



D1.2: Database of Social Innovation in Security cases

Version 1.0

28th February 2025



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About CO-SECUR: Co-creating urban security solutions in Europe

CO-SECUR is a 3-year Horizon Europe project that aims to improve citizens' security perception and behaviour in public spaces, especially at large events and crowded areas, by actively engaging them to co-create innovative security solutions.

The project will bring together existing knowledge, provide concrete tools and capacity-building activities, and present evidence-based results to promote good policy decisions. Its most important outcome will be the co-creation of a Societal Development Plan (SDP) to encourage the use of innovative security solutions that are sustainable, scalable, and effective.

Project consortium

The CO-SECUR consortium, led by Kveloce, brings together 10 multidisciplinary partners with expertise in participatory research, public engagement, and mixed methods. The selection of partners from 9 European countries – Spain, Belgium, Finland, Germany, Portugal, Romania, Poland, Greece, and Lithuania reflects the project's goal to address the complex diversity of laws, security measures, politics, and socio-historical realities of different European regions.

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Document Details

Deliverable D1.2.: “Database of Social Innovation in Security cases”

Authors: Carina Dantas, Harm op den Akker PhD, Paola Bello, Natàlia Machado, Andrea Marinho, Gertrudis Fornés PhD, Laura Llop PhD, Maria Mekri, Meike Hecker, Anna Rau, Lucia Cristea, Beata Dec, Aleksandra Kamińska, Michal Woch, Dinos Nikolaidis-Konstas, Andrius Jaržemskis, Leva Girdvainienė, Eglė Kalašnikovaitė, Alexia Papadimitriou, Marie Montaldo Gloria Monge, Rebeca Lucas, and Maite Ferrando, PhD.

Reviewers (peer-review, non-authors): Laura Llop, Gertrudis Fornés (Universitat de Valencia), Konstantinos Nikolaidis-Konstas (Tero Monoprosopi IKE), Ginevra Santini, Valeria Muggianu (DIGITAL EUROPE)

Advisory Board members (informal feedback): Tim Lukas, Felix Munger, Tina Silbernagl, Nicolas Sklavos, Fabio Naselli, Eva Martinez Cruz

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List of abbreviations

This glossary provides a list of key terms that are used thereafter and their definitions for the purposes of this document. It is not meant to provide an exhaustive list of all the terms related to the subject of this study.

Term	Definition
DoA	Description of Action
RRI	Responsible Research and Innovation
SDP	Societal Development Plan
SIS	Social Innovation in Security
RQ	Research Question
T	Task
WP	Work Package

Table 1: List of abbreviations.

Summary

This deliverable describes the work performed in T1.2: *Mapping of SIS: Cases Study* of the CO-SECUR project.

The primary objective of this deliverable is to contribute to the advancement of knowledge of social innovations in security (SIS), ultimately supporting the development of more sustainable and effective security practices and measures.

Each partner conducted a mapping exercise to identify case studies, practices or projects in the area of social innovations in security, using multiple sources, based on the overarching methodological framework proposed by SHINE.

While partners jointly discussed and agreed on key criteria for identifying cases, supported by a common structure and reporting template, the search strategy was left flexible, allowing each partner to determine the most suitable approach to their national context and existing data.

The diversity of national cases reflects the diverse contexts of the participating countries. However, despite these differences, common themes emerge, particularly the importance of addressing security challenges through a social innovation approach, that prioritises citizen engagement and participation.

1 Introduction

This deliverable describes the work performed in T1.2: *Mapping of SIS: Cases Study* of the CO-SECUR project, which collected a total of 183 cases.

1.1 Context

Security has emerged as one of the most pressing concerns for European citizens in recent years, with perceptions of security steadily declining. According to the Special Eurobarometer report *"Europeans' Attitudes towards Security* (Migration and Home Affairs, 2018), fewer Europeans now believe that Europe is a safe place compared to previous decades. Additionally, Eurostat data (EuroStat, 2025) highlights significant disparities in feelings of security and satisfaction with public spaces across different countries and levels of urbanisation. Interestingly, the perception of insecurity often has a greater impact on individuals' well-being than actual physical threats, underscoring the importance of addressing public perceptions of safety alongside objective security measures.

In this context, the objective of **CO-SECUR** is to foster the adoption of **Social Innovations in Security (SIS)** to improve safety in public spaces, particularly in crowded places and during large-scale events. The project will deliver a comprehensive **Societal Development Plan (SDP)** to promote responsible innovation principles, trust-building, and co-produced security solutions. By focusing on participatory approaches, the project seeks to enhance safety perceptions, behaviours, and overall public trust in security measures.

The main research questions (RQ) that guide the objectives of the project are the following:

RQ1. What are the characteristics and key elements (co)determining the capacity and effectiveness of socially innovative security solutions for fostering the citizens' perception of security?

RQ2. How the Quintuple Helix actors – and in particular citizens – are being actively and participatively involved in the co-creation of processes, measures, and solutions in the field of security in Europe? And how they can be successfully and effectively involved during the whole co-creation process in security solutions for public spaces?

CO-SECUR's main outcome, the **Societal Development Plan (SDP)**, will foster and accelerate the adoption of social innovation based on Responsible Research and Innovation (RRI) principles in security solutions for public spaces, providing a comprehensive framework for understanding and implementing social innovation in security across Europe. The SDP will include lessons learnt, recommendations, best practices, and insights for decision-makers. For details on the project structure see Figure 1.

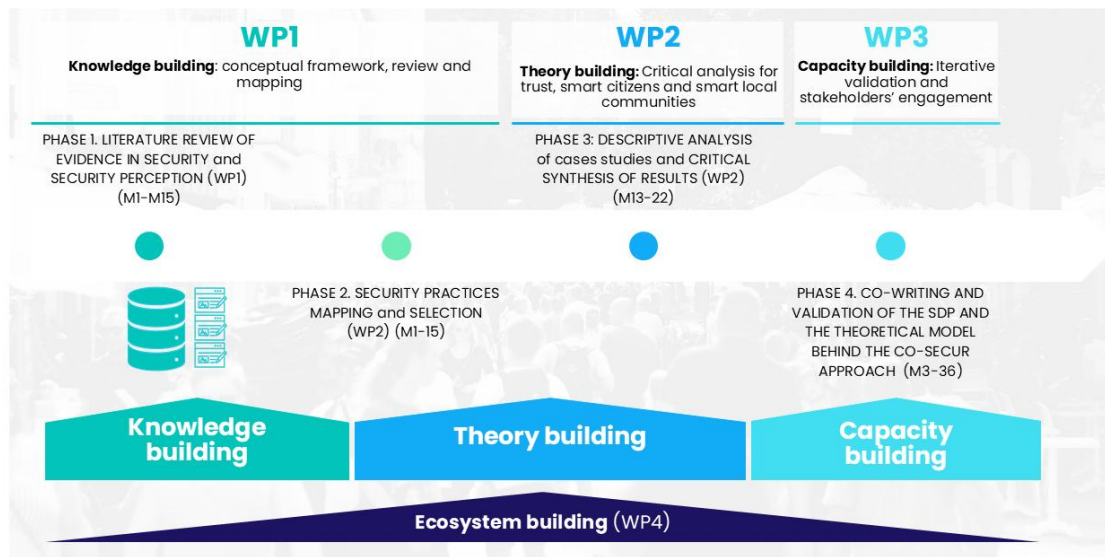


Figure 1: Methodology and Concept Flow from the CO-SECUR DoA.

The different tasks and outcomes of CO-SECUR are related to each other, as shown in Figure 2 below. The figure shows the two main “pillars” – the literature review on the one hand, and the SIS case study mapping on the other. Ultimately, both pillars provide input to the Societal Development Plan (SDP) developed in WP3, one of the project’s main outcomes. The literature review and case study mapping are thus two parallel tracks that provide complementary input to the SDP.

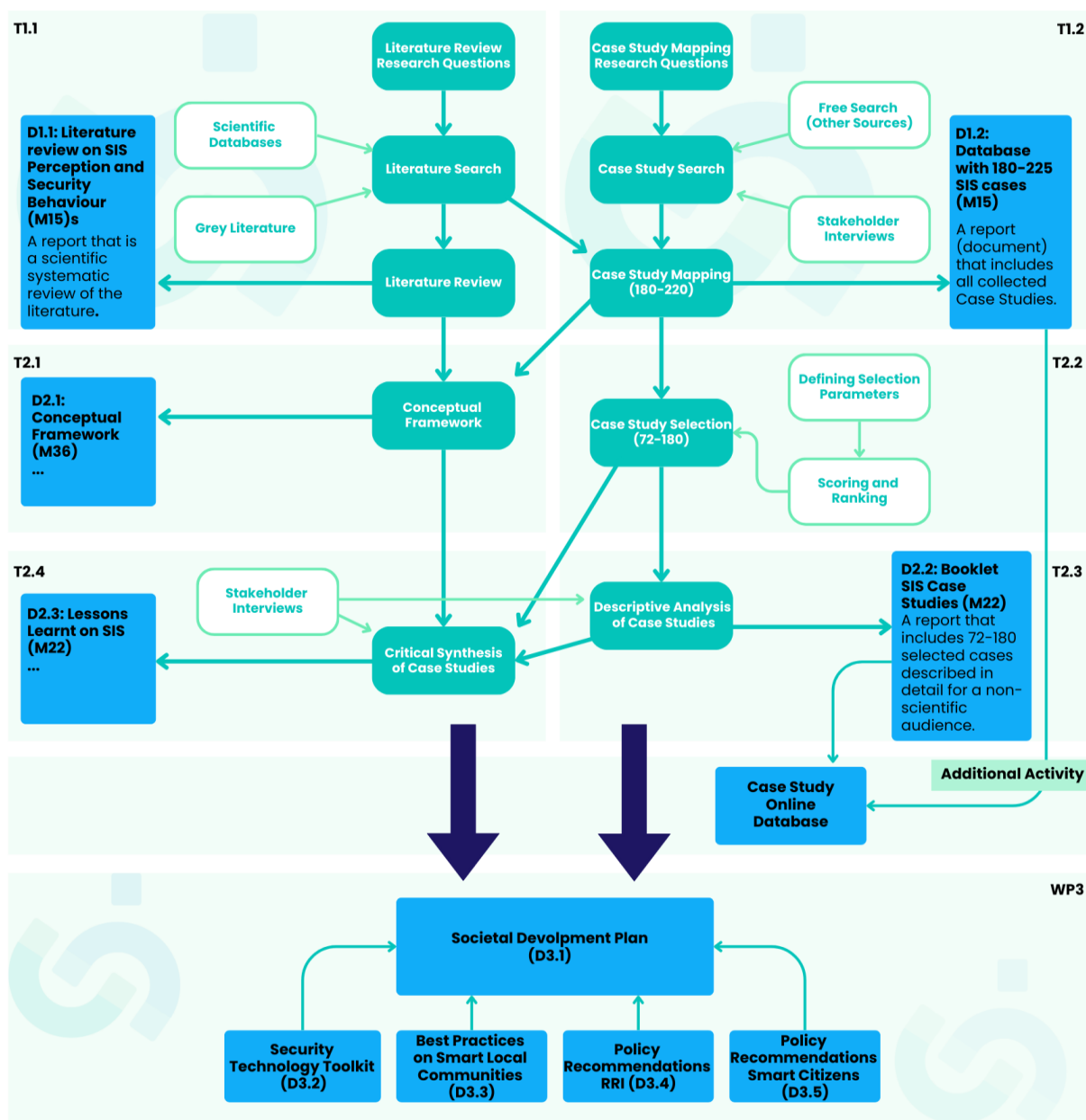


Figure 2: Flow-chart of CO-SECUR Project Outcomes and their interdependencies.

1.2 Definitions

Below is a list of definitions for key terms that have been agreed upon by the Consortium partners and will be used throughout the project and as a conceptualisation of the key terms that guided the review.

Social Innovation in Security (SIS): Refers to practices and processes that involve social, economic, technological, governance and/or policy innovations based on human needs with the aim of improving people's security (including security perception and

behaviour). These solutions must be innovative, transferable, and scalable, and must be co-created through participatory processes and from a multidisciplinary perspective.

Security has been defined as *'the condition of being protected from or not exposed to danger; [...] a feeling of safety or freedom from or absence of danger'* (Council of the European Union, 2009). It is a basic right for citizens that must be protected. Security is the cornerstone of a stable and prosperous society. Good internal security means that the population can enjoy the rights and freedoms guaranteed by the legal system without fear or insecurity caused by crime, disorder, accidents and national or international phenomena.

Safety: This focuses on protection against accidental or unintentional risks, such as natural disasters, workplace accidents, structural failures or health problems. This term refers to conditions of well-being and prevention of harm in everyday situations, so its focus usually includes regulatory measures, emergency protocols and safety standards in infrastructure and products.

Societal Development Plan (SDP). It refers to "a comprehensive plan that focuses on enhancing the quality of life of residents of a community" helping to "provide direction for future decisions" built through the "collaborative efforts of residents, organisations and government" (in the case of CO-SECUR, through the collaboration of the [Quintuple Helix + media](#)), and being its strength its ability to "engage residents, mobilise the community and reinforce and build upon the work already being done" (St. Vincent and the Grenadines)

Co-design is a model in which citizens are not only recipients of measures, but also actively participate in their design, implementation and evaluation. This approach implies shared governance in which the community, together with authorities and other key actors, assumes a leading role in identifying problems and generating solutions adapted to local needs.

Cross-sector collaboration refers to cooperation between policies and strategies. Although this model may include citizen participation, it generally follows a structure led by government or specialised entities, in which citizens play a consultative or secondary role.

Case study: an in-depth exploration from multiple perspectives of the complexity and uniqueness of a particular project, policy, institution, programme, or system in a "real life" context (Simons, 2009). A case study is an appropriate research design when you want to gain concrete, contextual, in-depth knowledge about a specific real-world issue (Bromley, 1986). Case studies can be conducted with any methodology, may include many or a single event, and may have occurred at different points in time. In the case of social innovation in security, we refer to exploring the characteristics of a real-world case that allows us to draw conclusions from its application (process undertaken, limitations, success, impact, etc.). A case study is a research approach that is used to generate an in-depth, multi-faceted understanding of a complex issue, event, or phenomenon of interest in its real-life context (Crowe, Cresswell, Robertson, Avery, & Sheikh, 2011).

A case study can be defined in a variety of ways, the central tenet being the need to explore an event or phenomenon in depth and in its natural context. It is for this reason sometimes referred to as a "naturalistic" design; this contrasts with an "experimental" design (such as a randomised controlled trial) in which the investigator seeks to exert control over and manipulate the variable(s) of interest.

A case can be *intrinsic*: typically undertaken to learn about a unique phenomenon; *instrumental*: a particular case is used to gain a broader appreciation of an issue or phenomenon; *collective*: it involves studying multiple cases simultaneously or sequentially to generate a broader appreciation of a particular issue. There are other types, and these are not necessarily mutually exclusive categories.

1.3 Aim

The overall aim of T1.2: *Mapping of SIS: Cases Study* of the CO-SECUR, as well as of the following T2.2 *SIS cases study selection*, is to provide a comprehensive summary of best practices, social experimentations, "real world" cases, that can feed into the SDP, providing insights, and supporting the elaboration of recommendations for policy and decision-makers to successfully implement social innovation in security.

This mapping exercise consisted of the identification of social innovations in security (SIS) in the public space according to a number of criteria, namely: (i) social need, (ii) innovative elements, (iii) place of implementation and time for execution (including the initiating body and the mechanisms employed for satisfying the social needs, the bottom-up nature or the top-down approach), (iv) improvement achieved; (v) use of technology; (vi) sustainability; (vii) relationships and collaborations; and (viii) priority area covered (mass events, public places, transport, mobility). Mapping was hereby considered as a review that seeks to identify results and linkages leading to a collection of case studies on the specified topic (Campbell, et al., 2023).

Considering the research objectives of the project and the SDP, the mapping exercise consisted of the identification, from multiple sources, of several cases (up to 225) that may contribute to the adoption of social innovations in security solutions for public spaces. A specific focus was placed on the cases that have been designed or developed through bottom-up approaches, public participation, or public engagement.

Each consortium partner mapped SIS cases in public spaces in the countries under study (see Table 2 in §3) briefly detailing the different criteria considered and the CO-SECUR priority area covered. In various cases it proved difficult to identify sufficient numbers of cases in the primary target countries, after which the search was extended to include additional countries (see §3.10).

2 Methodology

According to the DoA, a case should be selected according to the following criteria:

- Social need.
- Innovative element.
- Place of implementation and time for execution (including the initiating body and the mechanisms employed for satisfying the social needs, the bottom-up nature or the top-down approach).
- Improvement achieved.
- Use of technology.
- Sustainability.
- Relationships and collaborations.
- Priority area covered (mass events, public places, transport, mobility).

In addition, the following criteria should also be considered for the case selection that will be carried out in the next phase of work (WP2):

- Population affected (number of individuals involved).
- Involvement of relevant stakeholders.
- Research or evidence-based: available information on the methodology, quality assurance, barriers/enablers and/or results of their impact/effectiveness.
- Technology and solutions implemented, readiness and transferability potential.
- Relevant timescale, prioritising those initiatives with at least 12-month duration and sustainability information.
- Inclusion of vulnerable groups, e.g., migrants and refugees, such as Ukrainian ones; older citizens; ethnic minorities, as well as other communities traditionally excluded from these types of process.

Based on these elements and following a consortium-wide discussion on the mapping methodological framework, it was decided that T1.2 would consider cases from 2012 to current date in the European Union, with particular focus on the 9 countries involved in the project and the UK. In this initial identification/mapping phase, partners should not be too strict on the question whether or not to include or exclude a case study that has been encountered. In the next phase of work within WP2, a more detailed selection will be carried out based on a more exhaustive analysis of the cases.

In particular, in the next phase, the selected cases will undergo a more in-depth examination, with their results highlighted. While the current phase focuses on mapping, the upcoming phase will concentrate on cases where real-world effects can be more thoroughly analysed. Special attention will be given to the role of communities, citizens, and

other stakeholders, exploring how broad and diverse participation can enhance the success and long-term sustainability of SIS initiatives.

Some further elements concerning the mapping, such as legal and regulatory aspects, climate, democratic conditions and socio-cultural variables will be further considered for the case selection foreseen within WP2.

2.1 Sources and Search Strategy

To retrieve and select case studies, the following different sources were considered.

1. The literature review (T1.1).
2. Interviews with stakeholders, focus groups, etc (qualitative data).
3. Available data, analyses, audits (quantitative data).
4. Other projects or initiatives.

Differently from the systematic literature review in T1.1, the process of identifying case studies in the context of T1.2 was not performed based on a fully systematic approach. Distinctively, it was important to use all means necessary to identify those cases that are not covered in peer-reviewed or well-indexed grey literature, and thus that did not appear in the systematic literature search of T1.1. Therefore, in each country section, the search strategy is detailed and explained, framing the cases encountered.

2.2 Template for collecting Case Studies

The definition of the template for collecting case studies was done in a joint, iterative manner between the consortium partners. Prior to the kick-off meeting of the project, an initial example was developed by SHINE, to illustrate how information on SIS Cases could be collected in a structured way. After a dedicated workshop at the kick-off meeting (January 2024), as well as several follow-up iterations, the consortium agreed on the template presented below.

There are five types of Fields in the Case Study Template:

- **Internal Fields** – These will not be included in the publication and are used to facilitate internal collaboration (e.g. the author names).
- **Core Fields** – These form the core contents of the Case Study and will be included in the public report.
- **Metadata Fields** – These provide highly structured information about the Case Study, which can be used to facilitate search, filtering, and reporting in an online tool.

- **Additional Information** – While filling in the template for a particular Case Study, you may find the need to record any additional parameters, please add them here, and we may choose to add them to the official template later.
- **Stakeholders contacts** – This field is optional. Since the cases will undergo further analysis, if you are aware of relevant stakeholders who may be contacted at a later stage, please add their details here.

