants who seldom or even never were present at the Advisory Board. It was also very difficult to involve these participants in the project. Attempts were made to do this, for example, by personally contacting them by telephone for the purpose of obtaining some input.

At the onset of the Advisory Board, it was agreed that each participant would speak his or her own language (French or Dutch). No interpreters were provided in the budget for this deliverable. In practice, this was not that obvious, given that most of the experts and most of the members of the project group are Dutch-speaking. In order to sufficiently involve the French-speaking experts during the meetings, the PowerPoint presentations were projected in French. A brief summary was also regularly provided in French. The e-mail traffic and the reports were, of course, always submitted to the experts in the two national languages.

Finally, it may be a disadvantage that the project group itself composed the Advisory Board. As already stated above, this can be an advantage, but it also has a downside. When the group was composed, the preference usually went to experts who were already well-known and with whom the organizers had already worked. This creates the risk that new information and visions are not introduced.

### **Analysis of the methodology**

The Advisory Boards were a valuable supplement to the project. The various reflections regarding the content and the practical considerations helped the project to advance. It also ensured that the project was interdisciplinary. The fact that the potential users of the project had already worked on it, ensured that most of the experts were highly enthusiastic. Naturally, there are several disadvantages associated with an Advisory Board, but if the project group looks out for these disadvantages, they will not outweigh the advantages of this methodology.

### **Step-by-step plan**

#### **Composition of the Advisory Board**

The Advisory Board was charged with representing the integral safety chain for the purpose of being able to provide sufficient support for the project. This also meant that sufficient bridges could be built between the various actors and levels. Therefore the project group wanted the supervision committee to be made up of representatives from the Federal level, including more specifically the FPS Justice (Service of Penal Policy), the FPS Home Affairs (Immigration Office) and the Federal Police.

The Immigration Office however indicated that they did not want to participate in this Advisory Board; they did not consider participation in this consultation platform to be expedient. Although they did communicate that they, as a Federal Service, will make every effort to take all of the appropriate administrative measures possible in regard to foreigners who perpetrate domestic burglaries in Belgian territory. The other two actors did agree with the offer; namely they were also part of the official national group of partners within the project. They had already entered into a partnership declaration prior to their participation.

The supraregional level was also invited to join the Advisory Board. Included in this category are the liaison officers from the Provinces of Antwerp and Namur as well as the District Commissioner of the Province of Limburg. These partners had primarily a structural collaboration with the Province of Antwerp. Prior to the project, a partnership declaration was also made with them.

The following organizations were asked for information: Vlaamse Maatschappij voor Sociaal Wonen [Flemish Society for Social Housing], Département Aménagement du territoire, urbanisme et patrimoine en l'Administration de l'Aménagement du Territoire et du Logement (AATL) [Urban Planning and Housing Administration], la Direction du Logement [Housing Directorate]. However, there were no representatives from the regional level present in the various Advisory Boards. The project group regretted this, given that this level would have been able to provide additional points of view in regard to this project.

In addition, an appeal to the Union of Cities and Municipalities was launched. A representative of the Union of Flemish Cities and Municipalities participated in the Advisory Board on several occasions. Unfortunately, there was no participation from the Brussels (Association de la Ville et des Communes de la Région de Bruxelles-Capitale [Association of the City and the Municipalities of the Brussels-Capital]) nor from the Walloon (Union des Villes et Communes de Wallonie [Union of Cities and Municipalities of Wallonia]) sides.

At the local level, the project group wanted to assign a seat on the Advisory Board to a mix of various positions to ensure that both the administrative and the policing components were represented. It is for that reason that Prevention Officers, Police Chiefs, Domestic burglary Prevention consultants and one neighbourhood watch coordinator from various municipalities/Police Zones were asked to participate in this consultation platform. One Domestic burglary Prevention Consultant was structurally present during the various Advisory Boards.

There was no budget provided from the project itself to pay the travel expenses of international partners. The international dimension was therefore not represented in the first three consultation meetings. The exception to this was the final consultation, where there was one participant from The Netherlands who made the trip using private resources. On the other hand, this international dimension was well represented in the focus groups.

Given the importance of departing from a theoretical framework in order to realize the various steps within this project, the project group also found it necessary to assign seats in the consultation platform to participants from the scientific community. This goal was achieved. A member of the academic community participated in the majority of the Advisory Boards. In addition to that, the project group also received via e-mail a great deal of scientific feedback related to the documents that were already developed.

And finally, the private partners were also essential. Various organizations were summoned, but during the Advisory Boards, only ALIA Security (Belgian professional association for electronic security systems) and Assuralia (professional association for insurance companies) were present.

#### **Meeting preparation via the formulation of an accompanying question list**

The project group thoroughly prepared each meeting of the Advisory Board. Included in this preparation was the determination of which substantive documents could be sent out in advance for the purpose of receiving feedback related to them and which practical questions should be asked. The deliverables which had to be implemented in the near future were always taken into account when doing this work.

So, for example, the cost-benefit analysis was submitted to the members of the Advisory Board several times so that its progress could be discussed during the meetings. The members were then asked for their remarks. It also regularly

happened that a partner from the Advisory Board was sent a part of the cost-benefit analysis which covered his or her institution or service. When this occurred, additional information and/or numerical data were also requested.

Concerning practical matters, the members' knowledge of good practices that could be visited was assessed. The members were also asked to help with the search for participants for the various deliverables (focus group, World Café, ...). The extensive networks of the Advisory Board members meant that the different services were always represented in the various deliverables.

### **Reserving the meeting room**

When deciding upon a meeting location, the reservation of a meeting room in the buildings of the FPS Home Affairs was repeatedly chosen. In light of various factors, this was an obvious choice. The location and its facilities were familiar to the project group, no rental fees had to be provided for in the budget, ...

In addition, it was also the best choice for the participants. Since the partners are located throughout the whole of Belgium, Brussels is the most accessible location to organize a meeting. The meeting rooms at the FPS Home Affairs are easily accessible with public transportation, and there is also parking available for any participants who came by car.

### **Writing and sending invitations**

The first Advisory Board took place in November 2013. According to the project timetable, the first Advisory Board had been planned for January 2014, but since it is the job of the Advisory Board to counsel and to provide support, the project group found it expedient to move up the first Advisory Board so that consultations could begin right from the start. The date of the first Advisory Board was set by the project group. One month before the meeting, the invitations were sent to the participants. In addition to an overview of the context of this European project, this invitation also included the meeting's agenda points so the participants could prepare for the meeting. Each invitation also included a request for confirmation of attendance.

During the first Advisory Board, the dates for the following Advisory Boards were set. It is important to note that an additional meeting took place before the fourth Advisory Board. The date of this meeting was pushed back to September 2014 since the project had been extended by 3 months. As a result of the fact that the dates of all of the Advisory Boards had been communicated from the start, the invitations for the following Advisory Boards were sent out not later than 2 weeks before the following meeting. Agenda points were always added to these invitations. The project group also ensured that all of the participants were in possession of the substantive documents to be discussed at the latest 2 weeks before the meeting.

### **Invitation follow-up**

All of the invitations included a request for confirmation of attendance by a certain date. If not enough people sent confirmations, the relevant partners were personally called to inform them of the meeting. This ensured that there were always as many participants as possible at the meetings.

### **Preparation of the meeting room**

Since our own meeting rooms were used, there was not much preparation needed for the meeting room. Only the ICT materials had to be set up. Standard beverages are present for meeting participants. Furthermore, the reception desk had to be notified about the meeting. An attendance list was provided which all of the participants had to sign.

### **The Advisory Board meets the project group**

The meetings always took place from 10:00 until 13:00. At the start of each Advisory Board meeting, the members were welcomed by the project leader. Thereafter, the approval of the report of the previous meeting was requested, and then the general affairs were announced.

The most important agenda point of the meetings is the status of the various project deliverables. A reading of each deliverable was given by the person responsible for that deliverable within the project group. The reflections and comments from the Advisory Board members were also collected and discussed. For clarification purposes, a PowerPoint presentation was given at each meeting.



All Advisory Boards were concluded with a miscellaneous round, with conclusions and with a summary of the agreements and appointments made.

### **Writing and sending the report**

During the Advisory Board, all members of the project group take notes. These notes are then compiled into a report. All members of the project group work on this report. Following this, the report is translated and sent to the members of the Advisory Board.

### **Requesting reflections on the report**

When the reports are sent, the members of the Advisory Board are always asked to formulate feedback to the report. If the participants still have additional points of particular interest or information for the content of the project, then this can always be stated in the discussion of the report.

### **Sending thank you notes to the Advisory Board**

After each Advisory Board, the members were thanked for their attendance and for their input. When the reports were sent, this was emphasized once again. Furthermore, the members of the Advisory Board will be thanked again at the conference. Finally, the members of the Advisory Board and those of the focus groups will come together for a dinner as a way of thanking them for their participation.

### **Regularity of the meetings**

It is advisable to only call meetings of the Advisory Board members when something substantial is on the agenda. In any case, the following meetings are recommended:

- a meeting at the beginning of the research project to discuss the commencement report,
- a meeting at the end to discuss the final report and
- one or more meetings to monitor the evolution of the project.<sup>18</sup>

These guidelines were followed during the European research study. The first Advisory Board was organized on 25 November 2013. During this meeting, the project was presented and its objectives were listed. On 20 February and 28 April 2014 there were two more Advisory Boards during which the evolution of the investigation was discussed. In preparation for these meetings, several substantive documents were sent to the participants. The fourth and final Advisory Board took place on 4 September 2014. Each one of the investigated methodologies was discussed during this Advisory Board. Final reflections were shared, and the Advisory Board was warmly thanked.

### **Recurring reflections and feedback**

As was mentioned above, the Advisory Board was concerned, especially at the beginning, with the cost-benefit analysis. In particular, they argued that it would not be possible to compile a purely scientific cost-benefit analysis because doing so would require too much time. However, they did state that the project group should attempt to delineate the costs and the benefits as well as they could. As the project progressed, and therefore the content of the cost-benefit analysis also became more substantial, constructive criticism was also given for the purpose of improving the content. The members of the Advisory Board also provided as much numerical data and content-related elements as possible for the purpose of improving the cost-benefit analysis.

The members of the Advisory Board also repeatedly expressed their concern about the results of the project. At the first meeting, the participants were wondering what in fact would end up being delivered and whether this would result in 'something new'. However, the project has proven that the methodologies used, in and of themselves, are an innovation. The content of the investigation will not disappear in the filing cabinet either. As early as the last Advisory Board, it had already been made known that the results of this European project would be included in a new ISEC project that is being initiated in The Netherlands and in an EMPACT project. The recommendations will also be used to further chart out policy for the coming years.

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<sup>18</sup> Project group, <http://www.belspo.be/>

Concerning practical matters, the Advisory Board was involved, in particular, in the formulation of the participants' lists for the various events. Their networks were very important in accomplishing this; especially so for the circulation of the invitations for the World Café. The reason for this is that the World Café's target public were the people in the field. The Advisory Board, however, also gave tips related to the methodologies to be used.

## Analysis of the Focus groups

### Introduction

One of the deliverables of the European project is organizing two focus groups. The purpose of the focus group is to gather expertise and reflections on burglaries in Europe via moderated discussions.

The organization of these focus groups contributes to achieving the objectives of this European project. The purpose of this European project is to control the burglary phenomenon by raising awareness of the problem, exchanging good practices and strengthening the cooperation between the different links in the security chain.

### The methodology

#### Qualitative research

Focus groups are a form of qualitative research. Based on qualitative research, the nature and the context of the incidents can be studied. The point is not as much an evaluation of figures, but a theme or issue is brought to the fore and studied in detail. The purpose of this study is to collect the opinions / views of the respondents, as well as identifying possible causes.<sup>19</sup> The approach of a focus group is perfectly suited for this; it consists of a structured group discussion with a small number of stakeholders (4 to 12 persons) under the guidance of an experienced moderator.<sup>20</sup>

#### Advantages of the Focus groups

Various advantages can be distinguished with this methodology. It is a flexible method and relatively inexpensive to organize. Data can also be collected quite easy. Individual opinions and the influence they exert on the group can be examined as well.

Data from a group discussion stimulates a diverse form of communication. For example, stories will be told or questions will be asked for clarification. The participants will sometimes comment more often. The methodology therefore generates spontaneity and could therefore be seen as emotionally provocative. Focus groups also require very little preparation from the participants; they only have to commit to take part in a debate for a few hours. The participants are rewarded with an enrichment of views and opinions.

The moderator will also have the opportunity to investigate certain opinions more thoroughly. People who would normally be reluctant to a 1 on 1 interview will often see this methodology as a welcome alternative and be more likely to take part.<sup>21</sup> With these focus groups the performance of the moderators was evaluated positively by the participants. It was stated that there was adequate attention for the participants and that everyone was able to give their opinion proportionally. There was enough time for the various participants to network and contact details were exchanged mutually.

#### Disadvantages of the Focus groups

The moderator is responsible for guiding the group and is also a deciding factor in the end results that are brought forward. The choice of the moderator is an important factor for the focus group to succeed.

The participants themselves may also present a challenge. Some participants will be overcommitted to make their mark in the discussions, others may seem uninterested or are distracting because they have their own hidden agenda. As moderator it is a challenge to continue to guide the course of the discussions. A negative consequence could be that some opinions are simply not addressed or some are held back out of fear.<sup>22</sup> The group dynamic is decisive for the comments that may be made. This methodology is less suitable for sensitive themes considering that one is expected to share ones opinion as a participant in group activities.<sup>23</sup>

19. REULINK, N., and LINDEMAN, L., *kwalitatief onderzoek*, [http://www.cs.ru.nl/~tomh/onderwijs/om2%20\(2005\)/om2\\_files/syllabus/kwalitatief.pdf](http://www.cs.ru.nl/~tomh/onderwijs/om2%20(2005)/om2_files/syllabus/kwalitatief.pdf), 2005, p. 4

20. SLOCUM, N., *Participatieve methoden; een gids voor gebruikers*, [http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/NL/PUB\\_1599\\_Methode\\_8\\_Focus-groep.pdf](http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/NL/PUB_1599_Methode_8_Focus-groep.pdf), 2006, p. 135

21. KULEUVEN, *Voor- en nadelen van focusgroepen*, <https://associatie.kuleuven.be/altus/seminaries/1112/131011/focusgroepen.pdf>, 2011, 1-2

22. KULEUVEN, *Voor- en nadelen van focusgroepen*, <https://associatie.kuleuven.be/altus/seminaries/1112/131011/focusgroepen.pdf>, 2011, 1-2

23. KULEUVEN, *Voor- en nadelen van focusgroepen*, <https://associatie.kuleuven.be/altus/seminaries/1112/131011/focusgroepen.pdf>, 2011, 1-2

During the group discussions within the European project we were confronted with an additional threshold. English as the working language did not make it easy to express oneself. Especially if specific technical terms were used or discussed. English was only beneficial for one participant as it was his native language.

The focus groups were very intensive and therefore tiring for the moderator and the participants, considering that the focus groups took a whole day. Pragmatically seen, the date on which the focus groups take place could form an obstacle as well. Quite often participants need to comply with a predetermined time that is appropriate for the moderator.<sup>24</sup>

The analysis of the data that were brought forward is not that obvious. There are no objective parameters for the intensity and strength of visions and opinions.<sup>25</sup>

### Analysis of the methodology

The project group experienced the organization of the focus groups as an advantage for the project. The discussions made sure that the European dimension was present. The mentioned disadvantages did not outweigh the advantages.

There are multiple preparations that have to be taken if the focus groups are to succeed. In the next paragraph we will go deeper into these preparations.

### Step-by-step plan

Before one can proceed with the organization of focus groups, various steps have to be taken. These are discussed further below.

#### Writing the "purpose statement"

A first step is to define the objectives of the focus group. These should be clear considering that it will simplify the further process.<sup>26</sup> The specific purpose statement of this European project is bundling the expertise and reflections in focus groups that are composed of domestic and foreign experts in burglary. These experts include both field workers and policy makers.

The focus groups concentrate on four specific themes: "*Viewing itinerant crime groups from an integral perspective*", "*new technologies regarding burglaries*", "*Victimization in burglaries*" and "*A visible and tangible policy on burglary*". In this way possible issues in these matters may be further identified and actual proposals may be made for the future policy.