Internal Fields	
Author(s) <List of author(s) and affiliation of the consortium member(s) that completed this template>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
How was the Case Study found? <Describe how the case study was first encountered, e.g. through a Google search with specific keywords, or through an interview with a specific expert.>	...
Core Fields	
Title <A short, descriptive title of the Case Study.>	...
Abstract <Maximum of 300 characters short description of the case.>	...
Source Material <A list of sources used to describe this case study, e.g. links to documents or websites.>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
Location(s) of Implementation <List all the locations in which the case study has been implemented, for example “Coimbra, Portugal”.>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
Contextual Characteristics <Describe relevant characteristics of the environment in which the case study took place, for example “Urban Area”, “Small Town”, “Low SES-Neighbourhood”. These types should eventually be homogenized.>	...
Time of implementation <Describe the (approximate) time at which the use case was implemented, for example “From August 2022 to December 2023”.>	From ... to ...
Organisations in Charge <List the organisations that oversaw executing the case study (these are not the stakeholder organisations involved, although they may overlap).>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
Priority Area(s) <Select which of the CO-SECUR Priority Areas are covered by this case study, as “Mass Events & Crowded Places”, or “Public Places, Transport or Mobility”.>	...
Objective(s) <List all the specific objectives of the case study, where possible in order of importance.>	...
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ ...

<If any, list the specific type of vulnerable groups that were the target of the solution described in the case study.>	<ul style="list-style-type: none"> ▪ ... ▪ ...
Case Study Description <Provide a summary of the case study in ±100–200 words. A more in-depth analysis should be done at a later stage.>	...
Stakeholders Involved <List the stakeholders that were involved in the Social Innovation aspect of the case study, e.g. “Schools”, “Citizens”, “Municipality of Coimbra”.>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
Social Innovation Methodology <Describe the method(s) applied to involve stakeholders in the social innovation aspect of the case study.>	...
Key Outcomes & Lessons Learned <Describe/list all the key outcomes and lessons learned from the case study.>	...
Limitations <Describe any obvious limitations to the methodology or execution of the case study.>	...
Sustainability <Describe if and how the results of the case study are being implemented in practice, e.g. after the end of a research project phase. If the case study is still ongoing, report sustainability activities up to the given date in time.>	...
Metadata Fields	
Keywords <A comma-separated list of (max 7) keywords describing the content, setting, context of the case study. These are initially ‘freeform’ (so choose any keywords you like) but will eventually be homogenized to facilitate search, filtering, and grouping.>	..., ..., ...
Language of Source Materials <Write the language(s) of the source materials, e.g. “Portuguese, English”>	<ul style="list-style-type: none"> ▪ ... ▪ ... ▪ ...
Quality (Rating) of Source Materials <Provide a rating (1–10) of the quality of the source materials – was it possible to extract all the information to describe the case?>	...
Additional Information	
Missing Field 1	...
Missing Field 2	...
...	...

3 Mapping Results per Country

The CO-SECUR Consortium consists of partners from 9 different EU countries, which form the focus of the mapping of use cases. For every country, a single organisation oversaw the collection of cases, except for the case of Belgium, where the search was initially done by DIGITALEUROPE but due to the limited resources, this task was supported by Kveloce. The main countries and their responsible partner(s) are listed in Table 2 below.

Country	Responsible Partner(s)
Belgium	DIGITALEUROPE AISBL* (DIGI-EU) & Kveloce (KVC)
Finland	SAFERGLOBE RY (SG)
Germany	DEUTSCH-EUROPÄISCHES FORUM FÜR URBANE SICHERHEIT e.V. (DEFUS)
Greece	TERO MONOPROSOPI IKE (TERO)
Lithuania	SMART CONTINENT LT UAB (SC)
Poland	EVALU SPOLKA Z OGRANICZONA ODPOWIEDZIALNOSCIA (EVALU)
Portugal	SHINE 2EUROPE LDA (SHINE)
Romania	EUROPEAN INTEGRATED PROJECT (EIP)
Spain	UNIVERSITAT DE VALENCIA (UVEG)

Table 2: Mapping of countries to responsible organisations.

In addition to the EU countries observed, an international broad search was also carried out to identify relevant SIS cases beyond the referred nations. Table 3 below summarizes the total number of cases found in each of the “main” and “other” countries.

Country	Number of Cases	Country	Number of Cases
Belgium	7	Finland	20
Germany	21	Greece	21
Lithuania	23	Poland	19
Portugal	19	Romania	16
Spain	13		
OTHER COUNTRIES			
United Kingdom	6	USA	5
Canada	2	Bulgaria	1
Cyprus	1	Czech Republic	1
Ireland	1	Italy	1
France	1	Latvia	1

Estonia	1	The Netherlands	1
Multiple countries	2		

Table 3: Total number of cases identified per Country.

The visualization of this data on the map in Figure 3 below (excluding the 5 north American cases) shows a broad coverage of the European continent.

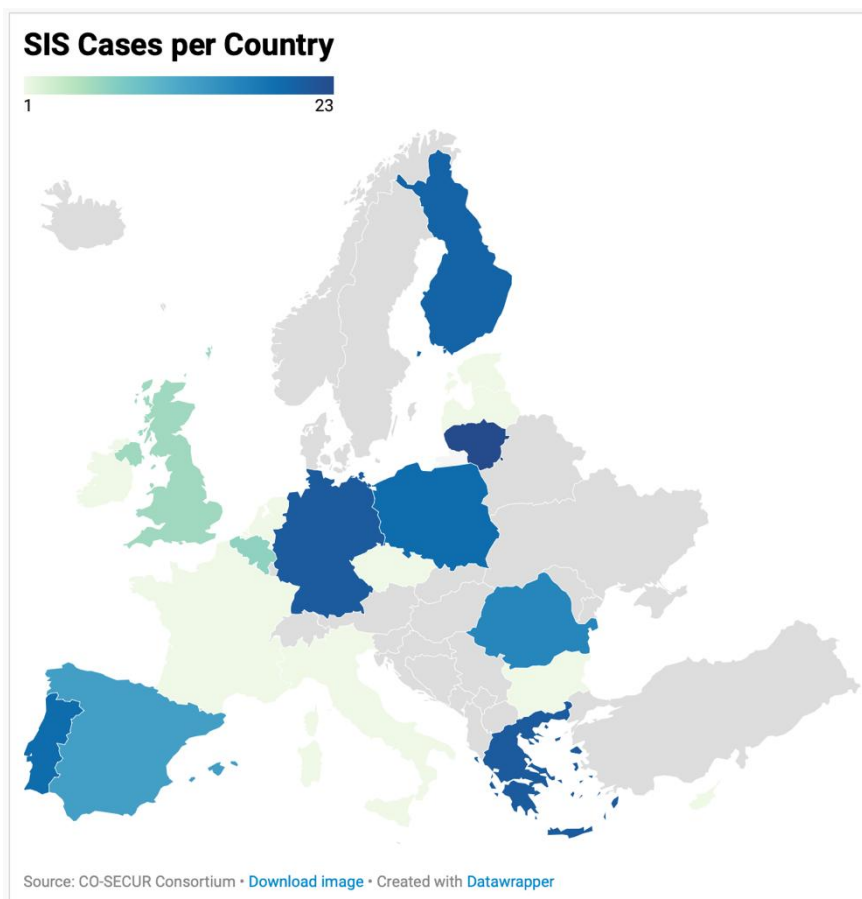


Figure 3: Geographical spread of all SIS Cases (Europe only).

When collecting information about the case studies through completing the Case Study Templates as defined in §2.2, several “metadata” items were also collected. This metadata is meant to help interested parties to search for relevant cases, when presented in e.g. an online database, as well as to gather some statistics about the total body of work.

Figure 4 below visualizes all the keywords, and their prominence over all the cases, indicating common themes throughout the full database, like “**public spaces**”, “**public transport**”, or “**crime prevention**”. Note that in a future step, these keywords may be further homogenised by grouping similar terms together and removing less-informative ones such as “**security**”.

(terms/keywords named in the table below) but just 2 articles were selected as appropriated. In a second phase, the nature of the cases and their specificity, as “bottom up” initiatives, led to consider different kind or sources from more specific searching tools to more general: including Google Scholar, Google and other general internet search engines, using the list of terms as given in Table 4 below (all in English due to the language skills of the research team).

Table 4: Search terms for cases in Belgium.

Terms			
Belgium	Social Innovation	Citizen participation	Public spaces
Local associations	Public engagement	Community centre	Collaborative governance
Security	Living lab	Safe nightlife	Cultural spaces
e-participation	Social integration	Cultural diversity	Leisure

3.1.2 Case Listing

The table below provides the list of all cases found in Belgium. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	PACTESUR (Protecting Allied Cities against Terrorism by Securing Urban aReas)
	Keywords: Security, Public Spaces, Terrorism
2	Installation of street furniture benches on the Rue de la Loi, facing the European Commission’s Berlaymont building, Brussels, Belgium
	Keywords: Security, Public Spaces, Terrorism
3	The Belgian German-speaking community establishes a citizens' assembly chosen by lot
	Keywords: Public Engagement, Citizen’s Participation, Public Regional Representation, Cultural Diversity, Social Integration
4	Public engagement makes a Belgian community centre truly user-friendly.
	Keywords: Public Engagement, Community Centre, Social Innovation
5	Collaborative governance platform for social innovation in Brussels
	Keywords: Social Innovation, Collaborative Governance, Community Participation, Urban Governance, ICT, Living Lab
6	Citizen engagement in policy making: Insights from an e-participation platform in Leuven, Belgium
	Keywords: E-Participation, ICT, Citizen Participation, Democratic Process, Public Engagement

7	Act for night life: “Brussels by night” supports nightlife actors to provide a better scene and protects Brussels club culture
Keywords: <i>Cultural Diversity, Social Integration, Leisure, Security, Arts, Nightlife</i>	

3.2 Finland

3.2.1 Search Strategy

The search strategy in Finland was based on (1) a literature review, (2) preexisting networks for social innovation in security (3) searches in online portals for social innovation and internal security, (4) a social media campaign and (5) attendance at the Forum for Event Security and Social Innovation Days. Google searches for “security” (“turvallisuus”) and “social innovation” (“sosiaalinen innovaatio”) were also conducted but did not yield any results.

Through the literature review in D1.1, we were able to find a few cases but quickly realised that much of the material on social innovation in security is not formally published or easily searchable. Hence the material was collected through use of portals to enhance social innovation and through personal connections. We received several case studies directly from municipal authorities.

Interestingly, Finland has promoted social innovation in security and a so-called comprehensive approach (or whole of society approach in security) since the 1980s, with a focus on social innovation. There are several examples, but as the approach is well-integrated, it seems that social innovation is considered run-of-the-mill. It is surprising that while most municipalities will use social innovation in security, the records are difficult to find and often exist only in internal presentation slides and a few portals to enable social innovation.

Of the portals, we used mainly two. The Tuovi-portal¹ is a digital collaboration space for actors in internal security, where we created a working space for the CO-SECUR project. We also used the Inno-village collaborative platform for cocreation and social innovation (“Innokylä on kaikille avoin yhteisen kehittämisen ja tiedon jakamisen ympäristö | Innokylä”²) and used the terms “security” to search for social innovations. This resulted in 400+ results, but as Finnish uses the same word “turvallisuus” for both security and safety,

¹ <https://sisainenturvallisuus.fi/etusivu>

² <https://innokyla.fi/fi>

most of these results were for safety. We identified the best examples of social innovation in security. Since our initial search, the number of cases in Innokylä has increased by about 20%. It seems that there is increasing interest in innovation in social innovation.

Two of the priorities for CO-SECUR were surprisingly difficult to find examples for: event security and security in public transport. To find specific examples for these priorities, SaferGlobe carried out a social media campaign and attended two events. At the Social Innovation Days at the Helsinki City Hall on the 7th of November 2024, we distributed material and had stand with a QR-code to let us know about social innovations. We also attended the Event Security Forum (Tapahtumaturvallisuusfoorumi), where we spoke with the main actors responsible for Event Security including the Event Organizers Association. For mass events, the Finnish approach is based on a so-called 3S model or Service, Safety and Security, where the security is typically provided by security companies like Securitas, who have security guards and carry out checks at entrances. Safety on the other hand is provided by organizations like Red Cross, who then build first-aid tents. We also contacted the resident's organization by the main Stadium as well as a Social Innovation Event called "Cleaning Day" but it became quite clear that to have meaningful discussion on social innovation in mass events, will require on-going discussion with the larger organisations, which will happen later in the project. The same is true for public transport, where the large organizers of public transport have their own security processes.

In general, however, it seems that there is a wealth of experience in Finland on social innovation that has become so ingrained into security thinking that it is difficult to see it as anything especially valuable or transferrable. However, many of the examples, are exactly that valuable and easily transferrable.



Figure 5: Social media flyer used in Finland.

Table 5: Search terms and translations for cases in Finland

Term	Translation	Term	Translation
Co-creation	<i>Yhteiskehittely / Yhteiskehittäminen</i>	Participatory	<i>Osallistava</i>
Crowds (crowded spaces)	<i>Tungos</i>	Preventative	<i>Ennaltaehkäisevä</i>

Event security	<i>Tapahtumaturvallisuus</i>	Public space	<i>Julkinen tila/ julkinen alue</i>
Everyday security	<i>Arjen turvallisuus</i>	Public transport	<i>Joukkoliikenne</i>
Internal security	<i>Sisäinen turvallisuus</i>	Security	<i>Turvallisuus</i>
Mass event	<i>Massatapahtuma/ joukkotapahtuma</i>	Social Innovation	<i>Sosiaalinen innovaatio/ yhteiskunnallinen innovaatio</i>

3.2.2 Case Listing

The table below provides the list of all cases found in Finland. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	SURE (Smart Urban Security and Event Resilience)
	Keywords: <i>Public Spaces, Urban Security</i>
2	INNOKYLÄ - Innovation Village Collaboration Tool
	Keywords: <i>Co-Creation, Social Innovation, Multiple Cases</i>
3	Kaikkien Kurvi (Everyone's Kurvi)
	Keywords: <i>Local Security Building, Urban Security</i>
4	Ehyt Ry: Bubble Trainings
	Keywords: <i>Mass Events, Volunteers, Students, Training</i>
5	Hyvinkää Approved Graffiti Locations & Kuopio Permission to Paint
	Keywords: <i>Urban Areas, Youth</i>
6	Reducing Youth Disenfranchisement: Icehearts
	Keywords: <i>Low SES, Urban Areas, Small Towns, Youth</i>
7	Anchor: Preventing Juvenile Criminal Behaviour
	Keywords: <i>Youth, Crime Prevention</i>
8	Tuovi-Portal
	Keywords: <i>Multi-Dimensional, Urban Areas</i>
9	24 Secure Hours In Hyvinkää
	Keywords: <i>Small Town, Security Planning</i>
10	Helsinki Borough Liaisons
	Keywords: <i>Urban Areas, Citizen Participation</i>
11	Hansa Youth Crime Project

Keywords: <i>Urban Areas, Crime Prevention</i>	
12	Timeout and Walkers
Keywords: <i>Youth, Dialogue, Multiple Locations</i>	
13	Rokki Youth Crime Prevention Project
Keywords: <i>Youth, Crime Prevention, Urban Areas</i>	
14	The City Belongs to Everyone (Kaupunki Kuuluu Kaikille)
Keywords: <i>Children, Schools, Substance Abuse</i>	
15	The Neighbourhood Producers Project
Keywords: <i>Substance Abuse, Event Organisation, Sense of Belonging</i>	
16	Reili- Support Persons for Youth Offenders
Keywords: <i>Youth, Crime Prevention, Criminality</i>	
17	Social Support on the Streets
Keywords: <i>Disenfranchised</i>	
18	Secure Streets (of Oulu)
Keywords: <i>Youth, Criminality, Violence Prevention</i>	
19	Forssa Community Dialogue
Keywords: <i>Youth, Migrants, Crime Prevention</i>	
20	Secure Oulu: Training For Prevention of Sexual Abuse
Keywords: <i>Youth, Immigrants, Sexual Abuse Prevention</i>	

3.3 Germany

3.3.1 Search Strategy

The [DEFUS](#) search for suitable case studies followed several strategies. First, it built on the results of the literature review. However, this research mainly found technical solutions, some of which focus more on safety than on security. One example is the [Navilens](#) Guiding System for the visually impaired: colourful QR codes that, unlike conventional codes, can be recognised by an app from a distance of up to twelve metres. Alternatively, the literature analyses older initiatives that can no longer be considered innovative. One example is [BaSiGo](#), a collection of information on major events launched in 2015. It brings together different types of information and provides a roadmap for how different stakeholders can be involved in the process of planning and implementing major events. These examples were not included in the SIS cases.

Therefore, in a second step, current or recently completed research projects in Germany or with German participation were reviewed. One interesting example is the "[Security Station Berlin Südkreuz](#)". In this project, the Federal Police and Deutsche Bahn are testing new and

innovative security concepts for main railway stations under scientific supervision. The security solutions include "station runners", who act as contact persons with a focus on conflict resolution and communication, ensuring compliance with rules and a trouble-free environment in highly frequented stations (no. 01). In addition, there is the use of the SafeNow app (no. 10) as a low-threshold emergency call system in the station. Both security solutions have been included as case studies. An interesting project that was completed a few years ago is the [DIVERCITY project](#) (Start - DIVERCITY - Security and Diversity in the Neighbourhood), which ended in 2020. The project developed a toolkit on how to conduct a neighbourhood walkabout with different experts to identify, analyse and develop improvements for security needs and perceptions (no. 09).

In a third step, an internet search (Google, Microsoft Co-Pilot, etc.) was carried out to find out which current security concepts and solutions are being implemented at major events in Germany. For example, a safe space concept was introduced at the [Stuttgart Wasen](#) (no. 17) or awareness teams at the [Kieler Woche](#) (no. 18).

Finally, we looked at which solutions are currently being implemented in our network of cities ([DEFUS](#)) and are seen as promising. For example, during the European Football Championship 2024, our member city Gelsenkirchen issued test wristbands for knockout drops to raise awareness of the risk of open drinks being spiked with sedatives (no. 2). The city of Augsburg is testing urban conflict management to strengthen cooperation between local stakeholders to develop coordinated solutions and needs-based designs for public spaces (no. 11).

Table 6: Search terms and translations for cases in Germany.

Term	Translation	Term	Translation
Social Innovation	<i>Soziale Innovation, Soziale Innovationen</i>	Urban security	<i>Urbane Sicherheit, städtische Sicherheit</i>
Participatory approaches	<i>Bürgerbeteiligung</i>	Station security	<i>Bahnhofsicherheit</i>
Crime Prevention	<i>Kriminalprävention</i>	Criminology	<i>Kriminologie</i>
Subjective security	<i>Subjektive Sicherheit, Sicherheitsempfinden Sicherheitsgefühl</i>	Urban Planning	<i>Stadtentwicklung</i>
Mass Events	<i>Großveranstaltungen</i>	Public Spaces	<i>Öffentliche Plätze</i>
Party and Nightlife	<i>Nachtleben</i>	Preventive measures	<i>Präventionsmaßnahmen</i>

Public Transport	Öffentlicher Personennahverkehr (ÖPNV)	Marginalized groups	Marginalisierte Gruppen
Conflicts in public spaces	Konflikte im öffentlichen Raum		

3.3.2 Case Listing

The table below provides the list of all cases found in Germany. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	Bahnhofsläuferinnen (Station Runners)
	Keywords: Safety, Public Transport, Train Station, Crowded Spaces
2	Testarmband „K.O. Tropfen“ (Rapid test wristband)
	Keywords: (Date Rape) Drugs, Party, Events, Sexual Harassment
3	Nachtsam (Night/mindful)
	Keywords: Night Life, Party, Festivals, Women Safety, Sexual Harassment, Crowded Places
4	Koordinierungsstelle Nachtleben (Night life coordination)
	Keywords: Night Life, Networking, Mediation, Conflict Management
5	Freiburger Präventionsstrategie (prevention strategy)
	Keywords: Security, Public Transport, Inner City Party Streets, Crowded Spaces
6	Wo geht's hier nach Panama? (Where to go to Panama?)
	Keywords: Nightlife, Women, Safety, Sexual Assault, Party, Drugs
7	Nachtbürgermeister (Night life mayor)
	Keywords: Night Life, Networking, Lobbying, Party, Club, Event
8	Stadt-Detektive (neighbourhood detectives)
	Keywords: Children's Perception of Security
9	Walk around your Hood
	Keywords: Security Audits, Feeling of Security, Citizen's Perception of Security
10	SafeNow App
	Keywords: Mass Events, Mobile-App, Security, Emergency Communication
11	Urbane Konfliktlösung (Urban conflict management)
	Keywords: Public Spaces, Conflict Management, Mediation
12	Quartiershausmeister (Caretaker)
	Keywords: Crowded Places, Marginalised Groups, Incivilities, Feeling of Insecurity, (Informal) Social Control

13	Bahnhofspaten (Station Sponsorship)
Keywords: <i>Feeling of Responsibility, Disorder, Train Stations, Engagement, Volunteering</i>	
14	Haltestellenumfeld-koordination (Station environment coordination)
Keywords: <i>Disorder, Subjective Security, Responsibility, Point of Contact</i>	
15	Akzeptanzfläche Bremen Hauptbahnhof (Acceptance area Bremen main station)
Keywords: <i>Public Spaces, Main Stations, Drug Scene</i>	
16	Shared use concept
Keywords: <i>Public Place, Main Station, City Centre, Drug Scene</i>	
17	Stuttgarter Wasenboje (Safe Space at the Stuttgarter Wasen)
Keywords: <i>Women Safety, Parties, Events, Sexual Harassment, Safer Space, Point of Contact</i>	
18	Awareness Team
Keywords: <i>Intoxicated People, Women, Discrimination</i>	
19	Werkzeugkasten Kriminalprävention (Toolkit security)
Keywords: <i>Knowledge Management, Overview of Existing Practices, Exchange Between Science and Practice</i>	
20	Mapping Drug User's Risk environment
Keywords: <i>Drug Scene, Crack Cocaine, Engagement of Vulnerable Groups, Auto-Photography</i>	
21	Stalking App
Keywords: <i>App, Stalking, Documentation, Prosecution</i>	

3.4 Greece

3.4.1 Search Strategy

The Tero team focused on identifying cases of Social Innovation in Security taking place in Greece. To accomplish this feat, Tero carried out a detailed and thorough search, which spanned over two phases. The first phase of research focused on mapping potential cases by studying the previously identified national literature on the subject, which was taken from T1.1. However, as Greek literature on the matter of Social Innovation in Security (SIS) is rather limited, with only 6 works of grey literature and 2 peer-reviewed articles found, the Tero team moved on to the next phase of its research.

During the second phase of the research, an internet-wide search was employed, by utilising search engines, such as Google, along with relevant websites, like the European Commission's CORDIS search engine for projects. From the previous research, in T1.1, it had already become evident that SIS as a concept is rather foreign to Greece, and, thus, most of the focus was pointed towards identifying EU-wide actions, that were spearheaded or

hosted by Greek organisations and cities. During this search, a number of different keywords were used, which can be seen in Table 7 below, along with their Greek translations.

Table 7: Search terms and translations for cases in Greece.

Term	Translation	Term	Translation
Social Innovation	Κοινωνική Καινοτομία	Bottom-Up Approach	Προσέγγιση από κάτω προς τα πάνω
Participatory	Συμμετοχική	Stakeholder Engagement	Συμμετοχή ενδιαφερομένων
Participatory Approach	Συμμετοχική Αντιμετώπιση	Security	Ασφάλεια
Security Behaviour	Συμπεριφορά Ασφάλειας	Safety	Ασφάλεια
Mass Events	Μαζικές Εκδηλώσεις	Public Spaces	Δημόσιοι Χώροι
Crowded Spaces	Πολυπληθείς Χώροι	Mobility	Κινητικότητα
Public Transport	Δημόσια Συγκοινωνία	Security perception	Οπτική Ασφάλειας
Security in Mass Events	Ασφάλεια σε Μαζικές Εκδηλώσεις	Security in Public Transport	Ασφάλεια στη Δημόσια Συγκοινωνία
Stadium Security	Ασφάλεια Σταδίων	Train Security	Ασφάλεια Τρένων
Airport Security	Ασφάλεια Αεροδρομίων	Subway Security	Ασφάλεια Μετρό
Risk Detection in Public Spaces	Εντοπισμός Ρίσκων σε Δημόσιους Χώρους	Public Naval Security	Δημόσια Ναυτική Ασφάλεια

This process led to the identification of twenty-one (21) cases of SIS cases in Greece.

3.4.2 Case Listing

The table below provides the list of all cases found in Greece. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	REsilience without Violence, Resistance without haTe in Public Transport (RE.V.E.R.T)
	Keywords: Security, Public Transport, Greece, Social Innovation, Resilience, Discrimination, Vulnerable Groups, Racism
2	European Bus Rapid Transit of 2030: electrified, automated, connected (eBRT2030)
	Keywords: Security, Public Transport, Social Innovation, Automation
3	Security of Air Transport Infrastructure of Europe (SATIE)
	Keywords: Security, Public Transport, Greece, Cybersecurity, Airport, Aviation

4	RESilient transport InfraSTRUCTure to extreme events (RESIST)
Keywords: Security, Public Transport, Risk Management, Pilot, Disaster Management	
5	Advanced cyber-security simulation platform for preparedness training in Aviation, Naval and Power-grid environments (FORESIGHT)
Keywords: Security, Public Transport, Risk Analysis, Cyber-Security, Dynamic Training Scenarios	
6	Security Management Platform for enhanced situation awareness and real-time adaptive evacuation strategies for large venues for sports and entertainment (evaGuide)
Keywords: Security, Large Crowded Facilities, Evacuation Route, Mass Events, Sports	
7	PRocurEments of innoVativE, advaNced systems to support security in public Transport - Pre-Commerical Procurement (PREVENT PCP)
Keywords: Security, Public Transport, Threat Detection, Public Buyers	
8	Pre-Commercial Procurement of Future autonomous bus urban level Operation Systems (FABULOS)
Keywords: Security, Greece, Public Transport, Sustainable Transport, Autonomous Vehicles	
9	A holistic, scenario-independent, situation-awareness and guidance system for sustaining the Active Evacuation Route for Large crowds (eVACUATE)
Keywords: Security, Public Places, Evacuation	
10	InterCONnected NEXt-Generation Immersive IoT Platform of Crime and Terrorism Detection, Prediction, Investigation, and Prevention Services (CONNECTIONS)
Keywords: Security, Public Places, Large Crowds, Crime	
11	#SafeSPORTEvent
Keywords: Security, Public Places, Large Crowds, Sport Events	
12	Next generation traffic management for empowering CAVs integration, cross-stakeholders collaboration and proactive multi-modal network optimization (FRONTIER)
Keywords: Security, Public Transport, Mobility, Traffic, ICT, Transport Network	
13	Fleet and traffic management systems for conducting future cooperative mobility (CONDUCTOR)
Keywords: Security, Public Transport, Mobility, Traffic, Fleet Management, Simulations	
14	EASYTRIP: GR-BG E-MOBILITY SOLUTIONS (EasyTrip)
Keywords: Security, Public Transport, Railway, Mobile Application	
15	Next generation of life Saving appliances and systems for saFE and swift evacuation operations on high-capacity PASSenger ships in extreme scenarios and conditions (SafePASS)
Keywords: Security, Public Transport, Ship, Evacuation, Mobile Application	
16	PALAEEMON – A holistic passenger ship evacuation and rescue ecosystem
Keywords: Security, Public Transport, Ship, Evacuation, AI	

17	S4AllCities (Trikala Pilot Demonstration)
Keywords: Security, Public Transport, Public Spaces, Cybersecurity, Pilot	
18	RESOLUTE (UTS Pilot Validation)
Keywords: Security, Public Transport, Urban Transport System, European Resilience Management Guidelines, Crisis Management, Pilot	
19	Intermodality Promotion and Rail Renaissance in Adriatic - Ionian Region PLUS (Inter-Connect PLUS)
Keywords: Security, Public Transport, Transport System, Roadmap, Toolkit	
20	Exploiting social media and crowdsourcing techniques to reinforce SUMP development in Med Cities with seasonal demand (MOTIVATE)
Keywords: Security, Public Transport, Application, Citizen Involvement	
21	REgenerating mixed-use MED urban communities congested by traffic through Innovative carbon mobility sOLutions (REMEDIO)
Keywords: Security, Public Transport, Traffic, Mobility	

3.5 Lithuania

3.5.1 Search Strategy

By employing a multi-method approach and addressing linguistic challenges, the search process yielded a robust collection of SIS cases that are relevant, current, and insightful.

The search for SIS cases was conducted using several methods, including keyword searches, analysis of strategic documents, internet research, and the review of recently implemented practices.

Keyword searches and internet research were key to identifying a broad range of SIS cases, especially in such a rapidly evolving field as social innovation. However, it became evident that a significant number of relevant practices were found in local strategic documents, which are not easily accessible through general information searches or keyword queries. These documents often include initiatives and activities related to security and social innovation, but they do not always explicitly highlight these aspects. Instead, such elements are frequently presented as secondary or indirect benefits rather than primary objectives.

The analysis of local strategic documents was therefore critical, as it revealed many practical examples of how social innovation can contribute to public security in a more implicit manner. By examining these sources, a more nuanced understanding of how these initiatives operate at the community level was achieved, providing valuable insights that would have been overlooked using only conventional search methods.

Additionally, one of the recurring challenges in analysing SIS cases involved distinguishing between the concepts of safety and security, which are treated as separate terms in English

but are often translated into a single word in Lithuanian. This created complexity in accurately interpreting the goals and impacts of various initiatives, especially when the primary objective was framed around community well-being and aspects of security were included as a by-product or a secondary outcome. In order to ensure the separation of these concepts, many cases were analysed in more depth to understand and identify particular outcomes and activities of the security nature. Table 8 below lists the main keywords that were implemented during the search processes of SIS cases.

Table 8: Search terms and translations for cases in Lithuania

Term	Translation	Term	Translation
Social Innovation	<i>Socialinė inovacija</i>	Bottom-Up Approach	<i>„Iš apačios į viršų“ metodas</i>
Participatory	<i>Dalyvaujantis / įtraukiantis</i>	Stakeholder Engagement	<i>Suinteresuotų pusių įtraukimas</i>
Participatory Approach	<i>Įtraukusis metodas</i>	Security	<i>Saugumas</i>
Security Behaviour	<i>Saugos elgsena</i>	Safety	<i>Saugumas</i>
Mass Events	<i>Masiniai renginiai</i>	Public Spaces	<i>Viešos erdvės</i>
Crowded Spaces	<i>Žmonių pilnos vietos / užpildytos erdvės</i>	Mobility	<i>Mobilumas</i>
Public Transport	<i>Viešasis transportas</i>	Security perception	<i>Saugumo suvokimas</i>
Good participatory practices in public spaces	<i>Gerosios dalyvaujamosios praktikos viešosiose erdvėse</i>	Good safety practices for mass events	<i>Gerosios saugos praktikos masiniuose renginiuose</i>
Vulnerable groups	<i>Pažeidžiamos grupės</i>	case studies, safety, mobility	<i>Atvejo studija, saugumas, mobilumas</i>
Examples of security, mass events	<i>Saugumo, masinių renginių pavyzdžiai</i>	Good participatory practices protecting public space	<i>Gerosios dalyvaujamosios praktikos viešųjų erdvių apsaugai</i>
Social innovation	<i>Socialinė inovacija</i>	Security behaviour at mass events	<i>Saugus elgesys masiniuose renginiuose</i>
Social innovation in public spaces,	<i>Socialinė inovacija viešose erdvėse,</i>		

preventing, detecting and responding to threats	<i>apsauga ir grėsmių prevencija</i>		
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By combining internet research, keyword searches, and detailed analysis of local strategic documents, while addressing linguistic and contextual nuances, the search process resulted in a well-rounded selection of case studies that reflect both explicitly and implicitly stated aspects of social innovation and security. This comprehensive approach ensured that even less prominent, yet valuable practices were identified and incorporated into the project. The following table summarizes the extensive list of SIS cases.

3.5.2 Case Listing

The table below provides the list of all cases found in Lithuania. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	NATO Summit Vilnius, 2023 Keywords: NATO, Summit, Event
2	Platform of LT72 Keywords: Lt72, Emergency, Prepare, Informing, Accident
3	Demolition of the Roma camp and their integration into society Keywords: Roma Camp, Integration
4	The first curfew training in the history of Lithuania Keywords: Curfew, Security, Preparedness
5	Public transport campaigns in Vilnius Keywords: Public Transport, Safety Campaign
6	Development of an Early Warning System on Nuclear Emergency of Lithuania Keywords: Nuclear Emergency, Warning System
7	Drone Training School Keywords: Drones, School
8	Civil Protection Training 2023 for representatives of the Lithuanian Union of Local Community Organization Keywords: Civil Protection, Trainings
9	Camp "Young Defenders of Lithuania" Keywords: Young Defenders, Children Camp
10	Electric scooters traffic management system in public spaces Keywords: Electric Scooters, Road Safety, Urban Mobility

11	Children's sensory wall at the bus stop
Keywords: <i>Children, Mobility, Women's Mobility</i>	
12	Assessing safety and security in Vingis Park, Vilnius, Lithuania
Keywords: <i>Green Areas, Crime, Fear, Safety Audit, Safety Assessment, Women's Safety, Park's Safety</i>	
13	"Eismopolis" game for safe and secure children behaviour in traffic and public spaces
Keywords: <i>Children's Safety, Road Safety, Free Tool, Traffic Safety</i>	
14	Safety in Lithuania
Keywords: <i>Harassment, Bullying, Anonymous Report</i>	
15	The app "Tvarkau miestą"
Keywords: <i>App, Residents, City Problems, Reporting, Data Collection</i>	
16	Young police supporter
Keywords: <i>Young Police Supporter, Volunteering, Police, Crime Prevention, Crime Detection</i>	
17	System of preparation for civil resistance
Keywords: <i>Civil Resistance, Mobilization School, War Preparation, Citizens Resistance, Self-Survival, Self-Help</i>	
18	The way to a safer environment – an active community
Keywords: <i>Active Community, Crime Prevention, Safe Neighbourhood, Safe Environment, Collaboration with Police</i>	
19	Police Puppet Theatre
Keywords: <i>Children Safety, Public Safety, Safe Behaviour, Safety Prevention</i>	
20	Creative home(less)
Keywords: <i>Art Therapy, Homeless Integration, Homeless Independency, Homeless Security</i>	
21	Time for change in Alytus
Keywords: <i>Youth Security, Crime Prevention, Young People, Young People Engagement, Support of at-risk Youth</i>	
22	Time is now for change
Keywords: <i>Street Workers, Training, Young People, Youth Security, Crime Prevention, Cross-Border Cooperation</i>	
23	Have a safe holiday
Keywords: <i>Children, Awareness, Professions, Mentors</i>	

3.6 Poland

3.6.1 Search Strategy

The EVALU team responsible for collecting Case Studies in Poland approached the search strategy in several phases. The first step was to do an analysis of the literature found during

the execution of T1.1 as reported in D1.1 (CO-SECUR Consortium, 2025). This entailed an analysis of the following sources:

- Twelve (12) articles of Grey Literature.
- Twenty-four (24) Peer Reviewed articles.

We then brainstormed the whole team, keeping in mind the purpose of the project and the key areas we should focus on. We wrote down a list of ideas, consisting of known solutions (events, tools) that had the potential to meet the conditions of the case study. The cases included in the list were supplemented with examples found on the Internet.

The search was then extended using Google and other general-purpose search engines, using the following list of terms (with Polish translations provided) – see below.

Table 9: Search terms and translations for cases in Poland.

Term	Translation	Term	Translation
security	<i>bezpieczeństwo</i>	local involvement	<i>zaangażowanie lokalne</i>
mass event	<i>impreza masowa</i>	social innovation	<i>innowacje społeczne</i>
Local engagement	<i>Lokalne zaangażowanie</i>	volunteers	<i>wolontariusze</i>
festival organizer	<i>organizator festiwalu</i>	music festival	<i>festiwal muzyczny</i>
neighbourhood security	<i>bezpieczeństwo w dzielnicy</i>	stakeholder involvement	<i>zaangażowanie interesariuszy</i>
risk reporting	<i>zgłaszanie zagrożeń</i>	reporting an emergency	<i>zgłaszanie sytuacji kryzysowych</i>
medical assistance	<i>pomoc medyczna</i>	voluntourism	<i>wolontariat</i>
social trust	<i>zaufanie społeczne</i>	charity	<i>działalność charytatywna</i>
cooperation of public and private sector	<i>współpraca sektora publicznego i prywatnego</i>	Migrants, migrant integration, migration, network	<i>Migranci, integracja migrantów, migracja, sieć</i>
local involvement	<i>zaangażowanie lokalne</i>	CBRN threats	<i>Zagrożenia CBRJ</i>
Public transport	<i>Transport publiczny</i>	Public consultation	<i>Konsultacje społeczne</i>

Tour de Pologne security	<i>Bezpieczeństwo Tour de Pologne</i>	security innovations mass events	<i>bezpieczeństwo innowacje imprezy masowe</i>
terrorist attack	<i>atak terrorystyczny</i>	volunteers cooperation	<i>współpraca wolontariuszy</i>
security of mass events	<i>bezpieczeństwo imprez masowych</i>	cooperation with services	<i>współpraca ze służbami</i>
Monitoring, city	<i>Monitoring, miasto</i>	protection of health and life	<i>ochrona zdrowia i życia</i>
risk detection	<i>wykrywanie ryzyka</i>	public safety	<i>bezpieczeństwo publiczne</i>
smart city	<i>inteligentne miasto</i>	sense of security	<i>poczucie bezpieczeństwa</i>
safe stadiums	<i>bezpieczne stadiony</i>	safety	<i>bezpieczeństwo</i>
support for citizens' initiatives	<i>wsparcie dla inicjatyw obywatelskich</i>	crowd management	<i>zarządzanie tłumem</i>
Public management	<i>Zarządzanie publiczne</i>	support for citizen initiatives	<i>wsparcie dla inicjatyw obywatelskich</i>
UCI Safer programme cycling	<i>Program UCI Safer w kolarstwie</i>	urban public transport management	<i>zarządzanie miejskim transportem publicznym</i>
security technologies, sporting events	<i>technologie bezpieczeństwa, wydarzenia sportowe</i>	smart technologies to improve safety	<i>inteligentne technologie dla poprawy bezpieczeństwa</i>
functional areas of large cities	<i>obszary funkcjonalne dużych miast</i>	CCTV monitoring system	<i>System monitoringu CCTV</i>
cycling security systems	<i>systemy bezpieczeństwa rowerzystów</i>	UCI Tour de Pologne accident analysis	<i>Analiza wypadków UCI Tour de Pologne</i>
mobile applications	<i>aplikacje mobilne</i>	sporting event	<i>wydarzenie sportowe</i>
citizen participation	<i>uczestnictwo obywateli</i>	international cooperation	<i>współpraca międzynarodowa</i>

citizen co-determination	<i>współdecydowanie obywateli</i>	new technologies in urban transport	<i>nowe technologie w transporcie miejskim</i>
Mass event, concerts	<i>Impreza masowa, koncerty</i>	festival organizer, volunteers, police, firefighters	<i>organizator festiwalu, wolontariusze, policja, straż pożarna</i>
Marathon, Warsaw	<i>Maraton, Warszawa</i>	volunteering	<i>wolontariat</i>

The online search was extended to an analysis of dedicated websites, which included:

- Warsaw civic budget website containing a list of projects submitted and implemented to date (<https://bo.um.warszawa.pl/projects?locale=pl>)
- Mazovia civic budget website with a list of projects submitted and implemented so far (<https://bom.mazovia.pl/>)

Using an internet search engine, we searched for other projects implemented as part of civic budgets in cities other than Warsaw and in provinces other than Mazovia.

One of the sources of information we used in the process of identifying relevant cases was the mass media, including radio stations and television. As a result, we were able to find one of the examples analysed.