#### Identification of the participants

Several things should be kept in mind during the selection of participants. There should be a sufficient diversity in participants to encourage a discussion. Then again, the heterogeneity can also be a stumbling block as it might cause conflict and could suppress the views of individuals. A too diverse public can also lead to certain topics not being dealt with in depth.<sup>27</sup>

As stated in 2.1 *Qualitative research*, the aim is to keep focus groups limited to several participants. It was therefore decided to split the participants in two groups of maximum 12 persons. These groups were maintained throughout the day. Two blocks of 2 hours were provided. The moderators of the group changed after 1 session. There was at least one person present from the project group that took care of the reporting in every group. This way the results could be processed as best as possible. These persons also served as timekeeper.

During selection of the experts it was important that the European and national dimensions were equally represented. Consequently a representation of the different actors of the safety chain was anticipated. Therefore, representatives were invited from the federal police, local police, crime prevention, the private sector and the justice department.

An appeal was made to the participants on the Advisory Board so that they could spread the invitation further in their network. Some members of the Advisory Board participated personally. Almost all links of the chain were represented.

24. KULEUVEN, *Voor- en nadelen van focusgroepen*, <https://associatie.kuleuven.be/altus/seminaries/1112/131011/focusgroepen.pdf>, 2011, 1-2

25. KULEUVEN, *Voor- en nadelen van focusgroepen*, <https://associatie.kuleuven.be/altus/seminaries/1112/131011/focusgroepen.pdf>, 2011, 1-2

26. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999

27. BLOOR, M., FRANKLAND, J., THOMAS, M., and ROBSON, K., *Focus groups in social research*, London, Sage Publications, 2001, 20-22.

The judicial aspect received a lot less attention during the focus groups since there were no actors present to represent this aspect.

Various partnership declarations were made with Romania, Bulgaria and Germany for the European dimension within this European project. Thus the representation of these countries was definitely guaranteed. A call was also made via the EUCPN secretariat<sup>28</sup> to encourage other European experts involved in burglaries, to participate in these focus groups. It were primarily police experts who have signed up to participate in the discussion, yet, as a result of this call, Denmark, Lithuania, Croatia and Ireland were also represented during these two discussion groups.

A total of 26 people participated during the first session. There was a total of 27 persons in the second session.

### Selection of a moderator

Selecting a good moderator is an important phase in the focus groups' step-by-step plan. This facilitator should be able to cope well with the potentially excessive dominance of certain participants. A moderator should keep the discussion going as well. It is also advisable to select someone who has practical knowledge on group dynamics and has a reputation of being a good moderator.<sup>29</sup> It was therefore decided to attract academics to lead these focus groups. They are often experienced in the implementation of this methodology. In addition, persons were asked who are familiar with the burglary theme and who have already done research in this domain.

More specifically, three professors from Belgian Universities were chosen. These three professors have extensive research experience within crime prevention. Paul Ponsaers and Els Enhus were promoters of the following studies, among others:

- «*Woninginbraken (Domestic Burglaries): diefstalpraktijk en preventiebeleid (theft prevention practices)*» UGhent / VUB  
Promoters: ENHUS E., PONSAERS P., VERWEE I. (2007)
- «*Lokaal integraal veiligheidsbeleid (Locally integrated security policy): onderzoek naar een geïntegreerde aanpak (research into an integrated approach)*» VUB / UGhent- Promoters: ENHUS E., PONSAERS P., REYNBAERT H. (2009)
- «*Gewapende overval op zelfstandige ondernemers (Armed robbery of independent entrepreneurs): een bevraging van daders (a survey of offenders)*»  
Promoters: COOLS, M. , ENHUS E. & PASHLEY V. (2012)

Sofie De Kimpe published the following publications, among others:

- «*Inleiding: Op weg naar een Europese politieë samenwerking voor de burger (On the way to European police cooperation for the civilian)*»  
-Authors: De Kimpe Sofie, De Moor Alexandra, Bruggeman Willy  
- Reference: *Order of the day of the Belgian Presidency in 2010, Critical considerations on Justice, police and Internal Affairs*, issue 53, page 2 - 4, eds. DE KIMPE, S., BRUGGEMAN, W., DE MOOR, A., published by Kluwer
- «*Professionalization and socializing of the police*»  
-Authors: De Kimpe Sofie, Gunther Moor Lodewijk, Smets Lotte, Van Reenen Piet, Vlek Frits  
-Reference: *Professionalization and Socialization*, from Cahier police studies, page 22, page 7 - 10, eds. DE KIMPE, S., GUNTHER-MOOR, L., SMETS, L., VAN REENEN, P., VLEK, F., published by Maklu  
Prof. Dr. Em. Paul Ponsaers led the focus groups on "*Migrating criminal groups viewed from an integral perspective*" & "*A visible and tangible policy on theft in homes*".  
Prof. Dr. Sofie De Kimpe took care of the subject "*New technologies on burglaries*". Prof. Dr. Els Enhus supervised the theme "*Victims of burglaries*".

### Development of the questions / propositions

Various points should be kept in mind when preparing the propositions. The participants must be stimulated in order to start the discussions properly. Adequate preparations are necessary for the questionnaire and the sequence of the questions; they should be flexible to respond to the natural course of the group discussions. The clarity and the length of the questions are therefore important. Sufficient background and contextual information must be provided, to make the

28. EUCPN stands for European Crime Prevention Network

29. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999, 5

concept clear to the discussion group. Too many 'why' questions should be avoided.<sup>30</sup> The purpose of these focus groups is to examine burglaries from different viewpoints: from the perpetrator and the victim's perspective. One of the objectives of this project was to evaluate the recent trends and developments in burglaries. Hence the choice of the theme "*new technologies regarding burglaries*".

The current prevention policy regarding burglaries was also discussed in the last focus group. This can be clearly linked to another step within this European project, namely the cost-benefit analysis of the current policy regarding burglaries. This way it was not only information that was collected on this theme via websites or policy documents but direct visions and opinions regarding this subject were likewise collected from experts.

Below is a summary of the prepared propositions per theme. The development of this took place in close consultation with moderators. It wasn't possible to discuss all propositions during the discussion groups. These preparations did however form a guide for the discussion groups.

### *Itinerant crime groups in an integral perspective*

#### **European**

1. *The phenomenon of itinerant crime groups varies in seriousness according to the Member State.*
2. *At European level, the phenomenon of itinerant crime groups is not put forward with enough emphasis as a priority.*
3. *Too much time and too many means are invested in the phenomenon of itinerant crime groups whereas a great deal of domestic burglaries are committed by occasional thieves too.*
4. *An overall European police service – competent for dealing with cross-border crime – has to be created. Thus it will be possible to pursue the fight against the phenomenon of itinerant crime groups.*
5. *Too little is invested in feeding the international data banks.*
6. *Concerning itinerant crime groups, the present legislation has shortcomings*
  - *at national level*
  - *at international level*
7. *The actual execution of sentences should preferably be carried out in the country of origin.*

#### **Local**

8. *At local level, there ought to be the creation of a reinforced administration.*
9. *In order to provide a better follow-up, the harmonization between victim relief and police services should be designed differently.*
10. *If we are to tackle this phenomenon from an integral context perspective, it should be noticed that there is already a sufficient investment per link in the security chain, nevertheless the problem is located in the interactions between the links in the chain.*

### *New technologies regarding domestic burglary*

1. *The introduction of new technologies must be tested according to impact criteria for the market.*
  - a. *To what extent does technology contribute to solving a problem?*
  - b. *In this respect, impact factors have to take sociological effects into account.*
  - c. *What are critical success factors for a new technological instrument?*

30. SLOCUM, P., *Participatieve methoden; een gids voor gebruikers*, [http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/NL/PUB\\_1599\\_Methode\\_8\\_Focus-groep.pdf](http://www.kbs-frb.be/uploadedFiles/KBS-FRB/Files/NL/PUB_1599_Methode_8_Focus-groep.pdf), 2006, 138

- d. What are the advantages and drawbacks you have experienced with which techniques?
  - e. Which criteria should 'a scheme and/or market survey' include at least?
  - f. With which legal standards do new technologies have to comply?
2. To keep a sufficient view on the technical quality of new technologies, there has to be scientific testing of the new technology which is used in the framework of domestic burglary (e.g. scientific-technical test at universities or scientific research centres). Need for quality control? Standardization?
    - a. The police miss out on the new technological revolution.
    - b. The police are not able to cope with the new technological revolution as they do not know which position to take up on privacy-control in crime dilemma.
    - c. Which policy objectives should the police set for themselves with regard to the development of a new technological action policy?
    - d. How can they implement this?
    - e. Which legal standards or lines of force have to be woven into the legislation to safeguard a minimum of citizens' rights?
  3. The implementation of a camera system which is to increase among others the visibility of burglaries, but also other forms of crime (and which therefore also brings about a preventive effect), provides a false feeling of security, but does not actually lower the objective security.

#### **A visible and tangible policy regarding domestic burglary**

1. There are already sufficient efforts to guarantee the harmony of the current burglary prevention policy on the European level. What is the added value of an approach on the European level, complementary to a national approach?
2. On the local level neighbourhood information networks and domestic burglary prevention consultants are examples of methods that have already been developed sufficiently in the different member states. Which other forms deserve encouragement?
3. A European database needs to be developed with all existing best practices regarding domestic burglary. If so, who should take the initiative for this?
4. The following new strategies need to be employed to deal with the burglar: control when entering and leaving burglary sensitive neighbourhoods with police controls and perpetrator sensitive neighbourhoods with police controls (think of stop and search actions, the use of intelligent cameras, ...).
5. Which target groups do we need to give priority to when we want to make our burglary prevention policy more purposive? (Examples of possible target groups: pharmacists, seniors, town halls, ...)
6. What are good practices to increase the support of sensitizing campaigns by calling in policy makers?
7. An effective burglary prevention policy beforehand always needs sufficient analysis. What are relevant analysis indicators (e.g. committed crime/attempts, loot, target, time, ...)?
8. At the start of for instance burglary prevention projects, a cost-benefit analysis of the deployment of the different actors (think of the deployment of neighbourhood inspectors, community workers, municipal surveillants, ...) is hardly ever made. How can we convince less evident partners (think for instance of the private sector) to join in the burglary prevention policy? How do we create win-win situations?
9. In the prevention of domestic burglaries, the emphasis is often put too strongly on the importance of techno-preventive means. What are the means that work in other countries and why do they work? Are there any good evaluation studies on the subject?



10. The different burglary prevention actors get a training of sufficient quality.  
Who needs to strengthen this training and who should be responsible for the financing of the training?

Should one take initiatives on the European level?

11. How do you make a communication strategy of and to the government more visible? And more vigorous? What are possible new means for the communication?

### **Victimization in case of domestic burglary**

1. According to research, 65% of the victims still experiences consequences 4 to 10 weeks after the burglary; there are feelings of insecurity and discomfort. One also remains mentally occupied with the burglary. How important are these feelings?

2. Which instruments should we develop to sound them out on victimization? How can we measure the different psychological, social and economic effects?

3. Victimization cannot be disconnected from the perpetrators. All criminal offences need to be seen in a relation between victim and perpetrator.

4. What is the personal part of the victim in a burglary?

5. Is solving a committed domestic burglary a determinant factor for the victim to get over it?

6. In different member states a perpetrator is brought to court after it was proven that he or she committed a certain number of domestic burglaries. Yet, this way certain cases are never solved. How can this be tackled and who can play a role in this?

7. What is the weight of domestic burglary at the social level in regard to for instance domestic violence? Proportionally, is the effort to fight crime sufficient?

8. What are the pros and cons of surveillance in case of absence? How does this relate to other techniques to avoid victimization (think of for instance "contamination letters")? And which techniques are used in other European member states?

9. What are the minimal security measures that should be present in every house?

10. How can preventive measures be routinely built in at the houses of victims so that there is no repeated victimization? Often the victim proves to be very alert shortly after the domestic burglary, but afterwards this behaviour diminishes again.

### **Development of the script**

It is very important to provide a script for focus groups. The development of a script namely has various benefits. It ensures that the questions are placed in context for the participants. The results are also more reliable given that one is certain that the various focus groups are conducted in the same way. It provides a guideline for the moderator.<sup>31</sup> There are three specific components that can be distinguished into a focus group script:

- (1) **The introduction**, in this part the moderator welcomes the participants and sketches the context of this specific focus group
- (2) **The propositions and questions**
- (3) **The completion**, clearly explaining how data will be processed and used.<sup>32</sup>

31. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999, 4

32. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999, 4

The script developed for one of the focus groups is represented below. The second part "propositions and questions" is not included as this was already dealt with in the previous chapter. This general framework was each time used in the four different themes.

*"The organization of these focus groups fits in with the European project **"An integral methodology to develop an information-led and community-orientated policy to tackle domestic burglary."** This project officially started at the beginning of October 2013, and is oriented towards the development of a methodology to have sway over domestic burglary. Here the entire security chain, from prevention over police measures to judicial measures, is taken into account.*

*These goals take shape in a series of methods, which are also 'deliverables':*

- *Analysing the objective and subjective sources, and evaluating the existing policy by means of a cost-benefit analysis.*
- *Collecting and evaluating several best practices from the different fields through visits on the spot and a related evaluation checklist.*
- *Joining the expertise and reflections from focus groups with domestic and foreign experts.*
- *Using the interactive methodology of "World Cafés", and taking advantage of the participation of stakeholders/ policy advisors and experts in the field.*

*As we further look at the expected output of the project, we see among others the following elements of expectations:*

- *A methodological step-by-step plan (which will include a scheme of the different above-mentioned methods).*
- *An action plan with concrete proposals as good practices.*
- *A conference aimed at presenting the results.*
- *A webpage which includes all the expertise.*

*One of the 'deliverables' of the project, as already mentioned, is bundling the expertise and reflections in focus groups that consist of domestic and foreign experts. These experts include both practitioners in the field and policymakers. During the first meeting, these focus groups will concentrate on two specific themes: itinerant crime groups as seen from an integral perspective and new technologies regarding domestic burglary.*

*This way, possible difficulties regarding this matter can be further identified and concrete propositions can be made towards the future policy.*

*In this specific focus group, we will concentrate on itinerant crime groups.*

- *We would like to ask you to share all your ideas, opinions and personal experiences. What do you deem important, what are your ideas, considerations and especially your suggestions? There aren't any right or wrong answers today. It is about what you think and the reason why you think that. What we are especially looking for is diversity and possibly also opposite points of view. It is precisely this diversity we are trying to obtain with these focus groups.*
  - *Dictaphones are provided during these focus groups so as to make recordings of the conversations.*
  - *On the basis of the group discussions, we will write a report and talk about which critical reflections, proposals and/ or good practices can contribute to the future policy.*
  - *Everyone will receive a final report regarding this gathering.*
- At the end of the day, the first conclusions will already be put forward concerning the topics discussed in the different small groups.*

### **Organizing and reserving premises for the session and preparing specific requirements (refreshments, placement of chairs, overhead projector,...) and session material**

When choosing a venue for the focus group one should bear in mind that it should be a comfortable room that encourages the exchange of opinions and visions. There should be room for up to fifteen persons.<sup>33</sup>

It was decided to have the focus groups take place in the facilities of the FPS Local Affairs since these complied with the aforementioned requirements. Tables and chairs were placed in such a way that they encouraged discussion. The moderators were given a central seat at the table so that they were visible to every participant. Adequate information was also provided.

33. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999, 5

A PowerPoint presentation was projected with a view of the script. An information folder was provided for every participant with a summary of the project, an attendance list (with specific division of the groups when indicated), note pads and the program.

Labels were provided for the participants, listing their name, function and their group. Name tags were also placed for every participant during the discussion, provided it was easy for the moderators to speak to these persons during the discussions.

Coffee and water was present for the participants so that there were enough refreshments at all times. Sandwiches were served during the lunch break.

Recording equipment was also provided during the sessions. A dictaphone was placed in the one room and a camera in the other. This way the collection of information could be guaranteed to a maximum.

### Writing and sending the invitation

Every guest received an invitation letter via e-mail. A roadmap to the location was also provided. The program of the first session of the focus groups is represented below.