We also used ChatGPT to find potential but not known examples matching the case study topics we were looking for. We searched the internet for examples of interest that Chat GPT provided to find out more about them. This allowed us to complete our list with further potential cases. The search using Chat GPT was based on a search for other examples of projects submitted to civic budgets throughout Poland (in different cities and provinces). We also used Chat GPT to search for case study examples in general, but many of its searches overlapped with the cases listed by the team during brainstorming.

We also tried to search on the Internet for events similar to those we had selected as good case study examples, but implemented in different cities or towns, e.g. festivals, long-distance runs/marathons, use of urban monitoring, citizen patrols, etc.

In the search for case study examples, we also involved an expert who had expressed interest in the CO-SECUR project in Poland from the very beginning. He pointed out to us one of the topics he had dealt with in his research and academic work.

EVALU team met at regular intervals to review new cases and assess their significance in the context of social innovation and security. This process led to the listing of 19 Case Studies.

3.6.2 Case Listing

The table below provides the list of all cases found in Poland. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	Intelligent monitoring on a main street in Lodz city Keywords: Security, City, Monitoring, Risk Detection
2	The "Safe Neighbourhood" project Keywords: Neighbourhood Security, Local Involvement, Risk Detection
3	Project Warsaw 19 115 Keywords: Local Engagement, Social Innovation, Smart City, Support for Citizen Initiatives
4	Pol'and'Rock Festival Keywords: Festival Organizer, Volunteers, Police, Firefighters
5	Intelligent city monitoring in Katowice Keywords: Security, City, Monitoring, Risk Detection
6	Opener Festival Keywords: Mass Event, Music Festival, Volunteering
7	National Map of Safety Threats Keywords: Risk Reporting, Stakeholder Involvement, Cooperation with Services, Sense of Security
8	The "Rescue" application Keywords: Medical Assistance, Reporting an Emergency, Protection of Health and Life
9	LEDNICA2000 Youth Meeting Keywords: Mass Event, Voluntourism, Public Safety, Social Innovation
10	Grand Finale of the GOCC Keywords: Mass Event, Charity, Voluntourism, Concerts, Social Trust
11	EPIC (European Platform for Integrating Cities) Keywords: Migrants, Migrant Integration, Migration, Network
12	SAFE STADIUM Keywords: Public-Private Cooperation, CBRN Threats, Safe Stadiums, Terrorist Attacks
13	Don't give up on life Keywords: Local Involvement, Social Innovation, Support for Citizen Initiatives
14	Municipal safety improvement programme TARCZA in Jaworzno Keywords: Local Engagement, Social Innovation, Support for Citizen Initiatives
15	Public transport passenger councils Keywords: Public Transport, Public Consultation, Public Management, Urban Public Transport Management, Functional Areas of Large Cities, Citizen Participation, Technology

16	Smart city competition
Keywords: <i>Local Engagement, Social Innovation, Support for Citizen Initiatives, Technology, Smart Cities, Citizen Co-Determination</i>	
17	Advanced protection systems for the Tour de Pologne
Keywords: <i>Security Innovation, Mass Events, Cycling, Security Technologies, Sporting Events, Accident Analysis</i>	
18	The Warsaw Marathon
Keywords: <i>Marathon, Safety, Crowd Management, Social Innovation, Sporting Event</i>	
19	UEFA Euro 2012
Keywords: <i>Sports Event, Security, Mass Events, Crowd Management, CCTV, Mobile Apps, International Cooperation, Volunteering</i>	

3.7 Portugal

3.7.1 Search Strategy

The SHINE 2Europe team responsible for collecting Case Studies in Portugal approached the search strategy in several phases. The first step was to do an analysis of the literature found during the execution of T1.1 as reported in D1.1 (CO-SECUR Consortium, 2025). This entailed an analysis of the following sources:

- Eleven (11) articles of Grey Literature.
- Six (6) Peer Reviewed articles.

Next, an online search was started by analysing dedicated websites, among them:

- The URBACT website (European Programme on Urban Development), which is an INTERREG Project that focuses on participatory processes in a wide network of European cities (www.urbact.eu).
- The “Mapa Interativo da Inovação Social” [Interactive Map of Social Innovation] of the Portugal 2020 website, which lists and categorizes social innovation initiatives in Portugal (<https://inovacaosocial.portugal2020.pt/projetos/>).

Next up, the search was widened using Google and other general purpose search engines, using the following list of terms (with Portuguese translations provided, see Table 10 below).

Table 10: Search terms and translations for cases in Portugal.

Term	Translation	Term	Translation
Social Innovation	<i>Inovação social</i>	Bottom-Up Approach	<i>abordagem de baixo para cima</i>

Participatory	<i>Participativo</i>	Stakeholder Engagement	<i>Envolvimento das partes interessadas</i>
Participatory Approach	<i>Abordagem participativa</i>	Security	<i>Segurança</i>
Security Behaviour	<i>Comportamento de segurança</i>	Safety	<i>Segurança</i>
Mass Events	<i>Eventos de massas</i>	Public Spaces	<i>Espaços públicos</i>
Crowded Spaces	<i>Espaços com multidões</i>	Mobility	<i>Mobilidade</i>
Public Transport	<i>Transportes públicos</i>	Security perception	<i>Perceção de segurança</i>
Good participatory practices in public spaces	<i>Boas práticas participativas em espaços públicos</i>	Good safety practices for mass events	<i>Boas práticas de segurança em eventos de massas</i>
Good practices and earthquake programmes	<i>Boas práticas e programas sismos</i>	case studies, safety, mobility	<i>Casos práticos, segurança, mobilidade</i>
Examples of security, mass events	<i>Exemplos de segurança, eventos de massas</i>	Good participatory practices protecting public space	<i>Boas práticas participativas proteção do espaço público</i>
Examples of collaboration in public spaces	<i>Exemplos de colaboração em espaços públicos</i>	Security behaviour at mass events	<i>Comportamentos de segurança em eventos de massas</i>
Social innovation in public spaces, preventing, detecting and responding to threats	<i>Inovação social em espaços públicos, prevenir, detetar e responder a ameaças</i>	School mobility and security	<i>Mobilidade escolar e segurança</i>
Pedestrian school mobility	<i>Mobilidade escolar pedonal</i>	Mobility transport participatory methodologies safety	<i>Mobilidade transportes metodologias participativas segurança</i>
Community security	<i>Segurança da comunidade</i>		

This process led to the listing of 19 Case Studies. SHINE team met at regular intervals to review new cases and assess their significance in the context of social innovation and

security. These discussions resulted in an expanded search strategy, which introduced the following two additions to the search approach:

- A focused search surrounding well-known public mass events or areas, such as:
 - Exemplos segurança jornadas mundiais da juventude Portugal [Security examples World Youth Days Portugal]
 - Segurança no Bairro Alto Lisboa [Security in Bairro Alto Lisbon]
 - Segurança nas festas de São João no Porto [Security at the São João festivities in Porto]
 - Segurança no concerto da Taylor Swift em Portugal 2024 [Security at the Taylor Swift concert in Portugal 2024]
 - Segurança na Web Summit em Portugal [Security at the Web Summit in Portugal]
- Active engagement with local stakeholders to reach additional case through “word of mouth”. Through this process we have reached out to 14 different stakeholders.

3.7.2 Case Listing

The table below provides the list of all cases found in Portugal. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	Safer Leiria – A Collaborative Intervention Method
	Keywords: Security, Perception, Cities, Participation, Collaborative Planning
2	Foot Patrol - Community Policing to Promote Safer Communities in Lisbon, Portugal
	Keywords: Security, Perception, Cities, Participation, Police
3	Norma 003/2023 de 10/05/2023 – Preparação e resposta em eventos de massas
	Keywords: Security, Mass Events, Portugal
4	Os Bravos de Santo António [The Braves of Santo António]
	Keywords: Volunteers, Participatory Practices, Public Spaces
5	Lagoa 2025: Strategic Plan for the Sustainable Development of the Municipality of Lagoa
	Keywords: Participation, Safety, Public Spaces
6	PediBus
	Keywords: Urban Mobility, Schools, Safety, Walking
7	Combina
	Keywords: School, Bikes, Mobility, Safety
8	Comboio de Bicecletas [Bicycles Train]
	Keywords: School, Bikes, Mobility, Safety

9	PomBus – Pombal Urban Transport
Keywords: <i>Mobility, Transport, Participatory Methodologies, Safety, Public Spaces</i>	
10	The “safe summer” programme in the Algarve
Keywords: <i>Security, Public Spaces, Mass Events, Crowded Spaces</i>	
11	O Programa ReSist (The ReSist Programme)
Keywords: <i>Security, Safety, Public Spaces</i>	
12	VOXPOP – Lisbon Mobility Goes Digital
Keywords: <i>Security, Mobility, Public Spaces</i>	
13	The “Safe Village / Safe People” programmes
Keywords: <i>Security, Public Space</i>	
14	Security and mobility plans for World Youth Day Lisbon 2023
Keywords: <i>Security, Public Spaces, Mass Events, Crowded Spaces, Transport, Mobility</i>	
15	The “White Night” Security Coordination Plan 2022
Keywords: <i>Security, Public Spaces, Mass Events, Crowded Spaces</i>	
16	Security in Bairro Alto
Keywords: <i>Security, Public Space, Crowded Spaces</i>	
17	Security at the “São João” festivities in Porto and Vila Nova de Gaia
Keywords: <i>Security, Public Spaces, Mass Events, Crowded Spaces</i>	
18	Security at the Web Summit 2018
Keywords: <i>Security, Public Spaces, Mass Events, Crowded Spaces</i>	
19	Gabinete de Apoio à Vítima (GAV) do Alto Alentejo Oeste (“Victim Support Office of Alto Alentejo Oeste”)
Keywords: <i>Gender Violence, Support, Crime</i>	

3.8 Romania

3.8.1 Search Strategy

EIP was responsible for conducting the identification of Romanian use cases related to the topic of social innovation.

The literature review conducted in Task 1.1 revealed that social innovation in Romania is addressed in general terms, more as advice to design/organise the (public) spaces to reduce the security risks or it refers to social services. Moreover, it was found that there are not many peer-reviewed articles/studies or grey articles focusing on social innovations in security for public spaces and mass events that have been designed/developed through bottom-up approaches, public participation, or focused public engagement, either in

Romanian, or in English. Furthermore, no specific article presenting a SIS use case was found.

Thus, the following step in the research was to look for use cases that are posted on web pages – using Google search engine, and on social media – LinkedIn and Facebook, based on different keyword search.

In Romanian language words “security” and “safety” have the same meaning, therefore this created a major problem during the research.

Table 11 below illustrates the keywords used in Google search for identification of the case studies and the translation of these keyword in Romanian. It is worth mentioning the combination of these keyword was used as well.

Table 11: Search terms and translations for cases in Romania.

Term	Translation	Term	Translation
Social Innovation	<i>Inovație socială</i>	Vulnerable groups	<i>Grupuri vulnerabile</i>
Case study	<i>Studiu de caz</i>	Children	<i>Copii</i>
Bottom-Up Approach	<i>Abordare “de jos în sus”</i>	Girls	<i>Fete</i>
Participatory Approach	<i>Abordare participativă</i>	Women	<i>Femei</i>
Participatory Budgeting	<i>Bugetare participativă</i>	Disabled people	<i>Persoane cu dizabilități</i>
Stakeholder Engagement	<i>Implicare părți interesate</i>	Pedestrian	<i>Pietoni</i>
Community engagement	<i>Implicare comunitate</i>	Elderly people	<i>Persoane în vârstă</i>
Community involvement	<i>Implicare comunitate</i>	Violence	<i>Violență</i>
Security	<i>Securitate</i>	Sexual harassment	<i>Hărțuire sexuală</i>
Security Behaviour	<i>Comportament de securitate</i>	Abuse	<i>Abuz</i>
Security perception	<i>Perceperea securității</i>	Street safety	<i>Siguranță străsi</i>

Safety	<i>Siguranță</i>	School safety	<i>Siguranță scoli</i>
Safety perception	<i>Perceperea siguranței</i>	Crime prevention	<i>Prevenire criminalitate/infracțiuni</i>
Crowded Spaces	<i>Spații/Zone aglomerate</i>	Anti-social activities prevention	<i>Prevenire acte antisociale</i>
Public Spaces	<i>Spații publice</i>	Video surveillance	<i>Supraveghere video</i>
Playground	<i>Spații de joacă</i>	Street surveillance	<i>Supraveghere stradală</i>
Mass Events	<i>Evenimente cu muți participanți</i>	Traffic surveillance	<i>Supraveghere trafic</i>
Sport events	<i>Evenimente sportive</i>	Tactical urbanism	<i>Urbanism tactic</i>
Concerts	<i>Concerte</i>	Fast intervention	<i>Intervenție rapidă</i>
Music festivals	<i>Festivaluri de muzică</i>	Mobile apps	<i>Aplicații mobile</i>
Mobility	<i>Mobilitate</i>	Street lightning	<i>Iluminat stradal</i>
Public Transport	<i>Transport public</i>	Awareness campaign	<i>Campanii de conștientizare</i>

Through this research activity 16 SIS cases were selected, considering their relevance to the CO-SECUR project. If the information was not sufficient from the first search, some of the use cases were further investigated and documented from multiple sources, based on a deeper investigation, to provide a more accurate overview about it.

3.8.2 Case Listing

The table below provides the list of all cases found in Romania. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	Create a new community space
	Keywords: <i>Public Spaces, Security, Community Involvement, Participatory Budgeting, Social Innovation</i>
2	Safe sidewalks around schools
	Keywords: <i>Security, Public Spaces, Participatory Budgeting, Community Engagement</i>

3	#GETHOMESAFE
Keywords: Security, Public Space, Women, Tracking	
4	Supports the security and safety of children and young people in the public space
Keywords: Security, Public Spaces, Playgrounds, Children, Community Engagement	
5	SECUR-ED - Secured urban transportation
Keywords: Security, Public Transport, Fast Intervention	
6	People meter cameras and evacuation routes for security at the UNTOLD Music Festival
Keywords: Security, Mass Events, Music Festivals	
7	The Senior Academy - Security for Seniors
Keywords: Security, Elderly, Crime Prevention	
8	Big Brother in Bucharest
Keywords: Public Spaces, Security, Video Surveillance, Anti-Social Activities, Crime Prevention, Traffic Surveillance	
9	Surveillance cameras to protect against anti-social acts - Constanta case
Keywords: Public Spaces, Security, Video Surveillance, Anti-Social Activities, Crime Prevention, Traffic Surveillance	
10	Artificial Intelligence to support safety and security in city - Arad case
Keywords: Public Spaces, Security, Video Surveillance, Anti-Social Activities, Crime Prevention, Traffic Surveillance	
11	Video surveillance system in City of Oradea
Keywords: Public Spaces, Security, Video Surveillance, Anti-Social Activities, Crime Prevention, Traffic Surveillance	
12	Street lighting modernization in Buzău City
Keywords: Public Spaces, Security, Street Lightning, Crime Prevention	
13	Urban Giraf (tactical urbanism) - creating a safer public space
Keywords: Public Spaces, Community Engagement, Tactical Urbanism	
14	"SeeYou" app for visually impaired people
Keywords: Vulnerable Groups, Public Spaces, Mass Events, Public Transport	
15	Together for women's safety! - multidimensional intervention project against gender violence
Keywords: Women, Violence, Sexual Harassment	
16	Safety awareness campaign at Electric Castle Festival
Keywords: Safety, Security, Women, Girls, Abuse, Festival, Awareness Campaign	

3.9 Spain

3.9.1 Search Strategy

The search for case studies in Spain was carried out by UVEG. First, a search strategy was devised to locate the cases without duplicating or overlapping efforts. The objective of the search was established, then the terms to be used (which are specified below) and the different sources to be searched were determined.

It was decided that the initial search would be conducted via the Internet using the general search engine Google for a global scan. This search (which was carried out in both English and Spanish languages) was also organised around different sources: European projects, national and/or local projects, official Spanish government websites, and official websites of national security companies.

This search was really challenging due to limited publicly available information on tested security solutions/initiatives in Spain and lack of available data on specific potential cases identified. However, it did allow identifying projects (international, national and local) in which digital solutions focused on promoting security in Spanish contexts were tested.

The Internet searches also allowed the identification of some relevant people/companies in the area of security that were considered interesting to contact in order to directly request help in locating success stories. Specifically, a university professor (leader of a research group focused on the study of phenomena associated with Fire Science and human response in Emergency conditions and the transfer of these phenomena in order to improve the levels of Fire Safety in society), the director of a security company that offers emergency aerial services with drones and a leading international consultancy firm in innovation strategy and R&D&I funding were contacted.

Regarding the information collection and analysis strategy, first, all the information was collected and then an in-depth analysis was made of each of the findings to decide whether they corresponded to a case study. Once the suitability was determined, individual searches were then carried out for each finding in order to deepen the information available about it and to fill in the template with as much information as possible.

In total, 13 case studies were identified, showcasing a range of security solutions and strategies tested in the Spanish context. These findings provide valuable insights into effective practices for enhancing security in mass events and public spaces.

The following table (Table 12 below) present the keywords used in Google search for identification of the case studies and the translation of these keywords into Spanish.

Table 12: Search terms and translations for cases in Spain.

Term	Translation	Term	Translation
Social Innovation	<i>Innovación social</i>	Vulnerable groups	<i>Grupos vulnerables</i>
Case study	<i>Estudio de caso</i>	Children	<i>Niños</i>
Good practices	<i>Buenas prácticas</i>	Security protocol	<i>Protocolo de seguridad</i>
Success stories	<i>Casos de éxito</i>	Technology	<i>Tecnología</i>
Security strategy	<i>Estrategia de seguridad</i>	Technology solution	<i>Solución tecnológica</i>
Participatory Approach	<i>Enfoque participativo</i>	Women	<i>Mujeres</i>
Citizen participation	<i>Participación ciudadana</i>	Disabled people	<i>Personas con discapacidad</i>
Community involvement	<i>Participación de la comunidad</i>	Elderly people	<i>Personas mayores</i>
Security	<i>Seguridad</i>	Girls	<i>Niñas</i>
Security Behaviour	<i>Conducta de seguridad</i>	Public security reports	<i>Informes de seguridad pública</i>
Security perception	<i>Percepción de seguridad</i>	Violence	<i>Violencia</i>
Safety	<i>Protección</i>	Street security	<i>Seguridad vial</i>
Safety perception	<i>Percepción de protección</i>	Mobile apps	<i>Apps</i>
Crowded Spaces	<i>Espacios masificados</i>	Crime prevention	<i>Prevención del crimen</i>
Public Spaces	<i>Espacios públicos</i>	Concerts	<i>Conciertos</i>
Mass Events	<i>Eventos masivos</i>	Music festivals	<i>Festivales musicales</i>
Sport events	<i>Eventos deportivos</i>	Mobility	<i>Movilidad</i>
Public Transport	<i>Transporte público</i>		

3.9.2 Case Listing

The table below provides the list of all cases found in Spain. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords
1	LETSCROWD EU project
	Keywords: <i>Crowd Protection, Human Centred Tools, Dynamic Risk Assessment, Strategic Decision Making, European Security, Mass Gatherings, Law Enforcement Agencies</i>
2	APPRAISE EU Project
	Keywords: <i>Security, Public Spaces, Cross-Discipline Tools, Collaboration Framework</i>
3	S4allcities EU Project
	Keywords: <i>Security Threats, Urban Public Spaces, Public Spaces, Smart Cities, Cybersecurity</i>
4	Network of conciliators of Hospitalet de Llobregat
	Keywords: <i>Mediation, Community Reconciliation, Community Prevention, Public Coexistence, Conflict Resolution</i>
5	Artemis magazine
	Keywords: <i>Gender Violence, Innovation Strategy, Citizen Participation</i>
6	Santa Coloma, violet network
	Keywords: <i>Security, Public Spaces, Gender-Based Violence, LGBTQ, Community Participation</i>
7	STADIA project
	Keywords: <i>Security, Protection, Mass Events, Sport Events, Public Spaces</i>
8	Flying forward 2020 project
	Keywords: <i>Living Lab, Security, Public Spaces, Unmanned Navigation Systems, Urban, Non-Urban</i>
9	SAFELAND project
	Keywords: <i>Conflict Resolution, Police Intermediation, Community-Based Solutions, Restorative Justice</i>
10	No callamos protocol
	Keywords: <i>Gender-Based Violence, Nightlife, Crowded Places, Sexual Violence, Social Innovation</i>
11	Consul Democracy
	Keywords: <i>Citizen Participation, Accessibility, Strategic Plan</i>
12	M7 citizen security app
	Keywords: <i>Urban Security, Security Solutions, Coordinated Security</i>
13	B.MUUN app
	Keywords: <i>Security, Gender-Based Violence, Public Spaces, Digital Solution</i>

3.10 Other countries

3.10.1 Search Strategy

While all Consortium partners conducted research and gathered best practices and case studies within their respective countries, it was decided to expand the scope of the research to include other EU countries not participating in CO-SECUR, as well as non-EU countries.

This broader investigation had two main objectives: first, to explore additional examples of social innovation in security in countries beyond the consortium, enhancing the understanding of a topic of increasing importance; and second, to identify potential development in this field by showing common elements and differences across different countries of the world.

SHINE 2Europe developed a “partner-to-country map,” a table that facilitated the preliminary allocation of countries for research. This allocation paired partners with countries based on factors such as geographic proximity or shared language.

It was nonetheless agreed that English speaking countries, such as UK, Canada and USA, could have been considered by all Partners. The search led to 24 additional cases, from 12 additional countries and 2 from projects covering multiple countries.

Table 13: Additional countries with mapped cases.

Country	Number of Cases	Country	Number of Cases
United Kingdom	6	USA	5
Canada	2	Bulgaria	1
Cyprus	1	Czech Republic	1
Ireland	1	Italy	1
France	1	Latvia	1
Estonia	1	The Netherlands	1
Multiple countries	2		

Most search used Google and other general purpose search engines, with the specific keywords either translated in the country’s language or kept in English.

Table 14: Search terms for cases in non-EU countries.

Terms			
Security	Mass events	Public Spaces	Co-Creation

Safety	Perception of security	Social Innovation	Crime
Prevention	Engagement	Communities	Urban Design
Stakeholders' collaboration	Governance	Activism	Mobility
Transportation	Women and Girls	Violence	Neighbourhood
Technology	Terrorism	Smart apps	Campaign

The identified cases address a variety of issues, ranging from how urban design- and redesign- can enhance the sense of security, to the revitalisation of areas through community engagement. Citizen empowerment at a smaller scale, such as within neighbourhoods, also emerged as a focus in several countries. This marks an initial step in identifying common trends and challenges across different contexts.

3.10.2 Case Listing

The table below provides the list of all cases found in all other countries. Full details of the cases are provided in the Annexes of this document.

No.	Title & Keywords	
1	Security by design: how to render public spaces both safe and open to all	U.K.
Keywords: <i>Public Space, Security, Urban Design, Crime Prevention, CPTED, Stakeholder Collaboration, Inclusive Spaces, Urban Governance</i>		
2	The Hollie Guard app - the personal safety app designed to protect users in situations of potential danger	U.K.
Keywords: <i>Safety, Security, Women, Girls, Abuse</i>		
3	The UK-based app Panic Guard - keeps people safe at work, at home and in their communities	U.K.
Keywords: <i>Safety, Neighbourhood, Security, Citizens, Initiative</i>		
4	See. Sense initiative - enhancing cycling safety and infrastructure through smart bike lights and advanced data technology	U.K.
Keywords: <i>Public Spaces, Cycling, Safety, Lights, GPS, Mobility</i>		
5	Run. Hide. Tell. Campaign	U.K.
Keywords: <i>Terrorism, Security, Social Campaign, Public Spaces</i>		
6	"See it. Say it. Sorted." Campaign	U.K.
Keywords: <i>Security, Public Spaces, Transportation, Social Campaign, Cooperation, Counter-Terrorism</i>		
7	Neighbourhood Watch	U.S.A.
Keywords: <i>Security, Safety Perception, Innovation, Cooperation, Social Initiatives, Local Communities</i>		

8	Safe Bars	U.S.A.
Keywords: <i>Security, Safety Perception, Innovation, Cooperation, Social Initiatives, Local Communities</i>		
9	The park at the forest-AUDELIA	U.S.A.
Keywords: <i>Urbanism, Experiment, Public Spaces, Safety, Social Innovation, Tactical Urbanism, Community Initiative</i>		
10	Crosswalk Collective-make streets safer	U.S.A.
Keywords: <i>Safer Streets, Public Spaces, Tactical Urbanism, Mobility, Security, Social Innovation, Community, Activism</i>		
11	How the Coachella festival and other large events are using drones and other high-tech security	U.S.A.
Keywords: <i>Safety, Music Festival, Mass Events, Security</i>		
12	Vancouver Laneway Project	CAN
Keywords: <i>Public Spaces, Security, Social Innovation, Redesign, Laneway, Public Safety</i>		
13	Thorncliffe Park Women Committee in Toronto	CAN
Keywords: <i>Safety, Public Spaces, Women Community, Children Safety, Social Innovation</i>		
14	Impact of Cultural aspects in the management of emergencies in public Transport (IMPACT)	BGR
Keywords: <i>Security, Public Transport, Bus, Train, Mobility</i>		
15	RiSk-based Approach For the protEction of public spaces in European CITIES	CYP
Keywords: <i>Security, Public Spaces, Mass Events, Co-Creation</i>		
16	Safe Region – Safe City, Czech Republic	CZE
Keywords: <i>Safety, Security Perception, Czech Republic, Social Innovation, Cooperation, Crime, Education</i>		
17	Local Policing Fora, Ireland	IRL
Keywords: <i>Security, Social Cooperation, Crowd Management, Social Innovation, Public Spaces, Citizen Engagement</i>		
18	Walking safely at night: the app that helps overcome the fear of walking alone at night	ITA
Keywords: <i>Mobile App Safety, Urban Mobility</i>		
19	Voisins Vigilants	FRA
Keywords: <i>Safety, Community Strategy, Minor Crimes</i>		
20	Artificial intelligence in Alsung village	LVA
Keywords: <i>Smart Village, Traffic, Speed, Safety, Security</i>		
21	LUCIA project	EST
Keywords: <i>Urban Lighting, Smart LED, Public Safety, Security, Illumination</i>		
22	Cybersecurity Living Lab: Co-creating Cybersecurity	NLD
Keywords: <i>Public Participation, Security, Stakeholders</i>		
23	IMPETUS project	International

Keywords: Security, Public Spaces, Technology		
24	INDEED project	International
Keywords: Security, Volence, Public Spaces		

3.11 Additional initiatives

During the review of this deliverable, the CO-SECUR Advisory Board identified additional initiatives related to social innovation in security. These initiatives have been listed in this section, and they will be further examined in the next project phase. Following additional research and review, they could be added to the case mapping, and future analysis steps. These three cases are as follows:

Project Servator

A project launched by the City of London Police in 2014. This project employs highly visible and unpredictable police deployments to deter and detect criminal and terrorist activities. It emphasizes community collaboration, encouraging local businesses and the public to act as additional eyes and ears for the police, thereby enhancing overall security through collective vigilance. Source: [Website](#).

Project INRISCO: Incident monitoRing In Smart COmmunities

This initiative leverages modern technology and active citizen participation to detect and analyze incidents in urban areas. By processing data from mobile devices and social networks, INRISCO aims to identify events like traffic disruptions or environmental hazards, facilitating timely responses to enhance community safety. Source: [Website](#).

TO-Nite Project

Implemented in Turin, Italy, TO-Nite focuses on improving urban security through community activation and empowerment. By utilizing technology-based social sensing, the project co-designs solutions with residents to enhance the liveability of public spaces and address safety concerns. Source: [Website](#).

4 Conclusions

This deliverable presents 183 case studies from Partner countries, along with additional examples from non-EU nations, as part of the CO-SECUR project's effort to advance knowledge on social innovation in security (SIS). Through extensive research, mapping, and analysis, all Partners reported a plurality of activities, projects, technologies, and policies that integrate social innovation with security measures.

One of the key findings is that while numerous case studies and practices of SIS exist, they are often difficult to identify due to their **limited visibility** or **lack of public dissemination**. An exception are the practices funded by EU projects, which tend to be more accessible.

Another challenge is the overlap between the terms "**security**" and "**safety**" in many languages. Although these concepts are different, they frequently merge in real life contexts, making their distinction more complex. While security relates to protection against intentional threats, safety focuses on preventing unintentional harm, but the linguistic overlaps made it difficult to establish distinct analytical frameworks. This difficulty in clearly defining research parameters may have led to inconsistencies in the research findings, although there was an effort to address it in the cases analysis and summaries.

A common theme emerging from the cases is that **urban areas** represent the primary settings where social innovation is integrated with security policies. These include urban spaces characterised by **higher crime rates** or perceived as unsafe and insecure, as well as highly frequented public spaces such as **railway stations and airports**.

Security strategies are often developed and adapted in areas hosting **mass events**, such as concerts and festivals, but also in those where there are issues of **isolation and social integration**.

Public transportation, within the larger context of mobility, is another sector where security concerns are particularly perceived.

Many case studies highlight the role of **security forces**: while in some cases police and other authorities act according to a common "top down" approach, enforcing security measures, in some other instances security forces and law enforcement agencies actively engage with citizens to better understand their security concerns, and to jointly develop preventive measures.

On that note, it is worth noticing that an increasing number of **bottom-up initiatives** are emerging. These include **neighbourhood groups** working to improve local security and perception of safety, as well as **citizen forua and public discussions** that aim to encourage social integration and reduce feelings of isolation and fear. Volunteering plays a significant role in these efforts, as individuals are encouraged to take an active part in social activities.

In many countries, security measures focus on preparing citizens for potential external threats, including terrorism on **preparing citizens for potential external or terrorist threats**.

These initiatives aim to empower individuals to adopt responsible behaviours that collectively increase security for the community.

While many SIS initiatives target the general population, some focus specifically on vulnerable groups. There is a growing number of projects dedicated to the security of **women and girls**, particularly concerning nighttime safety, as well as programmes aimed at educating **younger generations** and preventing crime.

Technology is also playing an increasing role in security practices. Besides advanced surveillance systems, mobile apps for getting live information and for reporting risks are becoming more and more popular, as well as digital platforms designed to connect citizens and foster engagement in security discussions. These tools contribute to strengthening **community involvement** and improving the overall perception of safety.

Some of the cases highlight the complex challenges of addressing security needs while facing **risks of discrimination and negative impacts** on the population. For instance, this is what happens when video surveillance and/or police presence are concentrated in specific areas of a city, making those areas appear as the most at risk and dangerous. Similarly, dismantling neighbourhoods or areas with high crime rates can raise fears of discrimination.

The case studies reveal that security is becoming an increasingly important concern for citizens. In response, new approaches are emerging, with a strong emphasis on citizen **empowerment, awareness, and collaboration**.

Finally, it is worth mentioning that the most significant cases will be further explored in the activities of WP2 (*Theory Building: SIS Cases selection, descriptive analysis, and critical synthesis*).

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Annex A: Full Case Studies – Belgium

BE-01: PACTESUR – Protecting Allied Cities against Terrorism by Securing Urban aReas

Abstract	PACTESUR aims to build the capacities of cities and local actors in the field of the security of public spaces vulnerable to terrorist and other threats. Through a bottom-up approach, PACTESUR gathers local decision makers, security forces, urban security experts, and other professionals in order to shape European local policies to secure public spaces.
Source Material	<ul style="list-style-type: none"> ▪ https://ec.europa.eu/newsroom/pps/items/653484 ▪ https://www.pactesur.eu/innovative-toolbox-for-police-forces/
Location(s) of Implementation	Citizens of the municipality of Liege (and other municipalities involved in consortium)
Contextual Characteristics	Urban area
Time of implementation	From January 2019 to December 2021
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Nice (FR) – project leader ▪ City of Liege (BE) ▪ City of Turin (IT) ▪ European Forum for Urban Security (FR) ▪ Associazione Nazionale Comuni Italiani – Piemonte (IT)
Priority Area(s)	Crowded places
Objective(s)	<ul style="list-style-type: none"> ▪ In-depth reflection on standards, legal frames and local governance with the aim to make recommendation for a legal framework which better accommodates the cooperation of police forces and the standardization processed in security related fields (for example the use of drones or facial recognition). ▪ Specialized training for local security operators – each of the partner cities will organize a European Week of Security ▪ Awareness-raising of citizens and politicians. ▪ Identification of the most adapted local investments for securing open and touristic public spaces.
Vulnerable Populations Targeted	N/A
Case Study Description	Financed by the European Commission, PACTESUR (Protect Allied Cities against Terrorism in Securing Urban aReas) is a 3-year project aiming to improve cities' capacity to secure their urban areas against terrorism.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ local decision makers ▪ security forces ▪ urban security experts ▪ urban planners ▪ IT developers ▪ Trainers ▪ front-line practitioners ▪ designers ▪ citizens
Social Innovation Methodology	Research, comparative study of the current legislations in different European countries, working groups, expert committees.
Key Outcomes & Lessons Learned	<p>The sharing of knowledge, good practices and tools not only between representatives of European local authorities and local security actors, but also between town planners and security and terrorism experts is essential for the development of new local policies to secure public spaces against threats.</p> <ul style="list-style-type: none"> ▪ Local authorities play a fundamental role as they are the level of governance closest to citizens. ▪ Specialised training courses for European security actors in the three partner cities in order to equip them with the necessary knowledge and tools to better secure their public spaces. ▪ Security in Design - In Liège, a system consisting of removable barriers to protect the Place Saint Lambert and Le Carré is currently being set up.
Limitations	Project funded by European Commission, sustainability and scalability (especially in terms of funding) could be a limitation.
Sustainability	The Project has been funded for a second year (PACTSUR2) and it added another city (Madrid) to its scope of intervention. Consult it here: https://www.pactesur.eu/

BE-02: Installation of street furniture benches on the Rue de la Loi, facing the European Commission's Berlaymont building, Brussels, Belgium

Abstract	The study presents measures aimed at granting security of crowded public spaces. In particular, The esplanade in front of the Commission's Berlaymont building in Brussels is protected against vehicle ramming attacks by existing measures. However, four unprotected staircases posed a risk. To address this, the Commission installed granite-covered concrete benches designed to withstand ramming.
Source Material	<ul style="list-style-type: none"> ▪ LINK ▪ European Commission, "Security by Design: Protection of public spaces from terrorist attacks", 2022. Link here.
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Brussels (Belgium)

Contextual Characteristics	Urban area
Time of implementation	N/A
Organisations in Charge	<ul style="list-style-type: none"> ▪ European Commission Directorate-General for Human Resources and Security
Priority Area(s)	Crowded places
Objective(s)	The objective of this intervention is to enhance security by installing granite-covered concrete benches to protect the esplanade in front of the European Commission's Berlaymont building from vehicle ramming attacks, while ensuring the benches blend with the urban environment and maintain pedestrian accessibility.
Vulnerable Populations Targeted	N/A
Case Study Description	The study presents a series of interventions realised in urban areas to increase security and prevent attacks.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ European Commission's Directorate-General for Human Resources and Security ▪ Municipality of Brussels ▪ Employees and citizens present in the area
Social Innovation Methodology	N/A
Key Outcomes & Lessons Learned	The benches, other architectural elements and their concrete foundations installed in the spaces are designed to resist ramming vehicles with a specified mass and speed.
Limitations	The case presents solutions that are not developed and delivered with a collaborative approach.
Sustainability	The approach is easily scalable.

BE-03: The Belgian German-speaking community establishes a citizens' assembly chosen by lot

Abstract	<p>The German-speaking Belgian community promotes mechanisms to expand and give a bigger space for democratic citizen participation and distrust towards institutionalized democracy. This initiative consists on the creation of two types of organization called the "Bürgerrat" and the "Bürgerversammlungen", which are composed of two institutions, a citizen council and three citizen assemblies that seek to put the needs of citizens on the political agenda.</p> <p>In this way, not only active participation of individuals will be encouraged, the creation of alternative ways to build better communication between the government and its population will be promoted.</p> <p><i>NOTE: while the content is not particularly referring to security issues, the objective of enhancing democratic citizen participation involves security related issues.</i></p>
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Source Material	<ul style="list-style-type: none"> ▪ https://equalitybylot.com/2019/03/01/new-permanent-sortition-assembly-in-belgium/ ▪ https://www.vrt.be/vrtnws/de/2019/02/26/premiere-in-europa-deutschsprachige-gemeinschaft-in-ostbelgien/ ▪ https://www.politico.eu/article/belgium-democratic-experiment-citizens-assembly/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ The Belgian German-speaking community, also known as East Belgium, is one of the three federal communities of Belgium, with an area of 854 km².
Contextual Characteristics	Regionnal dimension: East Belgium: the Liège Province of Walonia including nine of the eleven municipalities of Eupen-Malmedy.
Time of implementation	From 16/09/2019 to 16/03/2020 (18 months)
Organisations in Charge	<ul style="list-style-type: none"> ▪ The German-speaking Belgian community ▪ The "Bürgerrat" (citizen council)
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ To expand and give a bigger space for democratic citizen participation. ▪ The creation of alternative ways to build better communication between the government and its population. ▪ The creation of two types of organization called the "Bürgerrat" and the "Bürgerversammlungen".
Vulnerable Populations Targeted	N/A
Case Study Description	The German-speaking region of Belgium represented in the parliament would like to transfer some of its powers to a citizens' assembly chosen by lot. This will be the first time a political institution establishes a permanent structure to involve citizens in political decision-making.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Local and regional associations
Social Innovation Methodology	Citizen assembly, the creation of alternative ways to build better communication systems.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Local authorities play a fundamental role as they are the level of governance closest to citizens. ▪ Citizen participation must be a priority.
Limitations	Government changes due to political reasons.
Sustainability	The parliament of the German-speaking Belgian community as a permanent basis.

BE-04: Public engagement makes a Belgian community centre truly user-friendly

Abstract	<p>As a social building placed in urban area, the Amal Amjahid Community Facility in Molenbeek, Belgium, was developed with the needs of its future users in mind.</p> <p>To ensure that the voices of the public and users were included in the development process, the designers consulted multiple stakeholders including public authorities, future users and neighbours to co-create the space.</p> <p><i>Note: the cocreation of public spaces always capture and integrates the citizen needs and demands in terms that security and security perception</i></p>
Source Material	<ul style="list-style-type: none"> ▪ https://miesarch.com/work/5140 ▪ https://divisare.com/projects/474789-bogdan-van-broeck-jeroen-verrecht-laurian-ghinitoiu-amal-amjahid-community-facility-along-the-canal-in-molenbeek ▪ https://www.wearch.eu/amal-amjahid-molenbeek-saint-jean-belgium/ ▪ https://www.detail.de/de_en/quartierszentrum-in-brussel-von-bogdan?srsId=AfmBOopGAv3V7g8X4orw8uygv_YtC8M7I00z6AP5G6usS1964C8Xssu8 ▪ https://uni.xyz/journal/bogdan-van-broeck-design-a-stunning-comm
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Molenbeek, Belgium.
Contextual Characteristics	<ul style="list-style-type: none"> ▪ Urban area; ▪ Small town; ▪ Neighbourhood.
Time of implementation	From 2021
Organisations in Charge	<ul style="list-style-type: none"> ▪ Client: Gemeinde Molenbeek-Saint-Jean. ▪ Architecture: &Bogdan (ehemals Bogdan & van Broeck) ▪ Structural engineering: UTIL Strukturstudies ▪ Building services engineering: Enerdo studiebureau
Priority Area(s)	Public Places, Public engagement, Social innovation.
Objective(s)	<ul style="list-style-type: none"> ▪ To provide a safe and inspiring place where the whole community is encouraged and enabled to interrelate and to thrive. ▪ To be a trusted and valued contributor within the community. ▪ To keep the building available, accessible and safe for the use of local people and others. ▪ To provide and enable a range of opportunities and activities which respond to the needs of local people.