#### Agenda

9:00 – 9:15	Arrival & Registration
9:15 – 9:30	Welcome & Introduction to the focus groups by Pierre Thomas, director of the Direction Local Integral Security
9:30– 11:30	Focus group 1
11:30 – 12:30	Lunch break
12:30 – 14:30	Focus group 2
14:30 – 14:45	Coffee break
14:45– 15:30	Round up + conclusions

The proposed program opted for blocks of maximum 2 hours each. This time frame was chosen since at least 1 hour was needed to start the discussion and some time was also needed for an introduction and to round off. More than 2 hours is also not appropriate since it would be too tiring for the participants and the moderators. There is also the risk that one goes overboard and no longer brings up relevant information on the subject. A short break was provided within this time frame of 2 hours. Thus everyone was able to digest the information and to start the second part with an open mind.<sup>34</sup>

After the invitations were sent out the entries were followed up by the project team. Not long before the focus groups were to start, a reminder was sent out to all attendees to ensure the maximum number of participants.

### Taking notes of the sessions

As mentioned above, 1 or 2 observers were present to take notes at the focus groups during the discussion groups. They also had the role of timekeeper. It was decided not to have any transcripts typed out of the recorded audio material. The notes that were taken were quite comprehensive and provided an adequate representation of the views and opinions that were raised.

The audio material was mainly provided as back-up. The participants were informed of this.

34. SIMON, J.S., *How to conduct a Focus Group*, [http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group\\_0.pdf](http://www.tgci.com/sites/default/files/pdf/How%20to%20Conduct%20a%20Focus%20Group_0.pdf), 1999, 4

### Making a summary of the session and sharing these reports with the participants

The first focus groups were held on 28 March 2014 with the themes itinerant crime groups and new technologies being central. The second and last session was subsequently organized on 21 May 2014 revolving around victimization and burglary prevention.

A single global report was drawn up of every day. In these two reports, it was decided each time to review the addressed discussions per statement or theme. Various conclusions were also made per specific subject.

These reports were also sent to the participants for approval and in these mails the participants were also thanked each time for their participation in the focus groups.

The full versions of these reports can be found on our website: [www.domesticburglary.eu](http://www.domesticburglary.eu)

### An analysis of the results of the focus groups

Many different conclusions were reached in these focus group reports. The most important of these are discussed below, per theme. A pure scientific processing of the focus group data is not opted for here. With various conclusions, a link is however made to the scientific literature or reflections are cited from the project group. These comments are reflected in italics to make a clear differentiation between what emerged in the focus groups and the opinions emerging afterwards from the project group.

#### *Itinerant crime groups*

The most remarkable claim that was made during the focus group was that everyone perceives itinerant crime groups as a European problem. This is very important considering that it implies there are common opportunities and international awareness should be created in this way. This could for example be pursued by more statistical research, facts and figures.

*This claim that was discussed during the focus group is also reflected in the literature already published on the phenomenon of itinerant crime groups. We see this reflected, for example in publications from the local and federal police who have developed 6 action areas in the context of addressing itinerant crime groups. One of these action areas is an intensive offender oriented approach. Within this domain one of the basic principles is a focus on an international dimension. There is, for example, the EMPACT project that is also discussed in the cost benefit analysis.<sup>35</sup>*

*The scientific literature also states that there is increasing focus on the phenomenon of itinerant crime groups within the Belgian and European safety policy. A detailed description has been drafted in Belgium to address the phenomenon. However, in the neighbouring countries there is also mention of these groups, but rather seen from a practical point of view.<sup>36</sup>*

*However, if we then look at figures, the details accessible to the public seem rather limited. Policing analyses often also happen in a different way.<sup>37</sup> More statistical research as mentioned above is certainly in order.*

Identity theft was also discussed as an important issue during the discussion groups, but also who lives where? *We see this again reflected in one of the action fields of the federal and local police where area 4 refers to establishing a correct identity. Under this we understand among others establishing a qualitative application of the triptych of fingerprints, photos and individual description.<sup>38</sup>*

Besides the phenomenon of identity theft, the slow and stalling legislative information exchange was also brought forward as important issues. *Publications on this also confirmed this finding. Within the current EMPACT action plan, for example, the promotion of international data transfer and the resulting cooperation is given a first place.<sup>39</sup>*

To address all these issues we can say that an extensive cooperation between scientists, the police and civilians should be strived for.

35. DIENST GEORGANISEERDE DIEFSTALLEN EN KUNST, "Naar een effectieve en efficiënte aanpak van woninginbraken gepleegd door rondtrekkende dadergroepen", *Het Politiejournaal*, April 2014, p. 10

36. VANDAELE, S., VANDER BEKEN, T., and DE RUYVER, B., "Rondtrekkende dadergroepen: een empirische toets", *Panopticon*, 2008, 25-27

37. VANDAELE, S., VANDER BEKEN, T., and DE RUYVER, B., "Rondtrekkende dadergroepen: een empirische toets", *Panopticon*, 2008, 25-27

38. DIENST GEORGANISEERDE DIEFSTALLEN EN KUNST, "Naar een effectieve en efficiënte aanpak van woninginbraken gepleegd door rondtrekkende dadergroepen", *Het Politiejournaal*, April 2014, p. 10

39. WECKHUYSEN, K., "Internationale gegevensuitwisseling in de strijd tegen rondtrekkende daders. Een praktische kijk op de middelen voorhanden", *Het Politiejournaal*, April 2014, p. 25

### **New technologies.**

With the discussion of the theme 'new technologies' it was remarkable that the same technologies are used in all countries. The differences are in the amounts and the implications. This is often due to the legislature because every country has its own privacy laws.

*It was also mentioned that the importance of basic security and the interests of victims may not be forgotten. The importance of victimization in the discussion of the fourth and last theme was further elaborated on.*

Four specific clusters of problems were also identified during focus groups:

1. The industry of prevention is for the majority private: This has as an indirect consequence that people who try to protect themselves must have money. However the police tries to control this when they make a partnership with private companies. This is important because the poorer people may be more victimized if they cannot afford the means to protect their homes.
2. We must be aware that the implementation of new technologies may lead to a false sense of safety. There is a contradiction between the crime control and the expectations.
3. There is the problem of displacement. The amount of crime is not reduced, the crime just displaces from zone to zone, from city to city.
4. There must be found a balance between privacy legislation, crime control and how the police uses new technologies. Therefore there must be implemented a control system and we must have trust in the police (i.e. as a result of/due to the accountability and good awareness of using databanks).

*If we link these findings back with the literature we find that criminologists and observers even go a step further by stating that we are only in a start phase of a technological revolution and that the function and the organization of police services are already changing drastically and will change even more in the future.<sup>40</sup>*

During the focus groups it was also concluded that there was an even greater need for scientific research regarding new technologies. Not enough is known about the effectiveness of their efficiency.

*It can be stated at a Belgian national level that the FPS Domestic Affairs, Executive Board of the Local Integral Safety can play an important role in this by stimulating and issuing scientific studies into new technologies and burglary prevention. This should also be further applied at European level.*

### **A visible and tangible policy on domestic burglary**

During the third theme of the discussion groups the need for harmonization of the policy on burglary prevention on a European level also became noticeable. There are indeed many differences between the countries, which makes it difficult to accomplish this. We have to learn from each other. It was also concluded that a database would be made available for everyone, it would also have to be promoted more.

*From this project we already strive to do so by summarizing good practices. This way we also wish to contribute to creating a comprehensible database. We also want to contribute to a visible and tangible policy. The cost-benefit analysis is a first step in this, since it provides a summary of all actors involved in tackling burglaries, the existing policy instruments, initiatives taken and available figures.*

It was also stated that the EUCPN is considered as the correct agency for information exchange. A few improvements should however still be made. Many people do not know EUCPN or do not use it. The police force is also suspicious of this agency considering there is no police involved in the handling of the information.

*These proposals for improvement will certainly be taken into account. These critical objections were also transferred from our project group to the EUCPN-administration.*

40. CHAN, J., "The Technology game: how information technology is transforming polic practic" in: *journal of Criminal Justice*, 2001, p. 140

During the focus groups it was also obvious that the position of the private sector is country dependent. Some find it logical, others not at all. There is also the important question: "who controls the private institutions?". Should the police do this or the policy makers? The changes in this perspective are changing very quickly, therefore a "feet to the ground" policy is necessary. The position of civilians with domestic burglary prevention consultants in municipalities is changing. They are becoming ever more important. Making policy makers more responsible is not only a task for the police.

*From this we can conclude that the government is not alone in the fight against burglaries. The private sector also has an important role to play in this.*

### **Victimization in burglaries**

Following the discussion of the fourth and last theme, the following findings emerged specifically :

- Criminal violations never happened at random. The perpetrator and the victim are connected. The violations should be seen in relation between victim and perpetrator.

*This will also be covered by the concept of "repeat victimization". We come back to this below.*

- The feelings of being unsafe should not be ignored. Burglaries are a high impact crime, and not only at an economical level. The victims are often confronted with various psychological effects. Victims often have sleeping problems; some even move. It is important that practitioners in the field are aware of these effects. This way people can be sensitized.

*Scientific studies have shown that burglaries can have an enormous impact on a victim. According to Lamet and Wittebrood, burglaries are often perceived by victims as an infringement on their privacy. The emotional consequences can also be considered as fairly large. Feelings of injustice, disbelief and anger are experienced. Sleeplessness and lack of concentration are also one of the symptoms. After several weeks or months, most complaints disappear again. Changes in behaviour could occur, for example one becomes more alert in locking doors, among others.<sup>41</sup>*

- People often lose their trust in the police after a burglary. It is important for the police to try to find a way in which to rebuild the faith in the police. There is a great need for a victim survey, specifically for Belgium. This has not happened since 2010. *We also see these statements repeated in the literature. Becoming the victim of a crime can lead to a loss of confidence in the police and also make the victim less willing to cooperate with the police. The efficiency of the police is however also determined by this co-operation. It can thus be stated that it is not only important for the sense of justice of the victim that one remains confident in the functioning of the police. A decline in confidence can namely also lead to secondary victimization in the victims. The degree of satisfaction on the function of the police directly after the burglary is a deciding factor in this.<sup>42</sup>*

- After a burglary was committed we see that several preventative measures are taken by the victims. Unfortunately people tend to relapse into their old habits and their alertness fades into the background. We should ask ourselves from a preventive point of view how can we anticipate this issue?

Something that often occurs in second and third victimization is that people want to restore the situation to what it was before. They want to reconstruct their environment by for example buying the same television. This attracts burglars to return to the same place.

*The above findings are also confirmed in scientific literature. For example research in Australia shows the chance of a recurring burglary in a household after initial victimization is six times as big as the chance of becoming a first time victim.<sup>43</sup>*

41. LAMET, W., and WITTEBROOD, K., *Nooit meer dezelfde. Gevolgen van misdrijven voor Slachtoffers*, Den Haag, Sociaal Cultureel Planbureau, 2009, 15-21.

42. KNIJF, E., *Slachtoffers van woninginbraak. Een kwantitatieve analyse onder slachtoffers van woninginbraak naar hun tevredenheid over het politiefunctieneren en vertrouwen in de politie*, Leiden, Universiteit Leiden, 2011, 7-8.

43. SIDEBOTTOM, A., "Repeat Burglary victimization in Malawi and the influence of housing type and area-level affluence" in: *Security Journal*, 2012, p. 266-267

Studies have also been conducted in Belgium into the prevention of repeated victimization as well as neighbouring repeat victimization in burglaries. Based on police records the results show that there is repeat victimization in almost one in five burglaries in Belgium.<sup>44</sup> We may be able to make some reservations here, but action points also flow forth, more about this in the action plan.

Repeated burglaries, according to Polvi et al, include the following procedures:<sup>45</sup>

1. After the realization that there is a chance to commit a crime the perpetrators often return. Or they strike in the same place because they assume that certain goods have already been replaced.
2. The first offenders inform other offenders what else the house still has to offer. They then decide to burgle the house.
3. Certain characteristics of the house ensures that it is seen as an attractive target and this could lead to repeated victimization <sup>46</sup>

- Addressing victimization by revisiting is different in different countries. In Germany it is not implemented at all. In Bulgaria for example the focus is on the evolution of the study, not the psychological effects.

*The satisfaction of victims on the first contacts with police agencies has already been investigated by Skogan. He came to the conclusion that, when it involves satisfaction with the authorities, victims are more focused on the process and not as much on the outcome of the case. Under the process is understood: providing a listening ear, showing understanding, a positive approach but also honest and complete information. These are all aspects that weigh heavily when one proceeds to evaluate the police authorities.* <sup>47</sup>

*According to Bradford the contact with and the information supply by the police is a deciding factor for the satisfaction of the victim in general.* <sup>48</sup>

- Compulsory standards included in prevention are considered important, this should however be seen within the specific context of every country.

*The theme and the specific context in Belgium is also further elaborated on in the analysis of the World Café.*

- Neighbourhood watches can be seen as an effective form of prevention of residential burglaries if certain factors are taken into account for example the urbanization of the region.

It is also quoted in the literature that the Neighbourhood watches play an important role in the prevention of neighbouring repeat victimization. The Neighbourhood watches can basically provide the neighbourhood with information as soon as possible on the chance of possible repeat crimes in a specific area. <sup>49</sup>

### And now?

After the discussion of all these results it is also the intention to use this. All too often it is forgotten after organizing these focus groups to also convert these to action points.

Different action points were already put forward above, but we have also established an extensive action plan. This can be found on page 59.

44. KERKAB, R., and DEROOVER, M., "Naburig herhaald slachtofferschap bij woninginbraken. Een verkenning van nieuwe paden voor het inbraakpreventiebeleid" In: CHRISTIAENSEN, S., DORMAELS, A., and VAN DAELE, S., (eds.), *Diefstal in woningen. Bijdragen voor een geïntegreerde beheersing vanuit beleid, praktijk en wetenschap*, Antwerpen/Apeldoorn, Maklu, 2012, 65-66.

45. SIDEBOTTOM, A., "Repeat Burglary victimization in Malawi and the influence of housing type and area-level affluence" in: *Security Journal*, 2012, p. 266-267

46. SIDEBOTTOM, A., "Repeat Burglary victimization in Malawi and the influence of housing type and area-level affluence" in: *Security Journal*, 2012, p. 267

47. KNIJF, E., *Slachtoffers van woninginbraak. Een kwantitatieve analyse onder slachtoffers van woninginbraak naar hun tevredenheid over het politiefunctioneren en vertrouwen in de politie*, Leiden, Universiteit Leiden, 2011, p. 7.

48. KNIJF, E., *Slachtoffers van woninginbraak. Een kwantitatieve analyse onder slachtoffers van woninginbraak naar hun tevredenheid over het politiefunctioneren en vertrouwen in de politie*, Leiden, Universiteit Leiden, 2011, 5

49. KERKAB, R., and DEROOVER, M., "Naburig herhaald slachtofferschap bij woninginbraken. Een verkenning van nieuwe paden voor het inbraakpreventiebeleid" In: CHRISTIAENSEN, S., DORMAELS, A., and VAN DAELE, S., (eds.), *Diefstal in woningen. Bijdragen voor een geïntegreerde beheersing vanuit beleid, praktijk en wetenschap*, Antwerpen/Apeldoorn, Maklu, 2012, 68-69.



## World Café Analysis

### Introduction

One of the deliverables of this European project is organizing a World Café. The objective of the World Café is to think about prevention of burglaries in an informal way, and to collect expertise from people in the field.

The organization of the World Café fits into the framework of the European project. The purpose of this European project is to control the burglary phenomenon by raising awareness of the problem, to exchange good practices and to strengthen cooperation between the different links of the security chain. Via the World Café, practitioners in the field – in the daily practice – are involved in the project. The World Café took place on 14 June 2014.

The following analysis firstly focuses on the World Café methodology. Thereafter a discussion will follow on how the World Café was organized via a phased plan.

### The methodology

#### Qualitative study

The World café is a form of qualitative research. The nature and context of the phenomenon can be studied based on qualitative research. It does not specifically involve evaluating figures, but a theme or issue is placed in the forefront and focused on. This study focuses on the opinions and visions of the respondents to identify the possible supporting trends<sup>50</sup>. A World Café fits in well with this. The opinions and visions of a large group of participants were asked based on various themes and questions.

#### Advantages of a World Café

Various benefits can be distinguished with this methodology. Firstly, it is a flexible method and also relatively inexpensive to organize. Furthermore, the move-along system ensures multiple themes are handled, making it easier to collect data on the various aspects of the phenomenon.

The short discussion sessions (+/- 25 minutes) and the participants' enthusiasm made sure that the discussions did not get the chance to bleed to death. The timing also ensured that one had to get to the point straight away, without elaboration. This led to high quality conclusions. The small groups and the relaxed atmosphere also made sure everyone could voice their opinion<sup>51</sup>. Such discussions can provide interesting angles of perception for other files apart from domestic burglary prevention. The moderators can make these associations as file managers.

The moderator also discussed the same subject several times, which allowed him to avoid substantive pitfalls that occurred in a previous discussion, from reoccurring in a subsequent discussion. This allows him / her to remain on theme, which has a positive influence on the end result. Combined with the fact that the background of the participants is always changing, this ensures that he / she has the choice to delve deeper into recurring elements, or to further investigate new elements.

Moreover, the methodology allows one to engage practitioners in the field in policy preparations by actively asking for their knowledge and opinions. This stimulates the bottom-up approach and shows appreciation for the field workers. The method is also suitable for working out a policy issue in depth, leading to new ideas and solutions<sup>52</sup>. Furthermore, it is also an ideal opportunity to network and to meet people who are all involved in prevention. To facilitate this and to keep everyone fresh, sufficient breaks were lined up.

#### Disadvantages of a World Café

Apart from the abovementioned advantages of a World Café, there are also a number of drawbacks. Firstly, the methodology requires a lot of preparation time, both in the preparation of the content and in the practical and organizational elements (distribution of groups, drafting of questions...). Processing the discussions is also a time consuming job.

50. REULINK, N., and LINDEMAN, L., *qualitative research*, [http://www.cs.ru.nl/~tomh/onderwijs/om2%20\(2005\)/om2\\_files/syllabus/kwalitatief.pdf](http://www.cs.ru.nl/~tomh/onderwijs/om2%20(2005)/om2_files/syllabus/kwalitatief.pdf), 2005, p. 4

51. LOYENS, K., and VAN DE WALLE, S., *Methoden en technieken van burgerparticipatie*, <http://www.de-raet.be/index.php/cocreatie/methoden/166-world-cafe>, 2011

52. LOYENS, K., and VAN DE WALLE, S., *Methoden en technieken van burgerparticipatie*, <http://www.de-raet.be/index.php/cocreatie/methoden/166-world-cafe>, 2011

Some discussions were also stopped rather abruptly because the predetermined 25 minutes were often over far too soon. Even if a debate was still very active, one had to stop and move on to prevent a delay in the further progress. The same group also moves along to the next discussions each time and sometimes points are taken over from the previous discussions of which the moderator is not always informed of, but which could have an influence on the discussion. The motivation of the participants is also an important aspect in making this concept a success.

In order to offer the various points of view to the different tables, multiple moderators are required. It is not always easy to have enough experts available. Furthermore the combination of leading a debate and taking notes at the same time is no simple task for moderators. A few minutes between every group is handy to note the most important matters and to make a short summary of the most important points for the new group. These interim summaries will simplify drafting end conclusions.

### Analysis of methodology

In general the organization and methodology of the Word Café was received positively. One could therefore conclude that a World Café forms an added value in discussions. In general the benefits of the Word Café outweigh the drawbacks of the World Café. The participants were predominantly positive about the methodology. It was even suggested that the methodology should be used in other projects too, apart from the European project.

### Step-by-step plan

Various steps should be followed to organize a World Café. This step-by-step plan will be discussed below.

### Clarifying the purpose

The first step in organizing a World Café is clarifying the purpose. The general objective of a World Café is to stimulate as many ideas as possible, through dialogue, to collect them and to get the participants to interact. Thus one tries to come up with more effective solutions, more insight, fundamental decisions and better supported decisions. It is a transparent and interactive way of collecting the opinions and insights of a large group of people<sup>53</sup>.

After determining the general purpose of a World Café it is also important to define the specific objective of this World Café within the European project. The specific goal is to get people to share their vision on current themes. Within this project a lot of information has already been obtained from experts (often from police level). It is however important not to lose sight of the link with the practice. Especially because the practitioners in the field have a better view of what is happening out there and which improvements are necessary. In this way possible policy issues can be identified and concrete proposals can be made towards a future policy.

### Identification of the participants

The recruitment of participants is no simple task<sup>54</sup>. Many World Cafés invite people without really selecting them. It is however important to carefully consider which target group is needed for the World Café to succeed<sup>55</sup>. This World Café targets the practitioners in the field as target group to provide a balance for the experts and to not lose sight of the link with the practice.

During the selection of the practitioners in the field, the project group deemed it important for all levels of the safety chain to be represented. Therefore, representatives were invited from the federal police, local police, domestic burglary prevention consultants, neighbourhood watch officials and coordinators, the private sector and the justice department.

To contact all these individuals, the participants of the advisory board have been called upon. They were asked to circulate the invitation further in their network. This action led to the participation of 5 Dutch participants because there was also a Dutch colleague in the advisory board. Furthermore the invitation was also sent via the monthly electronic newsletter *Prevue*<sup>56</sup>. The target audience of this newsletter includes mayors, police chiefs, prevention services, etc.

53. THE WORLD CAFE, *method*, <http://www.theworldcafe.com/method.html>

54. LOYENS, K., and VAN DE WALLE, S., *Methoden en technieken van burgerparticipatie*, <http://www.de-raet.be/index.php/cocreatie/methoden/166-world-cafe>, 2011

55. GASTMANS, F., *Waarom en hoe een World Café organiseren?* [http://www.lemniscaatmethode.be/Lemniscaat\\_methode/BIB\\_files/World\\_Cafe\\_Concreet\\_5.1.pdf](http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf), 2010

56. Electronic newsletter issued by the management Local Integral Safety (FOD Home Affairs),

Moreover the invitation was also sent via the bi-weekly electronic newsletter 'safety' of the FPS Home Affairs. In addition, the invitation was also sent to all neighbourhood watch coordinates and officials. In this way almost all links of the safety chain were represented. Participants of justice were however missing, partners like architects were also not present. This all ensured that there were a total of 79 World Café participants.

A variety of participants from various departments and positions (local vs. federal, police vs. administrative, preventive vs. repressive, specialist vs. civilian, etc.) allowed for varied discussions and good practices to be exchanged. The international presence also certainly provided an added value. Because a too diverse group of participants can also lead to restraint in the participants it was decided to provide every participant with a type of 'identity card'. On it were several details that were useful for the organizers and for the participants<sup>57</sup>. At this World café this was the name, the current function and at which institution (city, Police Zone, private...) the participant is working.

When dividing the participants into smaller groups the various backgrounds of the participants were taken into account. This ensured that as many actors as possible of the safety chain were represented in every discussion group. The groups consisted of maximum 6 persons. These small groups are necessary for an intimate and open atmosphere.

### Selection of a host

There should be a host at every café to welcome people and to explain what a World Café actually is and what its objectives are. The host is also responsible for creating a welcoming atmosphere, which is very important because it generates an inviting and safe feeling. When people feel at ease they are often at their most creative, they are then also more quickly inclined to share their opinions and to listen to other people<sup>58</sup>.

Considering the limited budget that was provided to hire a host it was decided to leave this task to one of the project members. In this respect they also served as timekeeper.

At a World Café it is not unusual if there are no moderators leading the discussions. This is left completely up to the participants. With every change-over, one participant remains sitting at the table to play hostess / host for the following group<sup>59</sup>. Due to the technical complexity of the various themes at this World Café, it was however decided to work with moderators.

For the selection of the moderators it was decided to select employees of the Directorate General for Security and Prevention, Belgian Federal Public Service (FPS) Home Affairs, considering their expertise in the phenomenon of domestic burglaries. It was also ensured that there were enough moderators within every language group, since the group was split into Dutch and French tables. This way every table had a moderator with sufficient knowledge and expertise on the theme, to launch the discussions in the right direction.

### Development of the questions / statements

When developing the questions / statements it is important to keep certain points of interest in mind. The questions should be drafted in such a way that the participants are stimulated and that the discussion is kept alive. Because the discussions are quite short, 25 minutes, it is important that the statements are also kept short. It is however also advisable to have some additional questions available so that the last group can always add interesting subjects to the already completed discussions.

The setup of this World Café is scrutinizing the domestic burglary phenomenon from various themes. For this, the cost-benefit analysis was taken as a guideline. As a result, 7 different themes were selected namely civilian participation, private partners, social media and domestic burglaries, standardization, new technologies, neighbourhood watches and the international dimension. Only the 4 first themes were handled on the French speaking side. This choice was made because there were fewer participants on the French speaking side. Moreover these 4 statements were chosen because they were the most diverse within the domestic burglary phenomenon. This way it was attempted to provide the greatest possible spectrum for the French speaking participants.

57. GASTMANS, F., *Waarom en hoe een World Café organiseren?* [http://www.lemniscaatmethode.be/Lemniscaat\\_methode/BIB\\_files/World\\_Cafe\\_Concreet\\_5.1.pdf](http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf); 2010

58. THE WORLD CAFE, *principles*, <http://www.theworldcafe.com/principles.html>

59. GASTMANS, F., *Waarom en hoe een World Café organiseren?* [http://www.lemniscaatmethode.be/Lemniscaat\\_methode/BIB\\_files/World\\_Cafe\\_Concreet\\_5.1.pdf](http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf); 2010

The project group then drafted a statement for each theme. These statements were sent to the moderators where every moderator was able to adjust the statement if necessary. Thus the expertise of a large group of people was used to setup proper statements. Below is a summary of the statements per theme.

### **Civilian participation**

1. How can we increase the participation of citizens in domestic burglary prevention? Should this be increased at all?
  - a. In which matters is civilian participation necessary, for example assistance in sensibilisation campaigns and giving prevention advice? And in which matters absolutely not?
  - b. How can we stimulate civilians to accept their responsibility?

### **Private partners**

2. There should be more cooperation between the private sector and FPS Home Affairs. What can the private sector do for the prevention policy? Will the citizens accept this?
  - a. Should architects receive more education in the field of burglary prevention?
  - b. No insurance without the registration of valuable items?
  - c. The better the security of a house, the lower the insurance premiums.
  - d. Would it be a good idea for private security companies to patrol along with the police?

### **Social media and burglaries**

3. Which role can social media play in the field of crime prevention?
  - a. What are the advantages and disadvantages of social media in communication towards citizens?
  - b. What impact does social media have on preventive behaviour? Should this be academically researched?
  - c. Which social media should one use?
  - d. What are the advantages and disadvantages of social media for the communication between security and prevention partners?
  - e. Which social media should one use?
  - f. What is the role of the FPS Home Affairs regarding social media in the area of crime prevention?
  - g. What is the role of the various partners concerning social media?

### **Standardisation**

4. Should technical preventive measures be standardized and compulsory with every home?
  - a. If yes, how would this be implemented?
  - b. If no, what other means should then be further deployed?

### **New technologies**

5. In what way do new technologies help to avoid burglaries?
  - a. Is enough being done to provide new technologies to the underprivileged? If no, what should be done?
  - b. Do cameras create a false sense of security?
  - c. Cameras are they there for our safety, or is big brother watching you?
  - d. Is security more important than privacy?

### **Neighbourhood watches**

6. Is it possible for neighbourhood watches, in the long term, to amplify the distrust of civilians and that it evolves into a "rat-line"? Does this not actually compromise the strengthening of social cohesion? How can we counter this possible side-effect?

### **International dimension**

7. Opening the borders within the EU has allowed migrating criminal groups to operate freely. Is it then up to the EU to establish a powerful preventive action towards this?
  - a. What should the EU do?

### Reserving a room

When reserving a room various elements should be taken into account. Firstly, the room must be large enough to fit multiple 'café' tables with an average of 7 seats. At this World Café the maximum number of participants was set at 100 persons. Because of this a room had to be sought which was large enough, but also had the proper acoustics, given the simultaneous discussions.

In the search for a room, external halls were searched for first. As our budget was inadequate it was decided to have the World Café take place in the rooms of the FPS Home Affairs. The group of participants was therefore divided into two rooms. However, this was no limitation because in this way the two language groups each had one room. Dividing the group up into two smaller groups meant that both rooms were more relaxed, people could understand each other better. There was also enough materials for everything to go well.

### Writing and sending invitations

Due to the assumed large number of participants it was important to make the invitation attractive. As already mentioned the invitation was sent via various channels. The invitation was firstly sent in the form of an article via the electronic 'safety' newsletters of IBZ and Prevue<sup>60</sup>. This was repeated again in the following month. A mail was also sent to the advisory board with the invitation to the World Café in annexure. Via this mail, they were asked to forward the invitation to their network.

When writing the invitation the novelty of the methodology must be taken into account. The concept of a World Café is still not really established. What a World Café entails, was first explained in an informal and simple manner. Then the content of the World Café was further elaborated on. Finally it was pointed out that our target group was the people in the field. Thus we wanted to eliminate a barrier for people who believed they do not have enough personal expertise on the topic.

### Follow-up of the invites

Due to the assumed large number of participants it was important that the invitations proceeded smoothly. Registering via mail was therefore avoided due to its lack of transparency. As a result, it was decided to have the registrations proceed via an online registration form on the website [www.besafe.be](http://www.besafe.be)<sup>61</sup>. On this online form, people were also asked to state the function and institution or service. This makes it easier to assemble varied groups during preparation.

A week before the World Café, a 'participation confirmation' was sent to the registered persons. The exact time and address of the World Café was included. The agenda of the day was also added<sup>62</sup>. The full version of this invitation can be found on the website<sup>63</sup>.

### Room arrangements

Because of the special form of a World Café, 7 tables were set in the largest room (the Dutch discussions took place here) around which at least 7 seats were placed each time. In the smaller room 4 tables were set (the French speaking discussion were held here) around which at least 7 seats were placed.

During the preparations of the room, some large note pads were placed on every table. The statement belonging to the table was also printed large so that all participants could easily read it. Every table also had a board on which the table number and group number was indicated.

### Gathering session materials

A World Café, generally speaking does not really need a lot of material. The statements were printed in advance on A3 pamphlets so that the participants could easily read these. It was also important to provide enough paper, markers and / or pens on the tables.

60. The link to the invitation in the Prevue of April 2014 can be found here: <http://ibz.fb.emailing.belgium.be/c1688/e1205222/h4dd93/t0/s0/index.html>

61. Website of the the Directorate General for Security and Prevention, Belgian Federal Public Service (FPS) Home Affairs

62. The full agenda is located under section 3.10 Progress of the World Café

63. [www.domesticburglary.eu](http://www.domesticburglary.eu)

The participants were also provided with a documents folder with information on the project and also information on the World Café itself. The various objectives of the project were also explained. The information on the World Café included the invitation, the information on what a World Café is and the participation list. Scrap paper was also provided so that the participants could take notes.

### Progress of the World Café

World Cafés always proceed the same way. It starts with a general welcome followed by an explanation of the content of the World Café. Then the discussions start, per group. There is a 'table sheet' per table on which notes can be made. After a predetermined period (usually around 20 to 30 minutes) the groups move to a different table. One person remains seated at the table and functions as host / hostess, to explain the previous discussion. Then the debate is picked up and continued. This happens a few times, the organization can decide for themselves how often. With the last round it is possible to ask that action points are suggested to resolve the discussed statement.<sup>64</sup>

This World Café followed this procedure pretty well, except for a few changes.

#### The agenda:

8:30 – 9:00	Arrival and reception
9:00 – 9:30	Welcome + introduction to the project and explanation of World Café
9:30 – 10:40	Discussions
10:40 – 11:00	Coffee break
11:00 – 12:05	Discussions
12:05 – 12:15	Break
12:15 – 13:00	Representation of the various discussions + conclusion and thank you

It was decided to provide two breaks during the World Café. The progress of a World Café with the various discussions is very tiring for participants. To keep the minds fresh, a break was provided after the second round of discussions. After the fourth round of discussion, a shorter break was provided. This break was used especially by the moderators to prepare their end statements. Coffee and refreshments were served during the break.

At this World Café the group of participants were split up into 11 smaller groups (the list of participants can be found on the website<sup>65</sup>). Every group sat down at a table with a statement or question. After approximately 25 minutes, tables were swapped. One moderator was present per table to moderate the discussion and take notes, the participants did not take notes themselves. After every table change, the moderator discussed shortly what was already said and written by the previous group(s), after which the discussion was continued within the new group. This was repeated 4 times. During the last round of discussions, participants were asked to present possible policy action points. Throughout the entire World Café there was a timekeeper who ensured tables were swapped in time. Because of this the agreed end time was respected.