Vulnerable Populations Targeted	Public in general
Case Study Description	N/A
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Public authorities ▪ Municipality ▪ Schools
Social Innovation Methodology	Cocreation of public spaces (non additional details found)

BE-05: Collaborative governance platform for social innovation in Brussels

Abstract	<p>This paper aims to share the experience of a collaborative platform for social innovation (SI) in urban governance in Brussels (Belgium) and to formulate recommendations for future initiatives.</p> <p>The publicly funded collaborative platform “Brussels by us”, which aimed to improve the quality of life in specific neighbourhoods in Brussels (Belgium), is presented as a case study for SI in urban governance. The case study is detailed according to four dimensions based on the SI and living lab literature: Network, Approaches, Activities and Outcomes.</p> <p>Several case studies are presented based on this social innovation platform, among them the specific “case of the tunnels”, strongly related with the security perception. The community jointly co-created elements such as low-light <u>plants</u> and <u>art pieces</u> exposed on the walls of the tunnels together with some temporary activities (food tracks) to increase the sense of security.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.inderscienceonline.com/ ▪ https://www.mdpi.com/2071-1050/12/4/1441 ▪ https://www.sciencedirect.com/ ▪ https://www.befimmo.be/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Brussels- Capital Region. ▪ Belgium (but not in the Brussels-Capital Region). ▪ “North District” of the Brussels-Capital Region (Belgium), an area located around the north train station of Brussels in the commune of Sint-Joost-ten-Node. ▪ North District. ▪ Outside of Belgium.

Contextual Characteristics	Community collaboration is done in different spheres of action: social organisations and enterprises, social movements, as well as in politics and governmental entities.
Time of implementation	From 2020 to 2021 (one year).
Organisations in Charge	<ul style="list-style-type: none"> ▪ “Brussels by us” collaborative platform
Priority Area(s)	Public places
Objective(s)	<ol style="list-style-type: none"> 1. To co-design innovative ideas that would enhance citizen’s quality of life in the North District. 2. To help other practitioners, scholars and public institutions to experiment with the living lab methodology for the co-ideation of solution in urban governance. 3. To provide future initiatives with a structured reporting and analysis framework, unifying and strengthening know-how in the domain of SI.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Migrants currently residing in the North Station. ▪ Isolated people.
Case Study Description	The Brussels by us collaborative process was implemented according to a living lab methodology. The concept of collaboration, living labs and SI have long been intertwined, as living labs are defined as physical or virtual user-centric innovation environments aiming to solve societal challenges by bringing together various stakeholders for collaboration and collective ideation.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Governmental actors ▪ Universities ▪ Local artists ▪ Volunteers

Social Innovation Methodology	<p>The Brussels by us collaborative process was developed by the following dimensions:</p> <ul style="list-style-type: none"> ▪ <u>Network</u>: ecosystem of local actors, encompassing users, public authorities, companies, universities and other various institutions that bring with them their own knowledge and expertise, and will typically evolve and enlarge over time. ▪ <u>Approaches</u>: the methods, tools, (infra)structure (such as ICT) and techniques used that are fundamentally meant to involve the stakeholders in the innovation process by facilitating the collaboration between them ▪ <u>Activities</u>: The research activities represent the collective reflections through which SI ideas are developed and encompass collaboration activities such as the problematisation or identification of need, testing, validation, experimentation and co-creation. ▪ <u>Outcomes</u>: The innovation outcomes can either be tangible (products, prototypes, designs, etc.) or intangible (ideas, knowledge, services, etc.) and evolved from broad to narrow through collaborative activities.
Key Outcomes & Lessons Learned	<p>North Station case, the stakeholder network agreed that the station was overall unattractive. The space was conceived as <u>an “interaction hub”</u> which would serve a multifunction purpose while attracting different profile of citizens together. The community determined that a <u>public library</u> would be ideal for the inhabitants as the district is currently missing one and would also provide commuters. Although the North District is mainly a professional district, it appeared that a <u>co-working space</u> was still missing. Finally, a <u>food market</u> would also be present providing with local and healthy products. The local market area would also host a <u>kitchen spot</u> that local associations could manage and use at their convenience for cooking with social vulnerable groups living in the area.</p> <p>Regarding the second use case, the renovation of office buildings, ground floors and rooftops, the stakeholder network agreed that there was a lack of services and shops in this specific part of the district. <u>Food trucks</u> were seen as the perfect solution as it is flexible in its offer and location, meeting the needs of different groups of citizens. There, a <u>“community hub”</u> could open, benefiting the whole community of the North District. Different types of activities could be organized. A <u>cosy coffee place</u> could open and could communicate with the community hub. A <u>cultural centre</u> was also seen as beneficial by the community. On the unused rooftops of some buildings, <u>urban gardens</u> could be managed by the local community and schools of the district. Working together with the local market of the North Station, it could help feed the less privileged of the district.</p> <p>Finally, about the use case of the tunnels, the tunnels were seen as very unpleasant, dark and smelly: insecure. The community saw <u>lightning</u> as the most important adjustment to be made. Therefore, the community pointed out the need for elements such as low-light <u>plants</u> and <u>art pieces</u> exposed on the walls of the tunnels. Finally, <u>food trucks</u> and other temporal activities and services were seen as a pole of attraction that would bring together the local community of both sides of these tunnels.</p>
Limitations	<p>This case study analysis demonstrates the <u>complexity of supporting</u> and implementing a (digital) collaborative platform. From our experience, relying solely on ICT in a collaborative process is not an ideal choice. Future <u>collaborative platforms including an ICT tool</u> should lower any <u>barriers to its usage</u>, and if possible, run a trial period before the project’s beginning. Moreover, future initiatives should <u>adapt</u> their tools and methods to the <u>local context</u> and should not <u>underestimate the engagement power of small-scale events</u>.</p>

Sustainability	The collaborative platform had an active website and Facebook, but nowadays it is not updated.
<i>BE-06: Citizens engagement in policy making: Insights from an e-participation platform in Leuven, Belgium</i>	
Abstract	<p>The e-participation initiative Leuven involves internal and external stakeholders in policy-formulation. The aim of the study is to identify the critical success factors of the project related to organizational design, participatory process, management and other supply-related factors. The results indicate that support at the politico-administrative level, a substantive communication campaign, the implementation of offline activities and transparency efforts are critical factors for the success of the project.</p> <p><i>Note: while this case is not specific for security, it resulted in the joint development of a city's strategic annual plan and included more than 300 ideas to be implemented, some of them with potential impact on security perception.</i></p>
Source Material	<ul style="list-style-type: none"> ▪ https://leuvenmaakhetmee.be/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Leuven, Belgium
Contextual Characteristics	Local area: city of Leuven.
Time of implementation	2019 (during 6 weeks).
Organisations in Charge	<ul style="list-style-type: none"> ▪ Public administration: local government ▪ Online platform: (https://leuvenmaakhetmee.be/)
Priority Area(s)	Public engagement: mobility; citizen participation...
Objective(s)	<ul style="list-style-type: none"> ▪ To explore the critical success factors of the first large-scalee-participation initiative in Leuven, Belgium, named Leuven, co-create it.
Vulnerable Populations Targeted	N/A
Case Study Description	The initiative gathered more than 2000 citizens' proposals in six weeks, of which more than 300 were included in the city's multi-annual strategic plan 2020–2025, defining the future of the city.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Public administration employees ▪ Politicians ▪ Neighbourhood ▪ Dutch Language School ▪ School for Refugees.

Social Innovation Methodology	The interview protocol includes a set of open and closed questions concerning the organizational context and the e-participation initiative characteristics, among other related topics. The selection of the interviewees was made following a purposive sampling, including various key stakeholders involved directly or indirectly in the e-participation initiative Leuven, co-create it. The shortest interview lasted 30 minutes, while the rest of the interviews lasted between 45 and 125 minutes. The interviews were recorded and transcribed in order to aid analysis and in order to guarantee anonymity, an anonymous code was assigned to each interviewee, including the area/department but without specifying the functions of the interviewees.
Key Outcomes & Lessons Learned	The use of ICT engaging the role of citizens in the policy-making process.
Limitations	Barriers conditioning the implementation and out-comes of the e-participation initiative were also found to be relevant.
Sustainability	While LMHM has allowed citizens to impact the formulation of the city's strategic annual plan by including more than 300 ideas to be implemented in the coming years, the actual impact will depend on the sustainability of the participatory process in the city.

BE-07: Act for night life: "Brussels by night" supports nightlife actors to provide a better scene and protects Brussels club culture.

Abstract	<p>Brussels By Night Federation is the mediating entity & active partner in discussion for all the night participants (clubs, night bars, concert venues, promoters etc.) for the Region of Brussels.</p> <p>BBN creates tools and services for well-running their activities regarding topics such as harm reduction, employment, administration, public peace, mobility, event promotion, venues, etc. The federation works in close collaboration with the sector and other stakeholders to put forward strategies to promote a dynamic, modern and attractive local scene.</p> <p>The federation promotes initiatives strongly related with security perception at nightlife activities from a participatory and bottom-up approach.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://www.brusselsbynightfederation.be/post/we-re-hiring ▪ https://www.brusselsbynightfederation.be/post/bbn-launches-brussels-nightcall-5th-6th-7th-of-december-to-discuss-the-sector-challenges ▪ https://www.brusselsbynightfederation.be/post/survey-on-sexual-violence-and-discrimination-in-festive-environments ▪ https://www.brusselsbynightfederation.be/post/2-events-highlighting-brussels-clubbing-legacy-to-be-held-during-the-heritage-days ▪ https://www.brusselsbynightfederation.be/post/11k-persons-attended-brussels-open-air-festival ▪ https://www.brusselsbynightfederation.be/post/bbn-launches-an-open-call-for-organisers-to-organise-open-air-in-6-emblematic-locations-in-brussels ▪ https://www.brusselsbynightfederation.be/post/brussels-by-night-unveils-updated-protocol-for-safer-and-inclusive-nightlife ▪ https://www.brusselsbynightfederation.be/post/glance-back-at-2023-achievements-2024-aspirations ▪ https://www.brusselsbynightfederation.be/post/brussels-by-night-hub-a-new-workspace-for-brussels-nightlife
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Brussels.
Contextual Characteristics	Urban area: Brussels city center.
Time of implementation	Since 2020
Organisations in Charge	<ul style="list-style-type: none"> ▪ Brussels By Night federation (a non-profit organization: ASBL) ▪ Brussels Night Council ▪ Visit Brussels ▪ Equal Brussels ▪ Service Public Régional de Bruxelles: Bruxelles Economie et emploi ▪ BXL: La ville de Stad
Priority Area(s)	<p>To ensure a type of nightlife with safety guarantees for both users and companies, artists and creators of atmosphere, music, and other actions participating in the nightlife scene in Brussels.</p> <p>To promote the creation of a local hub in Brussels as a reference for the nightlife and creative industries.</p>
Vulnerable Populations Targeted	N/A



Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Local and regional associations ▪ Private companies ▪ Public institutions
Social Innovation Methodology	BBN creates tools and services for well-running their activities regarding topics such as harm reduction, employment, administration, public peace, mobility, event promotion, venues, etc.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Better understanding of all actors involved in nightlife as a key element of Brussels. ▪ Cultural Citizen participation.
Sustainability	The nightlife as a protected and attractive scene to develop creative industries and secure way of leisure.

Annex B: Full Case Studies – Finland

FI-01: SURE (Smart Urban Security and Event Resilience) TAMPERE

Abstract	SURE makes daily lives of citizens and visitors in Tampere safer and more secure by developing and testing comprehensive and smart event-related urban security solutions. The specific issue is how to efficiently manage large crowd concentration- (in general) and event-related (in specific) urban security in Tampere - especially in a complex and evolving urban environments. The project aims to increase cross-sectoral preparedness to threats against public spaces and other urban security threats in Tampere. The latest urban security technologies will be utilized and integrated. Innovative co-creation methods, joint simulations and exercises will be applied to facilitate smooth and seamless coordination and cooperation between urban and security authorities, first responders and event organizers.
Source Material	<ul style="list-style-type: none"> ▪ https://suretampere.fi/ ▪ Steriili viihdekeskus vai uusi jääkiekkopyhättö? Viihtymiseen ja turvallisuuteen liittyviä kokemuksia Nokia Arenalla Ari Koivumäki, Carita Forsgren ja Petri Murtomäki TAMKin julkaisut Tampereen korkeakoulu yhteisö (tuni.fi)
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Tampere, Finland
Contextual Characteristics	Urban area.
Time of implementation	From 2019 to on-going (project funding 2019-2022)
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Tampere ▪ The Baltic Sea Institute ▪ University of Tampere ▪ University of Applied Sciences Tampere ▪ Business Tampere ▪ Nokia ▪ Securitas ▪ Insta
Priority Area(s)	<ul style="list-style-type: none"> ▪ Mass Events ▪ Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ To strengthen smart cities and use technology to create safer urban spaces.

Vulnerable Populations Targeted	N/A although access of the disabled was discussed.
Case Study Description	SURE Tampere combines technology and human experience to make Tampere as safe as possible. The SURE project provides opportunities for local businesses to develop and test their urban security innovations, services and products. Innovative solutions can be deployed in key locations, such as Tampere Central Square and Ratina Stadium.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Municipality of Tampere ▪ Businesses
Social Innovation Methodology	Using technology and user experiences to improve security.
Key Outcomes & Lessons Learned	<p>Lessons from the opening of the Nokia Arena:</p> <p>At the very least, visitors want a sense of belonging and community.</p> <p>The behaviour of other visitors contributes to the atmosphere and sense of security, alongside a well-functioning event framework and smoothly managed organisation. Visitors want to be surrounded by nice people, a sense of belonging and community. Building this trust takes time, but it is essential to create a safe space. The Urban Innovative Actions (UIA) programme, which includes the SURE project, has made general observations on the intersectional nature of the feeling of safety and how different factors influence this feeling. These include personal experience, other people, fan culture, stages of the event service path, situations, technology and suitability of the environment. Time and place. <i>Building a safe space around the customer, creating a safe culture with the community. There is also an article entitled "Understanding the Dimensions of Sure". See: https://www.uia-initiative.eu/en/news/understanding-dimensions-sure</i></p>
Limitations	Unknown—it seems that the Sure project paved the way for future other projects on security development in Tampere.
Sustainability	The actual project funding has ended but security is a Tampere priority, the Pirkanmaa security cluster is strong and includes several businesses that will want to take the findings forward too.

FI-02: INNOKYLÄ – Innovation Village Collaboration Tool

Abstract	<p>Innokylä or innovation village is an environment for co-development and a platform for sharing experiences.</p> <p>Innokylä is a free development environment open to all. It supports development work that results in solutions suitable for different environments.</p> <p>The service offers a wide range of tools and methods to support development. It brings together the results of development work in one place and acts as a channel for the dissemination of solutions.</p> <p>If planning a new approach or development project, Innokylä can be used to find experiences that will be useful for your own work.</p> <p>Using the word “security” as a search term resulted in 453 co-created solutions in Innokylä.</p>
Source Material	https://innokyla.fi/
Location(s) of Implementation	Innokylä solutions are used throughout Finland.
Contextual Characteristics	Everywhere within Finland.
Time of implementation	On-going (seems to be permanent rather than project based). The idea was created by the Ministry of Social Affairs and Health in 2008 and the actual Innovation Village was created between 2010 and 2013.
Organisations in Charge	Innokylä / Finnish Institute for Health and Welfare (THL).
Priority Area(s)	30 priority areas or so, which include both CO-SECUR priority areas.
Objective(s)	<ul style="list-style-type: none"> ▪ To ensure the creation of successful, customer-oriented solutions. ▪ The achievement of lasting change. ▪ The refinement of solutions into open and easily usable operating models. <p>In practice, this means that all relevant stakeholders are involved in the development process and that the development is driven by concrete needs that define the objectives. In addition, the results of the development are made available to all and the information on their effectiveness is made available to all.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Depending on the solutions but many vulnerable populations are targeted.
Case Study Description	Innokylä or Innovation village is an online platform for co-creation for societal innovation.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ As many as possible (depending on the specific case).

Social Innovation Methodology	<p>Co-creation Development Path:</p> <p>1. Insight and understanding Explore the future and find the initial insight that is an opportunity or a challenge. Listen to the customer and their needs. Identify the resources and actors needed. Set realistic goals. Commit to common goals, build trust and share information openly. Think about the results you are satisfied with and how you are verifying this change.</p> <p>2. Imagine and experiment Come up with new ideas together. Remember to be user-centred and open. Let your creativity bloom! See if you can find solutions in the Innokylä models. Test ideas quickly and build on the lessons learned. Design a new solution together. Evaluate and let us know if you are on track to achieve your goals.</p> <p>3. Describe and share Evaluate the benefits of the development work by comparing the results with the objectives set at the beginning. Clearly describe the concrete impact you have achieved. Share the results openly and reflect on what worked and what did not work. Share this with others. Was the initial insight a step in the right direction? What changed and how? Tell the world about the new solution. Convince and consolidate!</p>
Key Outcomes & Lessons Learned	Co-creation is a valuable tool. Innovation platforms can work well, the Innovation village has nearly 4000 jointly-created solutions.
Limitations	Requires commitment from partners.
Sustainability	This is an ongoing initiative, covering multiple cases implemented in practice.

FI-03: KAIKKIEN KURVI / EVERYONE'S KURVI

Abstract	<p>The Kurvi (Curve) is a well-known and historically troubled area situated in Sörnäinen, Helsinki. At its centre is the Vaasanpuistikko square/park by the Sörnäinen metrostation more commonly known as "piritori" or speed market. The square had to go under thorough renovation upsetting those using the square as a base and increasing security nuisance/challenges to those living close to the square.</p> <p>The Kurvi working group includes residents, organisations and volunteers, companies, housing associations, representatives of the City of Helsinki and the police. The aim of the working group is to create a sense of community in the area, to increase the comfort and safety of the area through Kurvi talkoot (working parties, Kurvi Coffee and joint meetings).</p>
Source Material	https://kaikkienkurvi.hel.fi/
Location(s) of Implementation	Sörnäinen (Kurvi), Helsinki, Finland
Contextual Characteristics	<ul style="list-style-type: none"> ▪ Urban Area ▪ Low SES-Neighbourhood (& Mixed)

Time of implementation	From August 2022 to on-going.
Organisations in Charge	Kaikkien Kurvi (resident activists) <ul style="list-style-type: none"> ▪ City of Helsinki
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	To decrease unwelcome behaviour through increasing a sense of ownership and to improve security in the area.
Vulnerable Populations Targeted	Note: these populations were not directly targeted, but rather associations who were providing services for these vulnerable populations were included <ul style="list-style-type: none"> ▪ Recently released prisoners ▪ Alcohol and drug addicts
Case Study Description	The Curve is a well-known trouble spot in Helsinki located by the Sörnäinen metro station. The renovation of the square upset the local residents but even more specifically those who had used the area as a place to hang out (including those with addiction issues) resulting in insecurity and disturbances.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Residents. ▪ Organisations and volunteers. ▪ Companies. ▪ Housing associations. ▪ Representatives of the City of Helsinki. ▪ Police.
Social Innovation Methodology	Co-creating security through empowerment and ownership
Key Outcomes & Lessons Learned	The methodology has been an effective mechanism of enhancing security in the curve. Through stronger
Sustainability	The renovations in the square are completed, but the activities have become neighbourhood activities and are being sustained nonetheless.