The discussions took place per language group, so that language would not form a barrier when giving an opinion, and to avoid misunderstandings. The conclusions were however given in both languages, even the statements that were only discussed in Dutch. Because of this the conclusions lasted rather long.

64. GASTMANS, F., *Why and how to organise a World Café?* [http://www.lemniscotmethode.be/Lemniscot\\_methode/BIB\\_files/World\\_Cafe\\_Concreeet\\_5.1.pdf](http://www.lemniscotmethode.be/Lemniscot_methode/BIB_files/World_Cafe_Concreeet_5.1.pdf), 2010

65. [www.domesticburglary.eu](http://www.domesticburglary.eu)

### **Sending a thank you note to the participants**

We sent a mail expressing our appreciation to all participants the day after the World Café, on 20 June 2014. All statements were included and the participants list was once again sent in annexure to this mail.

### **The session notes**

As mentioned above, a moderator was present every time during the discussion groups, who also took notes during the World Café. It was decided not to have transcripts of the discussions typed out as it was almost impossible because there were 11 different discussions going on at the same time. It was however ensured that the gathered notes were extensive and that they were an adequate rendition of the visions and opinions that were discussed.

As already stated, it is no easy feat for the moderators to take notes and lead the discussion at the same time.

### **Writing the report and sending it to the participants**

Because there were 11 different discussions during the World Café, it was no simple task to make a report of this. Firstly, there was a report prepared by the moderator per table of the discussions.

Then all these reports were processed into a large report. In this, apart from the conclusions and action points of every table, there is also a section on the evaluation of the methodology. As this was a new methodology for the project group and for most participants, this seemed appropriate to us. Finally, this general report was sent to the participants and they were asked for feedback on the methodology and / or extra action points. There were a few responses to this, these have also been included in the general report.

### **Analysis of the World Café**

Per theme and the accompanying statements there were conclusions and multiple points of action. These are given below: The various points of action that emerged here were analysed in the action plan of this European project.

An important note here is that certain statements clearly fitted more in the experience of the participants than other. The moderator of the international statement for example stated that this statement often came across as somewhat difficult. Many participants had not, or had not often considered the international dimension of the domestic burglary phenomenon. With the focus groups the international dimension emerged much more often. On the other hand there were statements, for example on civilian participation, which most participants did have quite a lot to say about. This development is a logical consequence of the selection of our target group. During this World Café, the focus was on practitioners in the field and not, as in the focus groups, on national and international experts.

### **Statement 1**

Should technical preventive measures be standardized and compulsory with every residence?

- a. If yes, how would this be concretely implemented?
- b. If no, what other means should then be further deployed?

### **Conclusions**

Many participants are in favour of the integral approach within the "Police Seal for Safe Living".

The imposition of standardizing technical preventive measures on civilians, in order for the property to meet certain security standards, is not possible since the need for protection differs from residence to residence. The civilian should however remain stimulated / sensitized to reduce the risk of a burglary.

A compulsory visit of a domestic burglary prevention consultant could be an option. This is especially important with the purchase and construction of a house, this can be systematically controlled with the registration at the municipality. People can then still choose whether they take action or not. One could then also provide a type of labelling for the different levels of safety a house has. It could play a role in the future, especially when selling a home.

Imposing standardization/minimum standards to manufacturers / contractors so citizens will not be misled should be possible. This could include the introduction of a quality label (quite like the energy certificate that is currently allocated to homes from regional government).

To achieve such standardization there is a role for the FPS Home Affairs, in particular via the cooperation with the regional governments and the management of local governments, and through concerning the updating and the standardization of the training for domestic burglary prevention consultants.

#### *Action points*

- Developing a quality label based on a gradual standard table for security equipment (like the energy certificate). Based on this table the security equipment that has to be installed can be listed in function of the building's profile, for instance in function of an increased risk profile (or according to location, destination...). For the standardization, one could use the existing SKG standardization that is also used in the Netherlands.<sup>66</sup>
- Cooperation with / management of the regional governments should make it possible to register such standardization in the building codes + should include financial incentives.
- Management of the local governments to structurally apply technical preventive advice / domestic burglary prevention.
- Standardization of the procedure of the domestic burglary prevention consultants.
- Updating and standardizing the training of domestic burglary prevention consultants (the current training is somewhat outdated).
- Informing, training and stabilizing other partners related to domestic burglary prevention (cfr. locksmiths, architects, insurance companies...).

#### *Statement 2*

There should be more cooperation between the private sector and FPS Home Affairs. What can the private sector do for the prevention policy? Will the citizens accept this?

- e. Should architects receive more education in the field of burglary prevention?
- f. No insurance without registration of valuable goods?
- g. The better the security of a house, the lower the insurance premiums.
- h. Would it be a good idea for private security companies to patrol along with the police?

#### *Conclusion*

A uniform framework should be created: a uniform regulation involving making (mainly) new constructions secure towards domestic burglary. It is expected that architects will then automatically request training. Such regulations should provide clarity on how secure a specific technical measure is. And it should also provide, for example, the information on what the minimum in terms of safety for new buildings are. Thus there will also be a professionalization as this is currently the case with environmental expertise and insurance expertise.

Training would best be broad in the sense that security in the broad sense of the word should be integrated: domestic burglary prevention (both structural and electronically), social control in the context of urban development, fire safety, etc. In addition to a comprehensive regulation it would be nice if the calculation of the insurance premiums could be based on factors. It is indeed true that the client does not really know the method by which his / her premium is calculated. It is then also not motivating to take some security measures, the client can after all not see whether the measures have a positive effect on his / her premium. An additional advantage of such a factor is that the client can 'shop': he / she can compare insurers with each other.

On cooperation between the private and public sector one of the most striking findings was that there is still a long way to go from the public sector in terms of professionalism of the private sector. Certainly when we compare for example the situation in the neighbouring Netherlands. Also, the current exchange of information between both parties is largely one-way traffic. Nevertheless, everyone would benefit if the private sector was to receive 'tailored' information from the public sector.

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66. SKG (Stichting Kwaliteit Gevelbouw), more information on <http://www.skg.nl>.



#### *Action points*

- Creation of uniform regulations.
- The introduction of a minimum level of safety in new buildings.
- In the exchange of information, the concept 'professional secrecy' is often wrongly voiced, and this not only from the public sector to the private sector. Often even between the different branches of the public sector (welfare sector versus police to give but one example) this principle is sometimes handled in an unscrupulous and counterproductive manner. The sometimes too narrow interpretation of professional secrecy should be widened to come to a 'professionally shared secrecy'. This could simplify the information exchange between professionals.
- There is a need for a better cooperation with insurance companies. Via this cooperation the public sector would be able to present new rules in connection with the arrangement of factor based premiums. This would lead to more comparable advice.
- There should be more cooperation amongst architects, locksmiths, electric dealers, the construction sector ... Technical preventive measures can be better disseminated this way.

#### **Statement 3**

How can we increase the participation of citizens in domestic burglary prevention? Should this be increased at all?

- a. In which matters is civilian participation necessary, for example assistance in sensibilisation campaigns and giving prevention advice? And in which matters absolutely not?
- b. How can we make civilians responsible to accept their responsibility?

#### *Conclusion*

We can only proceed to civilian participation once there is sufficient awareness. Now, far too often an appeal is only made to the police or the municipality once victimization took place.

The lack of public participation can be seen within a structural social problem. We should place this concept within the context of the individualization of the society. How can we strengthen the social control and social cohesion again? It is also not enough to focus on one link of the security chain, the entire security chain should also be considered.

Assistance from citizens in awareness campaigns and providing prevention advice is generally perceived to be necessary. Most participants of the World Café however found that this should not be allowed to proceed to taking the law into their own hands. Posting videos of the perpetrator on Facebook is considered as too extreme.

Citizens must feel involved in the prevention effort of domestic burglaries. The civilian can therefore best be reached via his / her social network and will cooperate when he / she is also assigned responsibilities, and therefore has the opportunity to play an important role.

Objective reporting to the citizen remains a difficult balancing act. It remains dancing on a tightrope between pure prevention and creating insecurities. Scaring the citizens should be avoided. The direct contact between the prevention services / police and the citizens is the most effective method of communication. There is also a greater role allocated to the local police officers.

#### *Action points*

- The general reporting policy should be increased. The policy should support various campaigns that stimulates this.
- A specific communication strategy regarding domestic burglary should be developed. In addition, a recognizable eye catcher can be created, like the BOB campaign.
- Domestic burglary prevention should be brought to the attention in various ways / through various channels. This is the only way in which people can be constantly stimulated.
- Continuation of tax deductions for the protection of a home against burglary and fire was also quoted as an action point for the policy.
- Encouraging partnerships with local stakeholders (youth, neighbourhood committees,...) in order to increase awareness and disseminate information on different target groups (children, the elderly, professionals like pharmacists, doctors,...).

#### Statement 4

Which role can social media play in the field of crime prevention?

- a) What are the advantages and disadvantages of social media in communication towards citizens?
  - a. What impact does social media have on preventive behaviour? Should this be academically researched?
  - b. Which social media should one use?
- b) What are the advantages and disadvantages of social media for the communication between security and prevention partners?
  - a. Which social media should one use?
- c) What is the role of the FPS Home Affairs regarding social media in the area of crime prevention?
- d) What is the role of the various partners concerning social media?

#### Conclusion

There are several benefits incorporated with the use of social media, such as reaching many people in a short time. It is extremely easy to share the information. Finally, it is also an attractive and interactive medium (certainly for youths) by using videos and links.

However, one of the drawbacks of social media is that it has an extremely floating, short and limited effect on crime prevention. Social media also does not reach all target groups. It only reaches a part of the citizens, for example it does not reach the elderly. With social media people have to be able to find you to see the message.

Social media cannot replace the classic communication channels. It is a one on one story: we should supplement this with other means of communication. It is important to send the prevention message to the people by as many channels as possible and we should use the channels when they are most popular. Furthermore it is also important to decide which channel to use per target group. There is a preference to use Facebook as communication channel to the citizen. This way one can reach a broader public. Twitter is more aimed at a younger public. Twitter could possibly be used to announce events.

When social media is used it is important not to overload the citizen with messages. An occasional high quality message is much better than a constant flow (quality is more important than quantity). It is also important to post positive messages. One should make sure that the messages do not increase the anxiety.

FPS Home Affairs should offer a supporting role within social media to the partners: provide studies, work out starter kits... One can also initiate social media campaigns. For communication with partners and communication between experts the preference remains on more private channels such as mail and intranet.

#### Action points

- Social media should be used more however one should pay attention to the different target groups
- A study should be carried out on the impact of social media on crime prevention and which target groups are effectively reached.
- It is important to monitor the messages that is sent out by public authorities. A strategy should be worked out in advance on how we should respond to certain messages should. Someone should follow up on the messages and act as moderator.

#### Statement 5

Is it possible that neighbourhood watches can increase the distrust of the public in the long term and that it evaluates to a "rat-line"? Does this not actually compromise the strengthening of the social cohesion? How can we counter this possible side effect?

(This statement was only discussed with the Dutch participants)

#### Conclusion

The social cohesion increases within the neighbourhood watches. In districts where there was no social cohesion this will increase anyway. Via this social cohesion the residents become more alert. We also see that neighbourhood watch members have an increased willingness to report. Messages that are distributed within the neighbourhood watches must

be meaningful and have a preventive capacity. The neighbourhood watch offers the citizens the opportunity to take action against crime themselves.

The quality of the function of a neighbourhood watch depends on the motivation of the mandated police officer and the coordinator. That a neighbourhood watch would be a rat-line is a myth and a prejudice that is usually used by critics. Proper communication from the beginning can prevent this so there is no false expectations with the citizen. If a neighbourhood watch is imposed by the government, there is a risk that it could become a rat-line. Therefore neighbourhood watches need to be voluntary.

#### *Action points*

- Coordinating neighbourhood watch and domestic burglary prevention advice to become more unified and ensuring that there is a strong incentive to follow the advice (for example subsidies).
- Providing a hallmark for home security and ensuring that every new or renovated building reaches a minimum standard.
- There should be a code of ethics for neighbourhood watches with clearly specified limits. In addition there should also be a clear job description drawn up for the coordinators.

#### **Statement 6**

In which way do these new technologies help to avoid domestic burglaries?

- Is enough being done to provide under-privileged persons with new technologies? If not, what should be done?
- Do cameras provide a false sense of security?
- Are cameras there for your safety or is big brother watching you?
- Does safety take preference on privacy?

(This statement was only discussed with the Dutch participants)

#### *Conclusions*

The participants agreed that new technologies could offer many crime fighting opportunities in the future. These means should however be considered as a tool to prevent a potential thief from theft or to increase the chances of the thief being caught. They can reduce the change of a person becoming a victim of theft, but completely excluding that risk is almost impossible. Therefore, one must continue to focus on organizational measures. An example: an intruder can be deterred by a camera and then he can choose the neighbour's house, but can also make him / herself unrecognizable for example using a balaclava so there is a reduced chance of being recognized.

The emergence of new technologies makes it possible to trace objects. This provides many opportunities to detect stolen objects. The cost of this can however be an obstacle. It is therefore also important that there is a proper regulatory framework that leaves room for new tools without forming a violation of the privacy of citizens.

#### *Action points*

- Knowledge about new technologies plays an important role in the success thereof and the added value that it can offer for the prevention of crime. Monitoring the current developments in this area and exchanging information on this with the police and the prevention services therefore forms an important point of action.
- There should be a healthy balance between safeguarding the rights of the citizen via, amongst other, the privacy legislation and innovative action against criminality using new technologies.
- With communication one should give the message that technologies such as cameras and alarm systems should be approached within a broader security concept. A camera does not stop one from receiving unwanted visitors when the door is not locked.

#### **Statement 7**

Opening the borders within the EU has ensured migrating criminal groups can operate freely. Is it then up to the EU to establish a powerful preventive action for this?

What should the EU do?

(This statement was only discussed with the Dutch participants)

#### *Conclusions*

Opening the borders has indeed allowed crime to increase. Now it is up to prevention to evolve. One should also be careful not to focus too much on itinerant crime groups as they are only one part of the perpetrators.

Within the European Union the countries are very different in background and mentality which also means that prevention should be approached in a different way. It is therefore not ideal to work out one coordinating prevention policy. Prevention is customized and should be locally specific.

The EU can however act as stimulator and facilitator to launch the concept of "prevention".

Guidelines are developed on European level on, amongst others, burglar proof locks, however it is important that this is followed up at national level.

Information-exchange of good practices between the various countries is enriching. However good communication and knowledge of the correct channels is crucial for this. The EUCPN<sup>67</sup> can play an important role in this, but unfortunately there is still too little know about it. There could also be organized work visits or short internships in other European member states to gain actual experience which can later be used in the own prevention policy.

#### *Action points*

- The EUCPN<sup>68</sup> should become better known to the practitioners in the field in order for an optimal information exchange to be realized.
- National partners should be encouraged to convert European standards into national regulations.

#### **What now?!**

One of the most important objectives of the World Café was not losing sight of the practitioners in the field and to give them a say in the policy. Since we have received a lot of positive feedback after the World Café, we can assume that this was certainly appreciated by the participants. We should therefore not forget to also do something with the results of this World Café. Therefore, as mentioned above, the proposed action points will be included in the preparation of the action plan.

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67. European Crime and Prevention Network

68. European Crime and Prevention Network

## Analysis of the terrain visits

### Introduction

One of the deliverables from this European project is the execution of 20 terrain visits in Belgium. The objective of these visits was to collect, in a direct and tangible manner, best practices related to domestic burglary prevention policy. This, therefore, is a qualitative investigation method.

A total of 21 terrain visits were executed. All Belgian provinces except two (Walloon Brabant and Luxembourg) were represented in the list of terrain visits. Thirteen Flemish, 1 Brussels and 7 Walloon terrain visits were carried out.

### The methodology

#### Advantages of the terrain visits

When drawing up the broad outlines of the project, this method was selected due to its tangible aspect—a terrain visit, in other words a best practice, is very tangible and concrete. Furthermore, it allows the collection of new ideas and new points of view from the bottom up.

It can also be a way to achieve results on the work terrain without too many detours, if a specific project is easily transferable. After all, the best practices methodology based on terrain visits can inspire other police zones or municipalities within the European Union to implement similar initiatives. This initiative also allows existing databases, such as the database that is maintained by the EUCPN, to be supplemented with best practices. A terrain visit shows how policy is converted to projects in practice, and it allows improved coordination of the policy on the terrain once the feedback that is received is well assimilated. Finally, the fact that when a project is visited, the partners who are working on the project feel appreciated for their efforts, can also be noted as an advantage.

#### Disadvantages of the terrain visits

The execution of terrain visits is a time-consuming assignment. Given that all of the projects had to effectively be visited, a great deal of time was lost in travel. Not least because an attempt was made to find projects in all of the provinces. Projects in large cities were often easier to reach with public transportation, however this was not always evident for some projects. This deliverable within the European project focusses on Belgian territory, nevertheless, of course, good projects have also been started in other member states. The analysis can therefore be carried through as far as is needed. If, for example, the methodology of the terrain visit were to be executed on a large scale throughout Europe, then 'type projects' could be used. This idea is discussed further in this analysis. Not all of the information is always available for each project. Often, a correct cost estimate is missing, the list of partners that is submitted often requires some interpretation from the investigator and evaluations are often missing (certainly evaluations based on scientific methods). Besides all this, finding 20 different projects spread over the entire territory is more difficult than it appears. In fact, until now, these projects were not registered anywhere. The terrain visits and the accompanying reporting were executed by various staff members of the project group. What at first appeared to be a logical division of the work load, later proved to be a disadvantage. Although the source material (the project) is an objective given and the question list used is based on a permanent and uniform structure, it seems that not everyone paid the same attention to the same aspects of the project during the terrain visits. This does not make one report inferior to or more qualitative than another, but it does make the total analysis more difficult later on.

The step in which feedback is requested as well as the final approval for the reporting of the terrain visit appear to be obvious, and in a certain sense it is. But it also brings with it practical problems. In many cases, the fact is that a project is part of a larger whole. In some cases, this is then also emphasized by the project manager, who reports that the project in fact stands or falls by its integration into a broader whole. But in some cases, a project was selected due to a specific aspect of the project or because it can be considered a project/methodology in and of itself, which means that ideally only this distinguishing aspect is discussed in the project file. However, when the project manager has final control over the report in question and in this report he or she does not wish to detach a sub-project from the whole project, the value of the report of this well-defined project within the entire body of reports is impaired. In other words, the dependence on the approval of a report by the project manager sometimes stands in the way of the quality (or the utility) of the report.

### Analysis of the terrain visits

The first remarks that must be made with regards to the methodology are related to the term 'terrain visit'. After all, it is a fact that some 'terrain visits' cannot be associated with a location or with a 'terrain'. Indeed, some 'terrain visits' refer to a method executed by persons, and, in fact, executed at a specific location. Although in these cases, the location as a detail in and of itself is of secondary importance. Therefore it is better to speak of a 'project'. In the deliverables, we keep the term terrain visit in order to avoid confusion, however in this analysis, we have chosen to replace the term 'terrain visit' by the term 'project', which, in our opinion, is a more accurate designation within the context of this investigation.

With a terrain visit, as opposed to the methodology of a World café and a focus group, there is no interference or dialectic between the various projects and the reporting of the projects. On the one side, you have those who perform the terrain visit and on the other side you have the project leader. This makes the process substantially more straightforward.

In order to be able to evaluate a project for its efficiency, one must be able to make a comparison. This means that the same project should be able to be implemented, and therefore evaluated, at different locations. It is only in this manner, taking into account the variables as much as possible (because each location has its own character and is therefore never 100% comparable), that a meaningful evaluation of a project can be made.

In that sense, the evaluation of 21 often varied projects seems to be counter-productive in hindsight. On the other hand, it must be noted that the intention here was to highlight 'best practices', and best practices by definition differ in character and purpose. An intermediate solution would be possible by specifically searching, for example, for five 'types' of project and by finding a minimum of three comparable concrete projects (and therefore locations) per type. This would have made possible an evaluation of the 'type' of project; in other words, an evaluation of a 'type project'.

Up to a certain level, this approach was possible with the 21 executed terrain visits, given that the character of a large number of the projects overlaps. However in order to strictly comply with this methodology, you must have a minimum number of similar projects within a well-defined project type. Furthermore, a number of the terrain visits, up to a certain level, would have to be requested again, in function of the changed methodology.

### Step-by-step plan

In essence, the methodology of a terrain visit consists of three phases: a selection from the project list, the visit itself and the analysis of the report afterwards. Within this project, we added a number of steps, the most important of which are a checklist and an approval of the report.

The checklist was sent to the project manager prior to the visit and was then returned to us after being completed. This served as a preparation for the visit as well as a basis for refining the list of selected projects. In fact, some projects were disqualified in this phase, for example, if a specific project proved to not be successful enough; in other words when the objectives of the relevant project were not met. After this first screening, some projects also proved to have a different character than expected, and given that we wanted to avoid overlap with regard to the character of the projects, we disqualified a number of projects in this phase of the investigation.

### Searching for projects

The search for fitting projects was a continuous process. The first terrain visits had already taken place while the search for examples of projects which could be given preference to as a best practices continued on.

This search occurred in part via existing channels which we have acquired throughout the years. So, for example, the overview of the projects that were submitted in the framework of the Belgian Prize for Crime Prevention were consulted. This contest is organized by the Home Affairs Directorate-General for Safety and Prevention and is a contest in which projects aim to fight crime in an innovative manner with the emphasis on prevention. In addition, the Provincial Director of each Local Monitoring Service within the aforementioned Directorate was called upon for the purpose of gaining greater insight into the local context of each project, or the same persons proposed other projects that were unknown to us.

The Advisory Board also played a role in the search for suitable projects. During three of the four meetings, they provided input for the purpose of qualitatively expanding the list.

They also did this via Internet searches. The intention of the latter was to tap new, unknown initiatives. In addition to a geographical balance, an attempt was also made to find a balance between individual projects with preventive, policing-related and judicial characters, however this did not prove to be an easy task. In the actual analysis, discussed below, you can see the repercussions of this.

#### **Preparation of the terrain visit by making a guiding checklist**

This checklist allows targeted questions to be asked in a uniform manner per project. In addition to this, it also helped to compile the reports in a uniform manner. Of course, the uniformity of the checklist is not the only advantage; at the time of the terrain visit, a checklist is also useful as a mnemonic.

In broad outlines, the checklist mentions the same points as those represented in the final report. In addition to a number of necessary identification details (project name, project duration, name and contact details of the project leader) and a description of the project itself, it is primarily the 'why' of the project that is gauged (that is, the underlying problems from where the need for the project arose) along with the objectives of the project. The target group, the partners, the costs of the project, the source of the budget and the supporting materials used for the project are also identified. Finally, the transferability of the project is assessed. The transferability was after all, one of the advantages as well as one of the objectives when formulating the methodology. To this end, the question of whether the project had already been evaluated, and if so what the concrete results were, was also asked.

Below you will find an example of a blank checklist:

**Name of the project**

**Project contact person**

**Project start date and (probable) duration**

**Why was the project developed (problem, need)?**

**Provide a short description of the project.**

**What are the project objectives?**

**What is the project's target group?**

Who are the partners involved in the project?

What are their roles (with regard to content, communication, financial aspects, ...)?

Partners	Role

What is the (annual) cost of the project?

What is the source of the project resources?

How much manpower is required?

Has the project already been evaluated?

How (quantitatively, qualitatively, ...) has it been evaluated?

What are the concrete results of the project?

Have any supporting materials been developed?

Can the project be applied elsewhere? What must be taken into account?

### **Making contact with the terrain and reserving a visit day**

In some cases, contacting the project managers went smoothly, and in other cases, it was substantially more difficult. Especially when the project manager was part of the operational units of the Police did it prove to be difficult to make an appointment and just as difficult to complete the appointment as planned. Furthermore sometimes it was simply that we knew about a certain project but had no concrete contact details.

To set to work in a cost-efficient, as well as a time-efficient, manner, we opted to execute all of the terrain visits in the same region at the same time, as far as this was possible.

### **Undertaking terrain visits with the project group**

In order to be able to later compile a high-quality report, an attempt was made to have 2 people participate in each terrain visit. Initially, of course, this was always a member of the project group. This person was then accompanied, for example, by a student intern or sometimes even by a local advisor of the Directorate for Local Integral Safety from the Home Affairs Directorate-General for Safety and Prevention. The participation of the latter was added value, since this person monitors and evaluates the prevention projects within a specific province on a daily basis.

The content of the terrain visit depended on the type of project. However, the fixed pattern began with an interview with the project manager, often accompanied by one or more colleagues. The aforementioned checklist was often used as the basis for this interview. Sometimes the project leader spontaneously explained the entire project; when this happened the checklist was used at the end of the interview as a handy instrument for going over all of the important points once again



to verify that all sub-questions had been answered. After this, the actual visit to the terrain took place. Depending on the type of project, this required some travel. In some cases, however, it was sufficient to be shown some demo materials at the conclusion of the interview. For example, in the case of a smartphone application designed to combat domestic burglary, a terrain visit consists simply of being shown all of the functionalities of the app on a smartphone.

#### **Sending a thank you letter to the terrain**

In practice, this step went together with the next step. Thanking the project manager is a way of showing appreciation for his or her constructive cooperation in this European project.

#### **Writing a report of the terrain visit and mailing the report to the terrain**

The reports were drafted in a fixed template. This fixed structure increases readability and, to the extent that this is possible, the comparability of the various projects. The report was compiled by both of the persons who participated in the terrain visit. This increased the completeness of the reports.

#### **Initiating a call in which the terrain can communicate their final reflections**

In practice, this step went together with the previous step. We found it important to ensure that the reports compiled corresponded to the reality of the situation. It is for that reason that the project managers were given the opportunity to communicate their reflections on the report.

### **Analysis of the content of the terrain visits**

#### **Brief summary per project<sup>69</sup>**

- 'Architechno' Project:

The importance of preventive measures (mostly of a structural nature) is pointed out to students of architecture, as is the importance of incorporating these measures as early as in the building's design phase. These topics are covered in several hours as a part of their lesson materials.

- 'Liveview' Project:

When the alarm system goes off in a home, the live images are sent through from the emergency call center to the Police Department (after first being filtered by the call center) in order to increase the chance of correct interpretation of the situation by the intervention police.

- 'Criminal Places' Project:

Administrative resources (reinforced administrative approach) are used for the purpose of acting on a well-defined location with a high concentration of problems. The purpose of this is to 'clean up' this location.

- 'Cash Converter' Project:

Second-hand shops provide the Police with the serial numbers of the goods that are offered to them. This helps to identify stolen goods and those who offer them for sale.

- 'Pop Pol' Project:

In the event of a long-term absence (on holiday, for example), residents not only receive prevention tips from the Police, but a patrol may also be assigned to keep an eye on the home. The Police is also an intermediate in the provision of a network of neighbourhood residents who carry out their own 'patrols'.

- 'Showroom' Project:

This project includes a showroom for the purpose of demonstrating technical preventive measures under the auspices of the Local Police and a visit to the 'demo room' under the supervision of a Domestic Burglary Prevention Consultant.

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69. More information about the various projects can be found in the project reports. These are all available on the website: [www.domesticburglary.eu](http://www.domesticburglary.eu)

- 'Burglary Prevention Application' Project:  
This project features an application to be installed on your smartphone. The app performs a risk analysis of your home, proposes a safety plan and allows you to register your valuable items.
- 'We don't allow any strangers in' Project:  
This projects strives for an increase in social control in apartment complexes by means of posters in the central entrance hall. These posters must increase the residents' awareness about the importance of not letting just anyone into the common areas of the complex, because once inside the thief can roam throughout the complex unimpeded.
- 'ANPR' (Automatic Number Plate Recognition) Project:  
A network of cameras and number plate readers helps the police to fight crime and to enforce traffic law.
- 'Antigoon, Hadoc, Widca and Heklagoon' Project:  
These projects features an increased police presence in a specific area for a brief, well-defined period.
- 'DNA' (Deprived Neighbourhood Approach) Project:  
With the DNA project, the four partner cities aim to work out and perform a test run of an in-depth, bottom-up approach. The goal is to involve residents in the changes going on in the neighbourhood by challenging and stimulating them. Greater involvement makes the residents proud of their neighbourhood and also has them more easily take their own initiatives to organize projects and campaigns.
- 'Rozet' Project:  
This project aims to make the citizen more aware of burglary problems by focusing on the safety of the front door by going from house to house to visit residents. If the resident is not at home, a diagnosis of the security (or lack thereof) of the situation is deposited in the letter box.
- 'Neighbourhood watch' Project:  
A network of locally anchored citizens communicates with the Police in a structured manner for the purpose of having an optimal effect on the efficiency of social control efforts.
- 'Tupperware' Project:  
The purpose of this project is to increase the awareness of the population about the problems related to domestic burglary as well as to provide (technical preventive) advice via 'Tupperware' parties. With the remark that this takes place during the day and, as a rule, in the commissioner's office.
- 'DARK' (*Diefstallen Aanpakken door het Responsabiliseren en sensibiliseren van de inwoners van de politiezone Kastze* - Handling theft by increasing the awareness and the responsibility of the residents of the Kastze Police Zone) Project:  
This is a campaign that aims to address the entire safety chain (prevention, Police, Judiciary and follow-up) and which is carried out in a bottom-up fashion, under strong leadership and in a time span of four months.
- 'Mandatory Building Advice' Project:  
The aim of this project is to make new homes burglary-resistant by providing building advice regarding burglary safety that must be followed.
- 'Speed TPA' Project:  
Anyone and everyone from the Police Zone or from the Municipal Services who has anything to do with theft or domestic burglary targets a specific district en masse and at a pre-determined time (one whole weekend). The purpose of this is to provide primarily technical preventive advice to as many residents as possible, even if it is sometimes only summarized information.

- 'HERCOSI 1-2-3' Project:

The project highlights comprehensive follow-up and monitoring after a burglary. A detective visits the victim/residence and performs an extra examination of the crime scene, an extra investigation of the neighbourhood and provides technical preventive advice.

- 'Wij-kk-ijken' Project:

Well-defined districts are cordoned off by the Police and checks are performed. At the same time, the residents of the area are informed and, where possible/necessary, given advice by the entirety of the available prevention team.

- 'S-DNA Forensic Marking' Project:

With the help of synthetic DNA, valuable items are given their own unique DNA code. This code corresponds to the personal data of the item's owner in a central database.

- 'Villa Daily' Project:

Check points are manned on a daily basis by regular teams of conspicuously uniformed officers. These check points are in different locations each day and are manned during various time slots of maximum 2 hours each. The location is always chosen in cooperation with overarching Police (Supporting) Departments, and its selection is always 'intelligence-led'.

## Analysis

### Who is 'leading' the project?

When we look at who is leading the project, we can make these broad distinctions: prevention services (these are under the auspices of the Police), other administrative services (can be social services or other administrative services such as Institutions and the Registry Office), Police Services in the strictest sense of the word (therefore often operational services, too) and finally the Judiciary. We see the following subdivision:

- Prevention Services (municipal or policing-related): 7
- Police services: 14
- Other administrative services: 1
- Judiciary: 2

In total, we note 24 'leaders' even though there are only 21 projects. Therefore, in some cases there is more than one 'leader' per project.

A noteworthy observation is that most of the projects are initiated by Police Services (14) and the second most by Prevention Services (7) (whether or not they are anchored in the context of the Local Police). An explanation for this is that the Local Police Zones are the ones who are first confronted with the problem of domestic burglary, and, consequently, they must also provide a first-line response to the problems. In Belgium, specific services, some of which are under the auspices of the Local Police and some of which are not, have been established to be responsible for prevention. The fact that a large number of preventive initiatives exist which are led by the Police outside of the realm of the prevention services (for example, led by operational intervention services of the Police) shows that the Local Police is well imbued with the idea of the 'prevention chain', which is based on the principle that preventive, policing and judicial actions must all be taken to combat a specific phenomenon.

### Who are the partners involved in the project?

When we look at the partners named, we see a great diversity. This clearly shows that many projects work in an integrated manner. An overview follows<sup>70</sup>:

- Prevention Services, domestic burglary prevention consultants etc.: 2
- Press: 1
- Neighbourhood watches: 2
- Mosque: 1
- Social organization: 1
- Neighbourhood houses: 1

70. This list of partners was based upon the input received via the guiding checklist

- DICs (District Information Crossroads)<sup>71</sup>: 2
- Federal Police: 4
- Road Maintenance Authority: 1
- Provincial Administration: 1
- Neighbourhood residents: 3
- School community: 1
- Private security companies: 2
- Local government (municipalities and cities): 9
- Administrative government (can also be the Federal government): 1
- Local Police (Police Zones): 13
- Retail businesses (or federations): 2
- Public Prosecutor: 3
- Private enterprises: 2

Yet, we must be careful when interpreting this list of partners. After all, it is sometimes difficult to work out how important a specific partner is. Some partners are considered by the project managers to be so self-evident that they forget to mention them (for example, the Local Police or the local government or the neighbourhood resident), others use an overlapping formulation, still others also include the leader of the project in the list of partners while some do not do this, and so on.