FI-04: EHYT RY: BUBBLE TRAININGS for Student Organisations

Abstract	Students organize large scale events, where alcohol is consumed and things may happen. Security of the events is often the responsibility of volunteers. The Bubble material is to encourage training for volunteers to ensure that events are safe and as secure as possible.
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Source Material	<ul style="list-style-type: none"> ▪ KUPLA Event training for student organisation actives - EHYT ▪ https://ehyt.fi/wp-content/uploads/2021/05/KUPLA_Event_safety_s-2.pptx ▪ https://www.theseus.fi/bitstream/handle/10024/35677/Hirvonen_Tiina.pdf?sequence=1&isAllowed=y
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Finland
Contextual Characteristics	<ul style="list-style-type: none"> ▪ Universities ▪ Universities of Applied Sciences
Time of implementation	From 2018 to 2020 but the activities are being kept up by Ehyt ry.
Organisations in Charge	<ul style="list-style-type: none"> ▪ EHYT Finnish Association for Substance Abuse Prevention ▪ Homepage - Nyyti ry supporting mental health of students ▪ SYL - Suomen ylioppilaskuntien liitto (National Union of University Students Finland) ▪ National Union of Students in Finnish Universities of Applied Sciences – SAMOK Home - SAMOK ▪ University Sports OLL – liikkuvamman opiskelijan ja korkeakoulun puolesta - Opiskelijoiden Liikuntaliitto - OLL ▪ Finnish Student Health care Frontpage - FSHS (yths.fi)
Priority Area(s)	Mass Events & Crowded Places
Objective(s)	To strengthen the capacity of higher education communities to prevent substance abuse (specifically at events and parties) and promote a collaborative and accessible learning culture.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Those with substance abuse issues ▪ Students
Case Study Description	<p>The aim of the KUPLA - Students as Transformers of Substance Abuse Culture project (2018-2020) by EHYT and Nyyti was to support the wellbeing and learning capacity of higher education students, strengthen the capacity of higher education communities to prevent substance abuse and promote a collaborative and accessible learning culture. After the end of the KUPLA project, the activities will continue at EHYT as KUPLA activities. The KUPLA activities include training on how to create safe mass events for students.</p> <p>Specifically interesting for the CO-SECUR project is the collaborative social innovation with regards to student organized parties and mass events.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Universities ▪ University of Applied Sciences ▪ Student Unions ▪ Student healthcare

Social Innovation Methodology	Learning together (and contextualising learning to suit different needs of students and different events).
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Student culture including parties where there is substance abuse can be altered through trainings. ▪ Volunteers have a vital role in providing security.
Limitations	Requires quite a lot of volunteers, who are engaged and interested. Student party organizers typically are, and so it is a good population segment to target.
Sustainability	The material and the working methods are being sustained by Ehyt ry.

FI-05: HYVINKÄÄ: APPROVED LOCATIONS FOR GRAFFITI, KUOPIO: PERMISSION TO PAINT

Abstract	Tagging and painting graffiti are often accompanied by anti-social behaviour. Multiple Finnish cities have #permissiontopaint graffiti-programs including the Hyvinkää approved locations for graffiti. In Helsinki, statistic show that crime rates were reduced because of approved painting locations. The sites can also be used for art teaching, and collaboration is often done with local organisations that support street art.
Source Material	<p>PowerPoint from Hyvinkää Municipality</p> <p>Lupa maalata: Maalauspaikan ohjeet Katutaideyhdistys Urbaani ry</p>
Location(s) of Implementation	<p>Hyvinkää</p> <ul style="list-style-type: none"> ▪ Kuopio
Contextual Characteristics	<p>Small town</p> <p>Urban area</p>
Time of implementation	From 2020 to present
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Hyvinkää ▪ Municipality of Helsinki ▪ Municipality of Kuopio ▪ https://www.urbaani.org/
Priority Area(s)	Public Spaces
Objective(s)	To reduce antisocial behaviour from tagging and graffiti by creating legal and permitted places to paint.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	Tagging and painting graffiti are often accompanied by anti-social behaviour. Multiple Finnish cities have #permissiontopaint graffiti-programs including the Hyvinkää approved locations for graffiti. In Helsinki, statistic show that crime rates were reduced

	because of approved painting locations. The sites can also be used for art teaching, and collaboration is often done with local organisations that support street art.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Municipalities ▪ Youth ▪ Schools ▪ Street art associations.
Social Innovation Methodology	<p>Positive messaging created jointly with graffiti artists.; rules e.g. are entitled "Permission to paint" Kuopio has a full #permissiontopaint campaign. Instructions are as follows:</p> <p>Instructions for painting sites</p> <ul style="list-style-type: none"> -Only paint graffiti on surfaces intended for graffiti. Do not paint on other structures or surroundings. -You can paint anywhere on the graffiti wall and on whatever you want, but do not mess up the paintings. -Take empty paint cans and other supplies you use with you when you leave and put them in the trash. Completely empty paint cans belong in metal collection and empty ones in hazardous waste. -Do not break bottles or glasses on the wall -Keep the area around the wall clear of other rubbish. -Do not disturb other people in the area. If the wall is located along or adjacent to a light traffic route, be considerate of other road users and follow the rules of the light traffic route. -The use of the graffiti wall will be stopped if the above instructions and rules are not followed.

	 <p>Lupa maalata!</p> <p>Laillinen graffitiseinä - maalauspaikan ohjeet</p> <ul style="list-style-type: none"> - Maalaa graffiteja vain niitä varten tarkoitettuihin pintoihin. - Älä maalaa muihin rakenteisiin tai ympäristöön. - Voit maalata mihin tahansa kohtaan graffitiseinää ja minkä päälle haluat, mutta älä sotke maalauksia. - Vie tyhjä maalipurkki ja muut käyttämäsi tarvikkeet poistuessasi mukana ja roskikseen. Täysin tyhjä maalipurkki kuuluu metallikeräykseen ja vajaan vaaralliseen jätteeseen. - Älä riko seinällä pulloja tai lasia - Pidä seinän ympäristö siistinä muustakin roskasta. - Älä häiritse muita alueella liikkuvia - Graffitiseinän käyttö lopetetaan, jos edellä mainittuja ohjeita ja sääntöjä ei noudateta. <p>Ystävällisin terveisin, Kuopion kaupunki & Katutaideyhdistys Urbaani ry</p> <p>KUOPIO URBAANI</p> <p>#lupamaalata</p> <p>www.urbaani.org/lupamaalata</p>
Key Outcomes & Lessons Learned	Tagging rates were reduced, as was antisocial behaviour.
Limitations	Requires collaboration between e.g. municipalities and graffiti artists. The sites can be used also for learning.
Sustainability	Relatively sustainable because of the good results.

FI-06: REDUCING YOUTH DISENFRANCHISEMENT: ICEHEARTS

Abstract	Icehearts is an innovative approach using the tools of peer support, group activities, recreational activities and team sports. Icehearts started as a socially supportive hockey team but now is a large scale network that works against child disenfranchisement wholistically. There has been a long (13 year longitudinal study), which concludes that "Among the peers in the reference group, a statistically significant decrease in conduct and emotional problems and an increase in prosocial behaviour were observed....The Icehearts programme may have potential in promoting prosocial behaviour among socially vulnerable children."
Source Material	<ul style="list-style-type: none"> ▪ Syrjäytymisen dynamiikka – Me-säätiö (mesaatio.fi) ▪ ...Miten toimimme - Icehearts ▪ Changes in behavioural and emotional well-being of children participating in the Icehearts programme: A feasibility pilot study with 4-year follow-up – Tampere University Research Portal (tuni.fi)

Location(s) of Implementation	13 municipalities in Finland: <ul style="list-style-type: none"> ▪ Espoo ▪ Helsinki ▪ Hämeenlinna ▪ Joensuu ▪ Kerava ▪ Lahti ▪ Lappeenranta ▪ Pori ▪ Riihimäki ▪ Ulvila ▪ Tampere ▪ Turku ▪ Vantaa
Contextual Characteristics	Urban Areas, Small Town Low SES-neighbourhoods
Time of implementation	From 1996 to current
Organisations in Charge	Icehearts
Priority Area(s)	Public places
Objective(s)	Create prosocial behaviour in youth at risk of disenfranchisement.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Disenfranchised youth
Case Study Description	Icehearts is an innovative approach using the tools of peer support, group activities, recreational activities and team sports. Icehearts started as a socially supportive hockey team but now is a large-scale network that works against child disenfranchisement wholistically. There has been a long (13 year longitudinal study), which concludes that “Among the peers in the reference group, a statistically significant decrease in conduct and emotional problems and an increase in prosocial behaviour were observed.The Icehearts programme may have potential in promoting prosocial behaviour among socially vulnerable children. “
Stakeholders Involved	Icehearts

Social Innovation Methodology	Using team sports to promote prosocial behaviour and prevent antisocial behaviour.
Key Outcomes & Lessons Learned	It is possible to promote prosocial behaviour for disenfranchised youth.
Limitations	The focus is on youth disenfranchisement, health and welfare. Although the program produces prosocial behaviour and lessens anti-social behaviour, improving security is not a priority.
Sustainability	The program is very sustainable.

FI-07: ANCHOR: Preventing Juvenile Criminal Behaviour

Abstract	Anchor activities focus on promoting the well-being of young people and preventing crime at an early stage. Anchoring is carried out by a multi-professional team, including experts from the police, social services, health and youth services. The team meets the young person and his/her family as early as possible to support the young person and, if necessary, refer him/her for help or support.
Source Material	<ul style="list-style-type: none"> ▪ ...Ankkuri - Rikoksentorjunta.fi ▪ Exit - disengagement from violent thinking Diakonissalaitos (hdl.fi) ▪ Ankkuritoiminnan käsikirja (ankkuritoiminta.fi) ▪ https://julkaisut.valtioneuvosto.fi/handle/10024/164154
Location(s) of Implementation	<p>Throughout Finland; 47 anchor groups.</p> <ul style="list-style-type: none"> ▪ Helsinki • Häme • Itä-Suomi • Itä-Uusimaa • Kaakkois-Suomi • Lappi • Lounais-Suomi • Länsi-Uusimaa • Oulu • Pohjanmaa • Sisä-Suomi
Contextual Characteristics	In very different kinds of environments.
Time of implementation	From early 2000s-going

Organisations in Charge	<ul style="list-style-type: none"> ▪ Ministry of Interior
Priority Area(s)	Public spaces
Objective(s)	<ul style="list-style-type: none"> ▪ promoting the well-being and internal security of young people ▪ Reduce criminality (including cyber crime) and radicalisation of the youth.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	Anchor-activities are designed to anchor a youth into the Finnish society, thus reducing both juvenile delinquency and radicalisation as well as offering a way out of radicalisation.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ NGOs ▪ Interior Ministry ▪ Police ▪ Youth ▪ Social guidance ▪ Families
Social Innovation Methodology	<p>Co-creation</p> <p>Collaboration</p> <p>Joint task creation</p> <p>On-going learning</p>
Key Outcomes & Lessons Learned	<p>According to the results of our individual-level analysis on register data, young people who were targeted by the Anchor work had a lower risk of recidivism in the following year compared to the control group. We did not find systematic effect on the incidence of juvenile delinquency at the municipal level. The key principles of the Anchor work, such as youth orientation and multiprofessionalism, are reflected in the implementation of the intervention. However, there is also regional and individual variation in the implementation. Adaptation of the intervention is a basic starting point for Anchor work, but at the same time, variation can also shape the potential effects of the intervention (for example, by influencing the group of young people being directed to the intervention). We conclude that the Anchor work could benefit from further systematization of local implementations.</p> <p>Note: there is an evaluation from 2022: https://julkaisut.valtioneuvosto.fi/handle/10024/164154</p>
Limitations	As this is a cross-cutting objective, its implementation requires cooperation between all relevant sectors. The work relies heavily on strong cooperation.

Sustainability	The activities have been sustained already for about 20 years. The information and methodology are openly shared and can be used in many contexts by professionals working with youth.
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FI-08: TUOVI-PORTAL FOR INTERNAL SECURITY

Abstract	Tuovi-portal for international security is a collaborative platform for security planning created by the Finnish Ministry of Interior. It has information on how to support security in the following topics: Reducing juvenile delinquency, improving housing security for older people, reducing intimate partner violence, promoting good community relations, Preventing alcohol-related harm to safety and security in public places.
Source Material	https://sisainturvallisuus.fi/etusivu ...
Location(s) of Implementation	Finland.
Contextual Characteristics	Urban area Finland
Time of implementation	From 2006 (?) onward
Organisations in Charge	<ul style="list-style-type: none"> ▪ Ministry of Interior ▪ Municipalities
Priority Area(s)	Public places
Objective(s)	Ensure that security planning is done through collaboration with multiple stakeholders, transparently and with on-going development (i.e. not creating one plan that then is stuck in a cabinet). Information and lesson sharing.
Vulnerable Populations Targeted	The aged (specifically).
Case Study Description	Tuovi-portal for international security is a collaborative platform for security planning used. It has information on how to support security in the following topics: Reducing juvenile delinquency, Improving housing security for older people, Reducing intimate partner violence, Promoting good community relations, Preventing alcohol-related harm to safety Security in public places.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ All authorities ▪ Citizens

Social Innovation Methodology	Collaborative approaches Co-creation Continuous development
Key Outcomes & Lessons Learned	Collaborative tools are useful in security planning. Sharing & storing lessons and materials leads to on-going development.
Limitations	Tuovi-portal is based on a high level of trust in the Finnish society. A core group of people using the portal are well-known to one another, and meet e.g. in the annual event on Internal Security.
Sustainability	Sustained by the Ministry of Interior. Is a tool in use by a wide range of authorities.

FI-09: 24 SAFE HOURS IN HYVINKÄÄ

Abstract	24 Safe hours in Hyvinkää concept means co-creation with all relevant municipal stakeholders. The unique perspective is that it combines both prevention and aftermath of any security event.
Source Material	24 Turvallista Tuntia Hyvinkäällä - Hyvinkään kaupunki ... Kaupunkien tila 24 TURVALLISTA TUNTIA HYVINKÄÄLLÄ TOIMINTAKERTOMUS PDF Ilmainen lataus
Location(s) of Implementation	Hyvinkää
Contextual Characteristics	Small town.
Time of implementation	From 2003? to present. Hyvinkää has been a member of WHO's Safe Community Network since 2003, and the activity has become the 24 Secure/ Safe Hours in Hyvinkää. Earliest easily foundable document is from 2013.
Organisations in Charge	City of Hyvinkää
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance security planning cycle (including prevention, resilience creation and aftermath). ▪ Enable social innovation in the community.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Entire population of Hyvinkää including all population groups ▪ Senior citizens.

Case Study Description	<p>On 26th May 2012, there was a mass shooting in Hyvinkää, where 2 people were killed and seven people injured. The shooter was an 18 year-old Hyvinkää resident. The shooting reverberated through the entire Hyvinkää community including the police service, as a police officer was also shot. Hyvinkää as a municipality was able to work resiliently to overcome the incident, and e.g. the police remained functional throughout. As a result Hyvinkää has created it's own creative security planning mechanism. In Hyvinkää, everyday safety work is carried out by the city's departments and multidisciplinary working groups. Safety and security aspects have been included in the actual work of the actors.</p> <p>In the security and safety planning cooperation group, an understanding of the necessary security safety work guidelines is formed based on the operating environment of the City of Hyvinkää. The working group updates the safety information for the City of Hyvinkää, in principle once a year. The group consists of representatives of the City of Hyvinkää, the Central Uusimaa Rescue Department and the Itä-Uusimaa Police Department.</p> <p>24 The TTH Steering Group guides the annual maintenance and updating of the safety plan. The Steering Group monitors the progress of the annual safety targets set in accordance with the monitoring cycles set out in the Safety Plan. Representatives of the steering group come from the organisations of the City of Hyvinkää, the Central Uusimaa Rescue Department, the Police Department of Itä-Uusimaa. If necessary, representatives of other organisations (e.g. the parish of Hyvinkää) will also be invited to the steering group.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ City of Hyvinkää ▪ Central Uusimaa Rescue Department ▪ Police Department of Itä-Uusimaa...
Social Innovation Methodology	24-hour planning.
Key Outcomes & Lessons Learned	24-hour planning model has created broad collaboration within Hyvinkää and has been useful for local innovation.
Limitations	The 24-hour planning model is used for both security and safety planning. Distinguishing the two can be difficult.
Sustainability	A well-established working mechanism.

FI-10: HELSINKI BOROUGH LIAISONS

Abstract	It was difficult for Helsinki residents to understand how they would be able to influence municipal decisions. As a result, each borough has its own liaison, whose job it is to support residents in getting their voices heard in municipal decision making including enhancing security.
Source Materia	<ul style="list-style-type: none"> ▪ https://www.hel.fi/en/decision-making/get-involved/support-and-collaboration/borough-liaisons
Location(s) of Implementation	Helsinki

Contextual Characteristics	Urban area
Organisations in Charge	City of Helsinki
Priority Area(s)	Public spaces Mass Events
Objective(s)	<ul style="list-style-type: none"> ▪ promoting and supporting diverse participation in matters related to resident participation. ▪ support dialogue and collaboration between city residents, communities, and employees.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Disenfranchised population
Case Study Description	<p>The City of Helsinki has seven borough liaisons, one in each major district. The borough liaisons help you find the right channels for collaboration with the City. They provide you with information about how to participate in Helsinki.</p> <p>The borough liaisons increase the equal provision of services among city residents and their ability to see the city through other people's eyes. They promote and support diverse participation in matters related to resident participation.</p> <p>The borough liaisons support dialogue and collaboration between city residents, communities, and employees. This often includes building networks and bringing people together. The borough liaisons are also involved in the different phases of OmaStadi participatory budgeting.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Helsinki residents ▪ Communities ▪ Municipal employees
Social Innovation Methodology	The Borough Liaisons are there to serve the stakeholders and formulate how they work according to the needs of the stakeholders (e.g. residents).
Key Outcomes & Lessons Learned	One point of contact enables resident activity
Sustainability	Municipality of Helsinki oversees the Borough Liaisons, and the activity is on-going.

FI-11: HANSA YOUTH CRIME PREVENTION PROJECT

Abstract	The Hansa Youth Crime Prevention project developed cooperation between young people, security guards and shopkeepers and community-based approaches to reduce shoplifting in Turku's Hansa shopping centre. The project resulted in the Hansa youth space, which is still in use today.
Source Material	<ul style="list-style-type: none"> ▪ https://valo-valmennus.fi/en/main-page-2/ ▪ https://rikoksentorjunta.fi/myonnetyt-avustukset-2020- ▪ https://www.turku.fi/toimipaikat/hansan-nuorisotila

Location(s) of Implementation	Turku (Hansa shopping centre)
Contextual Characteristics	Urban area
Time of implementation	From 1 st Jan 2020 to 31 st Dec 2020
Organisations in Charge	<ul style="list-style-type: none"> ▪ Valo-Valmennusyhdistys ry.
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ Reduce shoplifting by youth in the Hansa shopping centre
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	The Hansa Youth Crime Prevention project developed cooperation between young people, security guards and shopkeepers and community-based approaches to reduce shoplifting in Turku's Hansa shopping centre. The project resulted in the Hansa youth space, which is still in use today.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Valo-Valmennusyhdistys ry
Social Innovation Methodology	Co-creation (youth activities designed with the youth) Cooperation building
Key Outcomes & Lessons Learned	The youth need to have a place for belonging; the end result was the Hansa youth space (Poppari). The core group of those with challenges was very small (less than 20); targeting services is needed.
Limitations	Cooperation could be scalable but otherwise, the way of operating has been tailored to the Hansa shopping centre.
Sustainability	The Youth space is active and has personnel who are keeping the...