#### ***Classification according to the 'nature' of the projects***

When we look at the 'nature' of the projects, we see that some projects focus on prevention, some are purely policing-related in nature, some have a judicial component and still others target follow-up. Again, there are overlaps. We see the following classification: preventive 18, policing-related 11, judicial 4 and follow-up 2.

We have seen that the majority of the projects are preventive in nature. Initiatives that are purely preventive in nature are often organized by operational police services, such as the intervention police. This is in keeping with the conclusion that was formulated above with regard to the chain idea which has been accepted by the Local Police.

There are still a number of issues that stand out when we compare the aforementioned three criteria. When a project has more than one finality (its 'nature'), then the project quickly covers almost the entire chain: prevention, policing, judiciary and to a lesser extent follow-up. You could say that throughout the entire chain, follow-up is treated somewhat like the poor relation; on the other hand, though, it is evident that the aim is to work as broadly as possible.

A second remark that must be made is that when the private sector (not including retail businesses and private security firms) is involved as a partner, this often means that technical products are involved, such as the purchase of ANPR cameras or software such as applications for smartphones. In 6 of the 21 projects, we see that a private partner is in fact indispensable for the success of the project.

#### ***The use of media***

In seven of the projects, media (or any other channel of communication with the citizen) plays no role. In ten of the cases, the traditional media or a traditional channel of communication has prevalence. Examples of traditional media are posters, TV, a demo showroom, flyers, newspapers etc. In four of the cases, modern media, such as smartphone applications and websites, predominate. Three of the four projects in which modern media are central originate from the police services, and one of these originates from a provincial administration, which we classified above under the preventive leader. A possible explanation for this may be that some of these modern media require a permanent budget, something which can be more easily guaranteed from a larger organization. This is in contrast to the prevention services, where work is done with smaller budgets on projects that are clearly delineated in time and in which traditional media is usually chosen.

#### ***Domestic Burglary Prevention consultant, Neighbourhood watches, district police agents and community watches***

In Belgium, a number of functions which play a specific and noteworthy role in crime prevention are the Domestic Burglary Prevention Consultants (DPAs), the Neighbourhood watches, district police agents and the community watches. Three of the four functions are somewhat specific for the Belgian context and therefore require a word of explanation.

<sup>71</sup> More information on the Belgian Federal Police their website [www.polfed-fedpol.be/org/org\\_dgi\\_aik\\_en.php](http://www.polfed-fedpol.be/org/org_dgi_aik_en.php)

**The position of Domestic Burglary Prevention Consultant** was created in the mid-1990s (originally they were called 'technical prevention advisors') as a concrete response to the need for coupling a preventive component to the policing and judicial components, which already existed. The basis for this was the idea that a criminal phenomenon is best handled with an integral and integrated approach, in particular the idea that the entire chain, from prevention, the Police, the Judiciary and follow-up, is equally valuable and must be implemented simultaneously. The role of the Domestic Burglary Prevention Consultant includes the analysis of specific weak points in the home and the formulation of fitting solutions and recommendations for the purpose of delaying, as much as possible, a burglary attempt. A Domestic Burglary Prevention Consultant can be someone from the Local Police, someone from the municipal administration or someone who works for the province. He or she is provided with specific training for this position.

A **Neighbourhood watch** is a collaboration between the citizens and the Local Police within a specific neighbourhood. The project's actors are the citizens (those who participate), a coordinator (who leads) and the Local Police. The objective is to increase the general perception of safety, to promote social control and to communicate the importance of prevention. Within a Neighbourhood watch, there is a permanent exchange of information between the Local Police and the citizens which occurs by means of the communication of prevention tips with the emphasis on the dissemination of useful operational information. All of this is attuned to the specific needs and requirements of the citizens involved.

Since 1 January 2008, all non-police, public safety positions in Belgium exist under one overarching designation: **community watch**. This way it is no longer possible to confuse the city watch, the park watch, the stewards (not to be confused with the football stewards), the Lijnsporters (appointed to keep an eye on public transportation), authorized supervisors etc. Community watches have no policing authority. They also do not have the same authority as a private security agent. Their dissuasive presence in the districts increases the feeling of safety of the citizens. They are the link between the municipality and the population, and they report the problems they encounter to the authorized municipal services or to the Police.

We investigated to what extent these four functions were essential to each project. After analyzing the projects, we see that Domestic Burglary Prevention Consultants are indispensable in nine projects. The Neighbourhood watches play a central role in two projects. Community watches and district agents appear to be essential in five and six of the projects, respectively.

From this, we can conclude that the use of Domestic Burglary Prevention Consultants is widespread. However, we are missing prior measurements of this type, which would allow us to measure a potential evolution in this domain. We do, however, observe steady growth in the number of Domestic Burglary Prevention Consultants since 2009.

For years now, the importance of the district agents has been a subject of debate in the Belgian Police landscape. There is a tendency to upgrade this importance, which in turn augments the call to translate this to extra capacity (budgetary). However, this demand currently remains unanswered. We do see that in the framework of the projects that were investigated here, the position of district agent is often more than that of 'extra' personnel who can be called in when needed. The district agent, from his or her specific position, often plays an indispensable role in some projects.

### **Transferability**

With regard to the transferability of the projects, we can state that this primarily depends on the projects' accessibility. This, in turn, depends on the extra budget needed, on the estimated personnel needed (number of FTEs) and on the effectiveness of the project. The effectiveness can only be estimated when an evaluation of some type has been made of the project.

In conclusion, we can state that each project is transferable albeit with some limitations, such as legislation, which sometimes varies from member-state to member-state (mainly in connection to private security, privacy etc.), the cost of technical devices (ANPR camera, for example) in some cases or the capacity requirements in terms of FTEs (large-scale police campaigns which require long time spans). Many projects operate on a 'current' budget, which means that no extra budget is needed to launch the project or, if there is, then it is minimal.

Sometimes the free market itself is an obstacle to the progress and transferability of a project. For example, it is not stimulative for governments to support an initiative related to SDPA, because there are already several similar players operating on the market, each with its own database, which undermines the efficiency and the clout of the system. A second reason for this is that the Belgian government is not permitted to give preference to a specific private initiative so that no unfair competition is created.

Globally speaking, it is fair to say that the extra budget required for the majority of the initiatives is minimal. Awareness-raising materials are the most commonly recurring budget entry which can be coupled to a project, and in comparison with personnel costs, it is often relatively low. Furthermore, we see that in many projects there are hardly any 'extra' personnel costs. Usually the FTEs that are already available are just more efficiently utilized. Of course, this does not mean to say that these FTEs do not have a social cost. But when a governmental budget is provided for FTEs that are mainly utilized for theft prevention, this cost is not part of an 'extra' budget.

However, when a project is formulated around a specific technology, then we immediately see sharp rises in extra costs.

### **(Self-)evaluation**

Most of the projects included a self-evaluation of one type or another.

The following remark must be made with regard to evaluations: The strict definition of a good evaluation includes a baseline measurement and a post-evaluation. The former is missing in many of the cases.

Furthermore, it is a fact that the direct consequences of a specific project (number of homes in which technical-preventive advice was implemented etc.) may be easy to quantify, while the ultimate objective, namely a reduction in domestic burglary, is often less so. At any rate, the correlation between them cannot be ignored. In some cases, however, the reduction in the number of domestic burglaries is so great and so remarkable that a direct link must be assumed.

## Action plan

During the research carried out on behalf of this European project, it became clear that already a lot of efforts are made when it comes to the prevention of domestic burglary. Many different actors are engaged in the fight against domestic burglary whether it may be in the field of prevention, police investigation or justice. However, there has still been an increase in burglaries in Belgium since 2005. We can only conclude that there is still work to be done, if we want to diminish the number of domestic burglaries.

During the different methodological activities such as the focus groups, the World Café and the advisory board, we asked the participants to think about possible action points. Multiple action points were thus already formulated throughout the different events in the framework of this project. In addition to these points, the cost-benefit analysis showed certain gaps within the policy. This action plan wishes to formulate certain points to amend this.

We will present these points in two complementing ways. First, we sum up all possible action points starting with action points that are situated on an international level, followed by action points that are situated on the national level. Within the national level, we will present the different action points on the basis of themes such as action points that thrive on new technologies, the importance of cooperation, civil participation and the broadening of the imaging. Secondly, we use the same action points to build a scheme that divides them into different categories based on their nature. Action points can be primary, secondary or tertiary prevention (represented by the horizontal axis), or they can be situation-oriented, victim-oriented or offender-oriented (represented by the vertical axis) as shown at the bottom of this document.

### European level

From the start, the European dimension of the project has played a major role. Throughout the project there has been a constant effort to overcome national boundaries when it comes to formulating possible future action points. The added value of being a European project funded by the European Commission was translated in this effort.

During the first focus group, the participants agreed that domestic burglaries, and in particular itinerant crime groups, is a European problem which can only be solved if there is sufficient collaboration at European level. Consequently, there is a need to **create awareness** at the same European level. More research into the facts and figures leads to a better image, which may lead in return to a better policy.

Each Member State has its own strategy to tackle the domestic burglary phenomenon. However, there may be some form of logic behind these differences - no Member State can be fully compared with the other. A certain amount of uniformity is indisputable when it comes to international collaboration. Since, as already stated, itinerant offender groups are not stopped by boundaries between countries, criminal investigation into domestic burglary should not be either. The European Union should work towards uniform legislation, since there is clearly a need for more uniformity in law and guidelines in order to tackle domestic burglary and itinerant crime groups. Some steps have already been taken in the right direction, for example the EU issued minimum security standards according to which a house should comply with, in order to have more secure, and hence safer homes in the future. However, these regulations are not made compulsory, which results in insufficient follow-up of the measures taken.

Also, international legislation should try to improve the information exchange between Member States. All too often the exchange of information is hampered by technical problems, which makes it a time-consuming work of labour. There is a great need for better databases. For example, itinerant crime groups often make use of identity theft to stay under the radar. A possible way to tackle this problem is to create an **identity database** in which the offenders are described by appearance, by name and by fingerprints. This way it would be easier to identify a person by his or her past offences. The European Crime and Prevention Network (EUCPN) was identified as a possible promoter for this project. Unfortunately, EUCPN itself is only too often unknown to the people in the field. In response to this, EUCPN could launch a campaign in order to raise awareness for their role in crime prevention. Not only the lack of visibility regarding the field poses an obstacle to EUCPN, they also need to overcome the fact that there is no representation of police forces within EUCPN. During this project, it appeared that police forces were rather distrustful of EUCPN since it is unclear to them what happens to the

information, certainly in relation to the degree of confidentiality of certain documents. This could be overcome by letting the police participate.

Also, in regard to the matter of **information exchange**, we should not forget that every Member State has its own system for registering its inhabitants. In order to tackle the problem of itinerant crime groups, it is crucial to have not only the right identity of the perpetrator, but also to have a correct address. Not every Member State registers the addresses of its inhabitants. Ideally, every person has to have his or her address registered each time he or she officially moves, and this information should be linked to the ID card.

Another issue at EU level is the **prosecution policy**. Itinerant crime groups are often managed and receive their instructions from within their home country. However, the victimized Member State can only prosecute people who reside within its own state borders. Which means that the people at the top of the criminal organizations are often left undisturbed. Having control over the money flow towards the top of the criminal organization is regarded as the most powerful tool for police forces to hit these organizations in the heart of their operations. Exactly this is often lacking. Some degree of cooperation concerning the interrogation in other countries (such as rogatory commissions) already exists, but it needs to be intensified and amplified.

As described above, there is a great variety of actions that the EU can take in order to facilitate the policy of preventing domestic burglary. None of these actions may be easy to implement, but all of them would have a tremendous outcome. Creating efficient databases and creating a more unified prosecution policy are regarded as the most promising. The EU has already created some standards for the safety of houses. However, since these standards are not compulsory, the outcome is uncertain. And, last but not least, EUCPN should play a bigger part in the fight against domestic burglary.

## National level

The fight against domestic burglary cannot solely be fought at European level. At national level, in Belgium that is, there is still room for improvement. Since most of these action plans are easily transferable, they can also be beneficial to the other Member States. In order to present the action point in an orderly manner, we have divided the different action points into several themes.

### New technology and (techno-)preventive measures

The development of new technologies creates new opportunities and new ways of working for the authorities to control crime, but the same goes unfortunately for criminal organizations. In regard to this, there are multiple action points to be undertaken.

First of all, there is a great need for more **research** into the subject. The Directorate General for Security and Prevention, Belgian Federal Public Service (FPS) Home Affairs, has commissioned a scientific survey in order to comprehend the consequences of new technologies. Depending on the results of this survey, the policy makers will have to take appropriate action. The outcome should also be forwarded to the police and prevention offices. While using these new technologies, the balance between the rights of the citizens on one hand (controlled by the Belgian Privacy Commission) and the innovative actions against criminal phenomena using new technologies on the other, should be guarded. Furthermore, people ought to be aware of the fact that camera's and alarm systems can create a false sense of security. Policy makers could launch a campaign to raise awareness of this.

Scientific research and experiments carried out in other Member States show that taking techno-preventive measures in homes effectively reduces the risk of domestic burglary. The demand for more initiative to secure homes by using techno-preventive measures was a clear outcome of the project. Up to now, in most Member States, the citizens themselves are responsible for the security of their own home. However, not enough people take adequate action concerning this. If policy makers want domestic burglaries to decrease, they should make compulsory **certain standards for the security of private homes**. This can be done at European or at national level. The EU has already stated what the minimum standards should be, however, as mentioned above, it is not (yet) compulsory. In Belgium's case, the Regions need to take greater responsibility in this regard. In collaboration with the Directorate General for Security and Prevention, Belgian FPS Home



Affairs, they need to establish minimum security standards for newly built houses, which should in turn be made compulsory and required by law. There are multiple ways to do this, but one suggestion is the implementation of a **quality label** on the basis of a gradual default table for security materials.

Until these standards are implemented, it is important to keep encouraging local governments to structurally apply techno-preventive advice via the counselling methods applied by the different **domestic burglary prevention consultants**. However, the procedure regarding these domestic burglary prevention consultants needs to be professionalized. This means that the education of the domestic burglary prevention consultants should be updated and standardized.

In line with the techno-preventive measures, the theory called **Crime Prevention Through Environmental Design (CPTED)** should be mentioned as well. This theory states that during the redesign of the public space, one needs to take more into account the aspects that have a direct impact on safety and security experience, such as lighting and plants. If CPTED were to be administered, the citizens would feel more secure and there would be less trouble such as burglaries. Therefore, it is advised to work together with the municipalities towards implementing this design. Also worth mentioning is the **broken window effect**. When a certain area shows signs of decay, it is believed that this stimulates more crime. So the message is clear: decay should be grinded to a halt before areas deteriorate and get out of hand.

**Social media** have become omnipresent and policy makers as well as police forces need to make use of them efficiently if they want to reach out to their audience and deliver their message. But as much as social media is an obvious way to reach out to people, it also brings risks about. Not enough research has been carried out into this matter. Nevertheless, when social media are used, a global communication strategy needs to be set up. By combining the communication strategy with other actors, more people will receive the message, thus enhancing the number of target groups that are reached. However, social media can also be used by burglars in aid of their offences. We often see that people are quite unaware of the fact that burglars use social media to gather intelligence about the whereabouts of their future victims. Governments should raise awareness of the risks involved by the use of social media and educate people to use social media correctly with regard to domestic burglary prevention.

Furthermore, to reduce the emotional and economic impact of domestic burglary, attention should also be given to the **recovery of stolen goods**. The owners often lack the correct identification elements such as serial numbers, which is why the police often finds it impossible to locate the rightful owners of stolen goods. In regard to this, it would be beneficial to develop a national, or even an international, **registration system for valuable goods** which would then be connected to a database. However, before this can be implemented, a system like this needs to be looked into, especially as regards the citizens' privacy rights, the costs and the sensitization of citizens. Also, in connection with **handling stolen goods**, other Member States have already developed good practices from which Belgium can learn. In the Netherlands for example, social media and new technologies are used for detecting stolen goods. It could be advantageous to implement this in Belgium. Nevertheless, there are already some good practices in Belgium too but they can always be improved. For instance, there is a need to digitalize the system in which jewellers register what they buy.

As described above, there is a vast amount of actions that can be undertaken in connection with new technologies and techno-preventive measures. The implementation of certain security standards for houses is probably the most effective in regard to techno-preventive measures. In connection with this CPTED and the professionalizing of domestic burglary prevention, consultants are also very important. However, there are also other technologies that can be used, such as social media and registration systems for stolen goods. Nevertheless, before these can be implemented, there needs to be more research conducted regarding them.

### **Civilian participation**

Civilian participation is important in order to have effective prevention of domestic burglary. However, engaging citizens in prevention has not appeared to be easy. As mentioned above, techno-preventive measures are not compulsory, which implies that citizens are still responsible for the security of their own home. So there is still a great need to raise awareness for these and other measures.

One of the initiatives to improve civilian participation in the fight against domestic burglary, is neighbourhood watches. This is a well-working and increasingly popular initiative. However, there is a need for uniformity of neighbourhood

watches. This would diminish the reservations some people still have about the initiative. Therefore, the effectiveness of neighbourhood watches would benefit from drawing up a code of ethics with clear limits as to their influence and from formulating a clear job description for the coordinators. Furthermore, in order to convey a uniform prevention message to the citizen, the domestic burglary prevention consultants and the neighbourhood watches ought to be aligned with one another. Therefore, there should be joint meetings to discuss this. Moreover, neighbourhood watches could be valuable partners in preventing repeated victimization. Whenever a burglary takes place, they ought to be contacted to help raise the neighbours' awareness, since the latter are the next potential targets because there is a **heightened risk** period after a burglary.

Despite the above-mentioned initiative, there are still a lot of citizens who are simply not concerned with domestic burglary. To increase their awareness, the policy makers could launch a national **prevention campaign** about domestic burglary, preferably with the use of an eye-catcher so that citizens directly know what it is about. Moreover, it is important to intensify this by trying to reach citizens in all sorts of ways in order to incite them to take action. In Belgium, a campaign called 'one day not' was organised in 2014. The purpose of the campaign was to try and raise awareness by stimulating local initiatives, so that, on 11th December 2014, no burglaries will occur.

Also, citizens could be included in domestic burglary prevention by contacting local stakeholders such as youth movements, neighbourhood committees,... By focusing on local stakeholders, social control could increase. This is important since **social control** is considered a good remedy to decrease domestic burglary. By contacting local stakeholders, the awareness of the importance of social control could be raised, especially in regard to different target groups such as the elderly, people who live in apartments,... It is important to try and reach these target groups as they are often more vulnerable to domestic burglaries.

Concerning the implementation of techno-preventive measures in private homes, there should be incentives for citizens to take action in relation to this. One of the possibilities for doing this, is by giving to citizens **tax advantages** if they implement certain techno-preventive measures. In the case of Belgium, this has already been carried out. However, the 6<sup>th</sup> State Reform of Belgium shifted the enforcement of these tax advantages from the federal government to the regional ones. This means that the continuity of this financial advantage is uncertain. Therefore, the regional governments need to assume responsibility in regard to the continuity of the tax advantages.

All the above-mentioned action points are designed to incite citizens to take precautions against domestic burglary. This can materialize by raising awareness and by letting citizens participate in crime prevention through neighbourhood watches. Their participation in crime prevention will raise the willingness to take on responsibility. However, until some prevention standards are made compulsory, it will remain difficult to fully engage the citizens.

### Cooperation

In order to have an effective prevention policy in regard to domestic burglary, Belgium has implemented an integrated security policy. This means that all the implementable actors work together in order to get a better grasp on the phenomenon. Therefore, cooperation is an important pillar of this policy. In regard to this, there are multiple action points to be undertaken.

In order for a policy to work, one needs a basis with the local authorities who have to implement the policies. As an intermediate institution, the Belgian provinces could play a more coordinating role in this matter. The provincial commissions for crime prevention need to be a consultation platform where representatives of policy, academia and practice get to meet. This ought to increase the scale of prevention work. Furthermore, the provinces should also initiate more prevention projects at provincial level.

Moreover, in order to have an effective and integrated prevention policy, one needs an **effective prosecution and penalty policy**. As mentioned in the cost-benefit analysis, it can be read that multiple steps have been taken in order to improve this. The effect has been that more burglary cases have been prosecuted. This development shows that better cooperation between the police and the justice system works. However, during the focus groups, we came across a hiatus concerning this. It appears that when an offender or an itinerant crime group is caught, the police and magistrates investigate the offences of which they have immediate evidence. However, most offenders and itinerant crime groups have committed far more crimes in

the past. Sadly enough, there is often not enough time or money to investigate these other offences. Nevertheless, in order to give all victims closure on the frightening moments they experienced, this should be avoided. Therefore, all the actors should try and increase the number of solved cases.

Also, the government ought not to stand alone in its fight against domestic burglary. The **private sector** could contribute to this. However, the position of the private sector differs between Member States, some being more sceptic than others. Especially the question as to who controls the private institutions is a very sensitive issue. In order to solve this, there ought to be uniform international regulations.

Nevertheless, in Belgium there is already some cooperation with the private sector but there is still a lot of room for improvement and expansion. The private sector (this includes but is not limited to: locksmiths, architects, insurance companies,...) ought to be better informed about domestic burglary prevention. This could be achieved through education, by raising awareness and by means of informative platforms. This would not only benefit the cooperation between the government and the private sector, it would also create an extra possibility for conveying techno-preventive measures to the citizens. The private sector could even promote the working of the domestic burglary prevention consultants. Furthermore, Belgium has already implemented a PPC System (Public-Private Cooperation System). However, we need to focus on making an overall operational structure for this, in which a reinforced and modernized information position should be included.

Within the private sector, architects are especially important in connection with the techno-preventive measures. Currently, most architects pay little attention to the integration of burglary protection measures in the conception and design of a house, although using protective measures in such a design could diminish dramatically the amount of domestic burglaries. In this regard, architects could also play an important part concerning the Crime Prevention Through Environmental Design-principle. Therefore, it is important to raise their awareness about their important role regarding this. One of the possibilities to do this is by informing them already during their university education. Furthermore, there should be cooperation between the Directorate General for Security and Prevention, Belgian FPS Home Affairs, and the Association of Architects to further promote domestic burglary prevention.

Other important partners are the insurance companies, namely because they can diminish the effects of a burglary and stimulate citizens to take techno-preventive measures. Such companies can do this by promoting the burglary insurance more noticeably so that the economic impact of burglaries decreases. In addition, an **adjustment of the security** premium could be an incentive for citizens to take preventive action. This could mean that when a citizen carries out techno-preventive measures (e.g. a special lock, doors, alarm system,...), there insurance premium would diminish. Nevertheless, the partners from the insurance companies stated that this is difficult to implement unless there is one uniform security label, such as discussed in the part about techno-preventive measures. This means that if the Government makes the first move, the insurance companies will follow.

Moreover, we need to realize that the cooperation with the private sector is not always obvious. One of the police's worries about the private sector is that it is often this sector which is responsible for the industry of prevention measures. This has as an indirect consequence, i.e. that people who try to protect themselves must have money. However, the police try to control this when they conclude a partnership with private companies. It is important to continue to expand this, since the less wealthy people may be more victimized if they cannot afford the means to protect their homes. The police absolutely need to be on top of this, especially as the changes in new technologies are happening quickly.

Another problem concerning the cooperation between the police and the private sector is mutual distrust. Exchanging information is a cornerstone in the fight against crime. However, the exchange of information is often hampered because institutions fence with the trade secret concept. This does not only happen between the public sector and private sector. It even happens between the different branches of the public sector (welfare sector versus police, to give just one example). It is very clear that this is counterproductive. This narrow vision of the usage of trade secret needs to be opened up in order to come to trade secrecy shared amongst professionals. This would facilitate the exchange of information between professionals and thus help in the fight against the domestic burglary phenomenon.

Cooperation is an important pillar in the prevention of domestic burglary. Effectively diminishing domestic burglary can only become possible with the help of the entire security chain. On that account, an integrated security policy has been implemented for many years now. However, there is still room for improvement, especially concerning the cooperation with the private sector.

### Imaging

A correct imaging as regards a phenomenon contributes greatly to an effective policy. This correct visualisation consists of two different levels. On the one hand, there is a need to know the developments in the field. And on the other hand, there is a need to know the different actors' operations. Within both of these levels, information exchange is essential.

In connection with the necessity of knowledge concerning the operations of the different actors, the cost-benefit analysis should be mentioned. The cost-benefit analysis gives a good overview of the facts, figures and actors concerning domestic burglary. It is advised to update this document each year. In order to make this succeed, all the actors and institutions need to exchange rating data so that an up-to-date view of the phenomenon can be provided. This, if done correctly, will not be time-consuming and the document can thus be widely used. The cost-benefit analysis should also be used to find any hiatus in the policy so that the policy makers can undertake concrete actions to solve this.

In expanding the already existing image, it is important to have good police statistics. However, this is only possible when the dark number<sup>72</sup> is not too high. A victim survey can provide a good view of the problem of 'underreporting' crime. But the latest victim survey dates back to 2008-2009, therefore a new one is in order. By means of a victim survey, the dark number can be calculated.

Another way of increasing the imaging of domestic burglary is by carrying out more **scientific research** into the phenomenon and its remedies. Sadly enough, there are not that many surveys concerning domestic burglary. In Belgium, the Directorate General for Security and Prevention, Belgian FPS Home Affairs, needs to increase the amount of scientific research. Furthermore, there ought to be a better flow of the results for the people in the field and between the different Member States. It happens all too often that the findings of a national survey stay with the policy makers of the Member State in question. And yet, other Member States could learn from their neighbours' experiences. Moreover, if we want to make sure that the research does not end with the delivery of the survey to the policy makers, then we should ensure that the results are implemented on the field. This can be achieved by continuing the various scientific research works together with a city/municipality/police zone by means of a pilot project that applies the concrete research results. The involvement of the researchers would make sure that the pilot projects become part of the surveys. This would insure that the surveys acquire a practical application.

Through a good imaging of the phenomenon, the policy makers could formulate an appropriate reply to the challenges. Therefore, the policy needs to be continuously updated on the developments of domestic burglary. By analyzing the rating data, the policy makers can gain a better insight about the evolutions of the phenomenon. Furthermore, it is very important to keep on investing in scientific research and applying this research to the field.

### Schedule

Most of the above-mentioned action points will be placed in the following prevention matrix. The purpose of this is to give a clear overview of the different action points, especially as most action points do not focus on the complete phenomenon. It often happens that an action point is focused on one element such as the prevention for a specific group or situation-oriented prevention.

That is why the action points are divided between, on the one hand, the kind of oriented prevention, the situation-oriented possibilities, victim-oriented and offender-oriented prevention, and on the other hand which part of the society the prevention is for – this can be for the complete society (primary prevention), for a specific group of the society such as the elderly (secondary prevention) or for one person or one area (tertiary prevention). However, it is not always possible to divide all the action points in this matrix. Because of this, not all above-mentioned action points will be found in the matrix. The action points that did make it in the prevention matrix are accentuated in the text by putting them in bold.

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72. More information about the 'Dark Number' can be found in the cost-benefit analysis which is published on the project's website.

	Primary prevention	Secondary prevention	Tertiary prevention
<b>Situation-oriented prevention</b>	<ol style="list-style-type: none"> <li>1. Building codes</li> <li>2. Label secure living</li> <li>3. Scientific research</li> <li>4. Increasing awareness</li> <li>5. Information exchange via uniform databases</li> <li>6. Cooperation with private sector</li> </ol>	<ol style="list-style-type: none"> <li>1. Crime Prevention Through Environmental Design</li> <li>2. Target hardening (special doors, locks, alarms,...)</li> <li>3. Social control</li> </ol>	<ol style="list-style-type: none"> <li>1. Closing down criminal places</li> <li>2. Elevated surveillance (hotspot, -times)</li> <li>3. Broken windows effect</li> </ol>
<b>Victim-oriented prevention</b>	<ol style="list-style-type: none"> <li>1. Prevention campaigns (social media, videos,...)</li> <li>2. Registration of goods</li> <li>3. Lowering insurance premium</li> </ol>	<ol style="list-style-type: none"> <li>1. Neighbourhood watch (flagrante notifications – fast reactions)</li> <li>2. Social media campaigns</li> </ol>	<ol style="list-style-type: none"> <li>1. Domestic burglary prevention consultant</li> <li>2. Federal tax advantage</li> <li>3. Burglary prevention measures for municipalities</li> </ol>
<b>Offender-oriented prevention</b>	<ol style="list-style-type: none"> <li>1. Handling stolen goods</li> <li>2. Identity database</li> </ol>		<ol style="list-style-type: none"> <li>1. Effective prosecution and punishment policy</li> </ol>

## Conclusion

Say it took you one hour to read through this methodological step-by-step plan. During that time, 8 houses were broken into in Belgium, 9 in Greece, 14 in Germany and almost 20 in Italy<sup>73</sup>. Knowing that domestic burglary is a high impact crime, it is therefore necessary that the policy makers take action to diminish these figures. In Belgium, the fight against domestic burglary has been on the agenda for almost 20 years. Nevertheless, the number of burglaries increased substantially between 2005 and today. It is therefore essential to evaluate the different measures and to strive to improve the prevention policy as regards domestic burglary.

Throughout the project, multiple activities were carried out in order to get a better image of the problematic issue of domestic burglary. First of all, a cost-benefit analysis was performed to get a better view of the question '*who does what?*'. Holding on to the overall picture is very important in order to understand the current policy. By doing this, it became possible to search for difficulties and hiatus in the prevention chain. In the current policy, the most important aspects are cooperation and information exchange, but national and international databases are also extremely important in this regard. Furthermore, one of the discovered hiatus concerns the further development of techno-preventive and environmental preventive measures. These difficulties and hiatus were then discussed in the action plan.

Furthermore, 3 different methodologies were implemented in order to engage multiple actors in the project. The advisory board ensured that various national experts with different backgrounds monitored the project from close by. This made it sure that the project became interdisciplinary. Furthermore, the insights of the participants were valuable assets in order to improve the quality of the project. In addition, because the participants had advantages to gain from the project, their enthusiasm and participation increased.

Moreover, national and European experts gave their insights on 4 different themes during the focus groups. This made sure that the international aspects of the phenomenon were not forgotten. The methodology of a focus group is flexible and ensures that all the participants can contribute to the discussion. However, it is important to provide a good moderator who can stimulate a good group dynamic.

Lastly, a World Café was organized in order to involve the people from the field. Because of their connection with the field, they have valuable insights about which policies need to change, so as to formulate a better reply to the problems concerning domestic burglary. The interactive methodology of the World Café made it possible to involve a large group of people. Most of the participants experienced this positively because it allowed them to participate and it showed that the policy makers appreciate their work and ideas. All the visions and insights of these activities contributed to the quality of the project, they made sure that the action plan became as complete as possible.

Also, over 21 good practices were gathered by conducting field visits. These good practices differ in magnitude, working elements, budget,... However, most of them are easily transferable and adaptable to the other Member States' context. By exchanging these good practices, the overall policy in the Member States can become more uniform. The field visits also show which elements are easily accepted in the field and which are more difficult.

Ultimately, all the outcome of the different activities were incorporated in the action plan. This action plan can serve as an example of a good practice and therefore inspire the policy makers in the other Member States. This project has given the policy makers the tools and the ideas to do something about the increased amount of domestic burglaries. They can use the methodology of the World Café to find out what the people in the field in their country perceive as very important. They can use the different action points as a basis to change the policy in their country. They can exchange their own good practices and learn from each other. It is now up to them to act upon this.

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73. Figures from 2010, Eurostat: [http://epp.eurostat.ec.europa.eu/statistics\\_explained/images/8/8c/Crimes\\_recorded\\_by\\_the\\_police\\_Domestic\\_burglary%2C\\_2004-2010\\_New.png](http://epp.eurostat.ec.europa.eu/statistics_explained/images/8/8c/Crimes_recorded_by_the_police_Domestic_burglary%2C_2004-2010_New.png)

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