FI-12: TIMEOUT AND WALKERS – YOUTH DIALOGUES

Abstract	<p>Walkers is a form of youth work developed in 1994 by Aseman Lapset ry (Children of the Station-NGO), which is carried out in more than 20 locations in Finland. The activity increases the presence of safe youth professionals and adult volunteers in young people's everyday lives and leisure time, in their preferred environments. The aim is to target specifically young people who have been excluded from other services and activities for young people.</p> <p>Adults are responsible for the well-being of children and young people. However, at the heart of Walkers' work is the experience that young people are not always met in the way they want and need. For some, there are far too few trustworthy adults in their lives, and for others, their trust in adults has been undermined.</p> <p>To mark the 30 years, 14 Walkers locations will be hosting a series of Time Out talks involving both young people and adults. A large proportion of the young people who take part are those who have been excluded from other youth activities and do not usually take part in this type of event. The discussions also involve professionals from the youth work and education sectors, as well as decision-makers at municipal level. Half of the participants are young people, half adults. Discussions are based on meeting young people, involving them and strengthening their participation. The discussions will be recorded anonymously, and a summary of the recordings will be compiled and communicated on the website of the Timeout Foundation.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.timeoutdialogue.fi/ ▪ https://www.eratauko.fi/aseman-lapset-walkers/ ▪ https://walkers.fi/ ▪ https://youtu.be/dbvkWaQJtwM?si=5x63zMaRKQ2dg7lt
Location(s) of Implementation	14 areas in Finland: Eurajoki, Hamina, Helsinki, Imatra, Kauhajoki, Kotka, Lahti, Leppävirta, Oulu, Pietarsaari, Savonlinna, Siuntio, Sodankylä, Varkaus ja Ylivieska.
Contextual Characteristics	Urban areas
Time of implementation	From Jan 2024 to Dec 2024.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Walkers/ Asemanlapset... ▪ TimeOut
Priority Area(s)	Public places
Objective(s)	The objective is for the different authorities working with youth, and different providers of services to the youth to be able to more constructively engage with youth and tailor their approaches so that they better serve the youth.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Disenfranchised youth

Case Study Description	A series of facilitated dialogues with authorities, youth workers and disenfranchised youth to formulate better approaches to work with disenfranchised youth. The process itself is also empowering.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Youth ▪ Youth workers ▪ Authorities working with youth
Social Innovation Methodology	Timeout dialogue tools for constructive dialogues between different groups of people.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Constructive dialogues with disenfranchised youth are considered both valuable for policy shaping and positive as these dialogues can bring together and make visible the realities, differences and similarities in the everyday lives of adults and young people. These types of encounters are important because they allow people to learn new things, to remember what they have forgotten and, at the same time, to lower the threshold for future encounters, exchanges and discussions. ▪ More in-depth lessons will be collected in the autumn of 2024 to create transferrable mechanisms for constructive dialogues.
Limitations	Scalability; dialogues need to be well targeted, facilitated and only have a limited number of participants (around 10).
Sustainability	The series of dialogues will be concluded by the end of the year, but these dialogues are aligned with core missions of both organizing NGOs hence ensuring good sustainability.

FI-13: ROKKI YOUTH CRIME PREVENTION PROJECT

Abstract	<p>The Turku police were concerned about the increase in visible disorderly behaviour and the glorification of violence among young people. The challenge is met by the City of Turku's ROKKI team, which supported both young people with delinquency problems and their families. Rokki youth crime project supports and rehabilitates young people with delinquency problems and their families to help them stop their criminal behaviour. The project works to break the cycle of crime and prevent further offending. They also provide young people in our care with the skills they need to lead a crime-free life.</p> <p>The ROKKI model provides young people with multidisciplinary support for a crime-free and substance-free life, support for studies and out-of-home rehabilitation.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.turku.fi/
Location(s) of Implementation	Turku, Finland
Contextual Characteristics	Urban area
Time of implementation	From 1 st January 2021 to 30 th April 2023 (with Finnish Ministry of Justice funding). Some of the lessons may be used in a new project.

Organisations in Charge	The City of Turku
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ To remove youth from a cycle of criminality (including theft, drug sales and destruction of property). ▪ To provide young people with the necessary support to lead a crime-free and substance-free life, support for schooling and studies, and strong out-of-home rehabilitation. ▪ To prevent young people from being excluded from society.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Juvenile suspects of crime and juvenile criminals ▪ Families of juvenile criminals and suspects for crime
Case Study Description	<p>The ROKKI model provides young people with multidisciplinary support for a crime-free and substance-free life, support for studies and out-of-home rehabilitation.</p> <p>It is often assumed that a young person with mental health and substance abuse problems will get their substance abuse problems sorted out before they can access mental health help. Mental health problems can lead to substance abuse. At the same time, psychiatric waiting lists are long. Organising housing for the target group can also be a problem, especially for people without mental health problems.</p> <p>The fact that young people in prison receive little support for their studies and that, for example, it is not possible to complete online studies, creates its own challenges for supporting young people. There is also no possibility for individualisation of subjects in adult basic education.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Schools ▪ Juvenile detention centres <p>The team consists a criminal sanctions worker a social counsellor, a psychiatric nurse, a social worker/project coordinator and a special needs teacher.</p> <p>This team will have a named worker, who will be the contact person for all necessary entities for the youth in question.</p>
Social Innovation Methodology	Multi-stakeholder collaboration and individual attention to juvenile offenders.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Early intervention is effective in prevention of criminal behaviour. ▪ Intervention should start already at age 10 or 11 (rather than the originally planned 12 years of age). ▪ Multidisciplinary approaches help the youth in multiple areas of life at the same time (e.g. support for mental health and education).
Limitations	Close contact with the juveniles included in the project limited the number to 20. Scaling is difficult as one-on-one contact is needed.

Sustainability	The project results are being used in other projects including the Poppi-project, where professionals working with youth went walking in the evenings and weekends. https://www.turku.fi/uutinen/2022-08-17_poppi-hankkeen-jalkautuvalla-tyolla-pyrittiin-lisaamaan-nuorten-turvallisuuden
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FI-14: THE CITY BELONGS TO EVERYONE

Abstract	<p>The City Belongs to Everyone method provides interactive lessons and a parents' evening for age-appropriate substance abuse education and strengthening emotional and security skills for primary school children in grades 1-4.</p> <p>The aim is to provide children with information about substance abuse and security and to give them the skills to anticipate and act safely in different situations, for example when confronted with public substance abuse or people behaving in a disorderly manner. The method supports the cross-curricular competences and the objectives of substance abuse prevention in primary schools.</p> <p>The aim of the parents' evening is to support the educational work of carers and to equip them to discuss substance abuse and safety with their children.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://ehyt.fi/koulutus-ja-tapahtumat/tilattavat-koulutukset/kaupunki-kuuluu-kaikille/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Kuopio, Järvenpää, Tampere ja Hämeenkyrö
Contextual Characteristics	Urban area, relatively high levels of substance abuse, children with high level of independence (may encounter substance abuse issues).
Time of implementation	Jan 2022-Dec 2024 (on-going)
Organisations in Charge	<ul style="list-style-type: none"> ▪ Ehyt ry.
Priority Area(s)	<ul style="list-style-type: none"> ▪ Public Places ▪ Crowded Places
Objective(s)	Give children understanding and tools on how to behave when they encounter persons with substance abuse issues. Increase sense of security.
Vulnerable Populations Targeted	Children.

Case Study Description	<p>Even young children encounter substance-related situations in their environment, which can feel confusing or frightening. An open and age-appropriate discussion will help your child to identify and avoid unsafe situations. This is why it is important to discuss the substance abuse phenomenon from an early age, both at school and at home.</p> <p>The City for All project provides tools for substance abuse and safety education for 1st-4th graders. Schools can use the easy-to-use materials on their own or hire an expert trainer to organise lessons and a parents' evening.</p> <p>The model has been piloted in 12 primary schools in Kuopio, Järvenpää, Tampere and Hämeenkyrö. The project has reached more than 2 000 pupils. 94% of the teachers who participated in the pilots would recommend the lesson to a colleague.</p>
Stakeholders Involved	The model has been piloted in 12 primary schools in Kuopio, Järvenpää, Tampere and Hämeenkyrö. The project has reached more than 2 000 pupils. 94% of the teachers who took part in the pilots would recommend the lesson to a colleague
Social Innovation Methodology	The Dialogue model involves people who use substances in thinking about their own safety and that of their children in urban spaces. Children's experiences and questions from the lessons have been collected in discussion cards that encourage talking about child safety in places such as housing units and day centres. In turn, the lessons equip children to understand different life situations by learning about the experiences and thoughts of people who use substances.
Key Outcomes & Lessons Learned	Very well received by teachers and students, who find the training valuable.
Limitations	Budgets for outside activities are decreasing; should be part of basic training.
Sustainability	Ehyt ry. Is now trying to sell training days to schools.

FI-15: The Neighbourhood Producers Project

Abstract	<p>The Neighbour Producers training is applied for through registration and an initial interview based on the project evaluation criteria. The training lasts three months and covers a basic set of event production pillars, from graphic design to marketing and communications, from event security to project management of productions, and from reprographics and sound engineering to volunteering skills. In addition, those who wish to do so can take additional training courses, including a hygiene pass, a stewardship course and a first aid course.</p> <p>At the end of the training, there will be a public event, which will be produced and planned by neighbouring producers who have graduated from previous trainings, as part of a team of graduates. Neighbouring producers in training will in turn participate in the production of the event as part of different teams defined by their own interests. The graduates will act as team leaders, thus deepening their skills in taking responsibility and producing events. The teams may vary according to the nature of the event: examples include marketing and communication, stewardship and information desk, tipping and cleaning, space planning and decoration, and backstage team. At an event, shifts may also be assigned to people who are not part of the team.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://innokyla.fi/fi/toimintamalli/naapurituottajat-tapahtumatuotannon-moniosaaminen-toipumiskulttuurin-tukena
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Helsinki

Contextual Characteristics	Urban area
Time of implementation	Jan. 2021- Dec 2021.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Kalliolan Settlementti ry / Kalliola-konserni
Priority Area(s)	<ul style="list-style-type: none"> ▪ Event security ▪ Public Places
Objective(s)	To train individuals in substance abuse rehabilitation to support event organisation and neighbourhood rehabilitation.
Vulnerable Populations Targeted	Substance abuse.
Case Study Description	The Neighbourhood Producers project aims to bring about changes that will increase the sense of community, improve the sense of security of people living in cities and improve the living conditions of people with limited work capacity in a more socially responsible way.
Stakeholders Involved	<p>Cooperation with the Live Vocational College allows neighbouring producers to complete vocational qualifications by participating in activities.</p> <p>Other target groups for the project are the event networks (partners) in the Kallio and Helsinki area and the public attending the events. Working with these target groups requires project staff to be familiar with these networks and their practices. For example, event networks are challenged by the irregularity of activities and the high turnover of active people. On the other hand, the networks are very broad, combining word and visual arts, music, museums, crafts, social action, etc. in the framework of the project's events. The public sector has also been extensively involved in the cooperation patterns, for example through the built environment and spatial planning, museums and neighbourhood development activities.</p>
Social Innovation Methodology	Co-creation. The Neighbour Producers model increases the inclusion and well-being of its target groups, and creates a new kind of urban culture based on co-creation by organisations. In addition, it has multiple interfaces for cooperation between artists, businesses, organisations and cities, for example. A good example of this is the cooperation with the City of Helsinki, where on the one hand the social services department supports the coaching in customer acquisition, the urban environment department helps with the permitting and urban space arrangements for events, the City Museum acts as a partner for events and the city guides and the security and preparedness unit cooperate through networking and impact communication.
Key Outcomes & Lessons Learned	The model, at best, produces win-win-win-win outcomes, where it improves the wellbeing of individuals, the ability to create events and thus both support for local organisations and sense of belonging, and improves sense of security and lessens funding required.

Limitations	Costly in terms of coordination. Lots of support is needed for those involved in the project.
Sustainability	Resource intense, but also very good results.

FI-16: REILI-Support person activities for young people who commit crimes, use violence and glorify street violence

Abstract	The Reili-project will pilot support person activities, based on a professional-peer-work model, for young people who have committed crimes and who are involved in violence and street gang culture and who are placed in child protection units, as well as provide crime-specific training for professionals working with young people in child protection units.
Source Material	<ul style="list-style-type: none"> ▪ https://rets.fi/saatio/juntu-tukea-vakivallalla-oireileville-ja-radikalisoitumisvaarassa-oleville-nuorille/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Finland (all of Finland)
Contextual Characteristics	Urban area
Time of implementation	Jan 2024-Dec 2025 (but continues from work done in previous projects).
Organisations in Charge	<ul style="list-style-type: none"> ▪ RETS Life without crime (RETS) is a Finnish foundation, national expert organisation and service provider that promotes the coping and life management of people with criminal justice history and their loved ones.
Priority Area(s)	Crowded Places Public Places
Objective(s)	<p>The four objectives of the REILI project</p> <ol style="list-style-type: none"> 1. To pilot a support worker model (professional-peer) in child protection units. 2. To build up parallel methods for young people, even after they have reached adulthood. 3. Increase the offence-specific skills of professionals. 4. Incorporate the methods developed in the project into the activities of the Foundation for a Crime-Free Life for young people and/or transfer the work-peer learning model to other bodies working with the target group (e.g. child protection foster care units, aftercare, outreach services).
Vulnerable Populations Targeted	Criminalized youth.
Case Study Description	The Reili-project aims to reduce criminalisation of youth, and will include peer-to-peer learning and a team to support the youth.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Child protection professionals. ▪ Other professionals working with criminalized youth.
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Co-creation of activities with youth included ▪ Peer-to-Peer learning

Key Outcomes & Lessons Learned	Reaching youth requires youth and often “translators between the youth and adults”. A peer will often easier get both attention of the youth and their trust.
Sustainability	The outcomes of the projects will be made into a part of the RETS youth actions; and hence sustained in the longer term.

FI-17: SOCIAL WORK ON THE STREETS

Abstract	<p>The approach reaches out to people outside services. The inclusion of those targeted will be strengthened through outreach, intervention and structural work at individual, community and societal level.</p> <p>It takes the approach to people who are not reached by services. Outreach work provides people with advice, support and service guidance. Where necessary, it provides contacts, liaison and advocacy. The aim is to improve people's quality of life from their point of departure and to strengthen their social inclusion. Clients and workers develop joint advocacy work.</p> <p>The visible presence and easy accessibility of outreach work on the streets contributes to a sense of security for citizens. Outreach work receives and responds to citizens' concerns.</p>
Source Material	https://innokyla.fi/fi/toimintamalli/etsiva-lahityo-kaduilla-ja-julkisiin-tiloihin-jalkautuva-sosiaalialan-tyo
Location(s) of Implementation	Helsinki
Contextual Characteristics	Urban area
Time of implementation	On-going; began on the basis of a project between 2009–2013 but is now being instituted in Helsinki. Last project began Jan 2020- on-going.
Organisations in Charge	<ul style="list-style-type: none"> The City of Helsinki.
Priority Area(s)	Public places.
Objective(s)	Outreach work reaches out to people living outside services and people living outside. They provide support on the streets and promote access to services. Providing an anonymous and appointment-free service. Structural social work is carried out in partnership with clients.
Vulnerable Populations Targeted	All those who have difficulty accessing public services
Case Study Description	Disenfranchised population was not using social services and support available. Hence, the City of Helsinki created “walking support”, where support is given where the disenfranchised population is (on the streets). The method also improves security.
Stakeholders Involved	Municipality of Helsinki

Social Innovation Methodology	Modifying public services to be easier to access.
Key Outcomes & Lessons Learned	Has increased access to social services and has become an on-going working method.
Sustainability	Incorporated into how the municipality of Helsinki works.

FI-18: SECURE OULU: SECURITY SKILLS EDUCATION FOR CHILDREN AND YOUTH

Abstract	Secure street-project prevents street violence among young people and promote safety at primary, secondary and tertiary prevention levels.
Source Material	<ul style="list-style-type: none"> ▪ https://thl.fi/tutkimus-ja-kehittaminen/tutkimukset-ja-hankkeet/turvalliset-kadut-nuorten-katuvakivallan-ehkaisy-ja-turvallisuuden-lisaaminen ▪ https://thl.fi/aiheet/hyvinvoinnin-ja-terveyden-edistamisen-johtaminen/kansallinen-tuki-ja-verkostot/terveyden-edistamisen-maararaha/sisallon-suunnittelu/nuorten-katuvakivallan-ehkaisy
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Oulu but also all of Finland
Contextual Characteristics	Urban area
Time of implementation	1.1.2024–31.12.2026
Organisations in Charge	<ul style="list-style-type: none"> ▪ THL ▪ RISE ▪ Social and Health ministry ▪ Schools for troubled youth
Priority Area(s)	Crowded Places Public Places
Objective(s)	To reduce street violence by youth and to increase sense of security.
Vulnerable Populations Targeted	Youth and Criminals

Case Study Description	<p>Secure street-project prevents street violence among young people and promote safety at primary, secondary and tertiary prevention levels.</p> <p>The measures aim to improve the professional knowledge base in the field of violence and to strengthen the social cohesion of children and young people's growing environments. They will also develop community and professional ways of responding rapidly to problems in the region and aim to prevent persistent problems for young people who have been in difficult situations for a long time.</p> <p>Objectives</p> <p>The aim is to increase the number of children in need and their parents who receive effective support before problems accumulate (primary prevention).</p> <p>Achieving the target state requires:</p> <ol style="list-style-type: none"> 1. strengthening the knowledge base of social and cultural work staff on violence and violent radicalisation prevention, building on previous development and research work and online training by THL. 2. Strengthening community inclusion of children and young people and social cohesion in growth environments. <p>In addition, the aim is to prevent the persistence of problems of a permanent nature among children and young people in long-term difficult situations (secondary and tertiary prevention).</p> <p>Achieving the target state requires:</p> <ol style="list-style-type: none"> 1. the involvement of young people and parents in the prevention of street violence and gang involvement and the development of multidisciplinary and multidisciplinary ways of reacting rapidly to problems detected. 2. reducing the opportunities for criminal gangs to recruit new young members. 3. support the wellbeing and future plans of young people living in school homes and intensive child protection institutions.
Stakeholders Involved	<p>Schools, ministries, social welfare</p>
Social Innovation Methodology	<p>Co-creation with youth. The triple levelled-approach of primary, secondary and tertiary prevention is interesting as it combines social innovation on the primary level with other levels of intervention.</p>
Key Outcomes & Lessons Learned	<p>The Safe Streets package consists of five measures:</p> <ol style="list-style-type: none"> 1. Improving the knowledge base and practices of social and cultural professionals (primary prevention) 2. Strengthening community participation of children and young people and social cohesion of growing environments (primary prevention) 3. Involving young people and parents from areas identified as troubled to prevent street violence and gang violence. Developing ways to react quickly to problems (secondary prevention) 4. Reduce the opportunities for criminal gangs to recruit young members (tertiary prevention) 5. Supporting the well-being and future plans of young people living in school homes and intensive child protection institutions (tertiary prevention)

Limitations	The work seems to be sustained through project funding rather than core funding.
Sustainability	The project is one of many, the way of working seems to be already sustained through on-going project work.

FI-19: FORSSA COMMUNITY DIALOGUE

Abstract	The Forssa model involves the whole community In autumn 2016, the city of Forssa reacted quickly to the fights and assembled a multidisciplinary team to break the cycle of violence and restore a safe atmosphere. Criminal investigations into the violence were already underway, and a decision was made to launch a community mediation process to ease tensions between the different groups. Community mediation and meetings between the parties were conducted by the neighbourhood police and mediators from the Centre for Neighbourhood Mediation, and the rest of the network supported the work, for example by providing the necessary services and support persons for those involved and by facilitating discussion with the young people at school. In addition, the city funded an innovative media project by <i>Gutsy Go</i> , where young people reflect on how peace is made.
Source Material	https://www.depolarize.fi/2021/01/13/forssan-malli/
Location(s) of Implementation	Forssa
Contextual Characteristics	Urban area
Time of implementation	2016 but on-going. Won Prize in 2017.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Forssa City ▪ Police of Forssa (Kanta-Häme Police) ▪ Centre for Neighbour Mediation
Priority Area(s)	Public Places
Objective(s)	End violence in Forssa between immigrants and the local population.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth ▪ Migrants

Case Study Description	The Forssa model for resolving inter-ethnic conflicts is based on open and neutral information, extensive networks and cooperation between authorities, and solution-oriented co-mediation. The model has since been used in similar conflicts in different localities. The project has been documented and evaluated from many perspectives and using different methods. Dialogue reduces insecurity. From the police's perspective, the Forssa model is a good and effective model for cooperation between the police, the municipal multi-professional team and professional mediators, says Senior Detective Sergeant Jukka Kastikainen of the Häme Police Department. Miriam Attias, Head of the Centre for Neighbour Mediation, stresses that criminal investigations do not eliminate tensions between people and the "us versus them" attitude that exists under the surface. Community mediation focuses on conflict resolution and on creating, healing and restoring a safe atmosphere. "Dialogue does not happen by itself, but talking about the situation makes things smaller and more approachable. It is important that those involved in the conflict and those watching from the sidelines are listened to and told what they need to overcome discomfort and insecurity...
Stakeholders Involved	The entire community of Forssa.
Social Innovation Methodology	Dialogue and co-creation
Key Outcomes & Lessons Learned	Worked well in prevention of violence in Forssa. Polarisation is best targeted by involving the community as a whole, not just the people who are pushing polarisation.
Sustainability	The Forssa model, which uses community mediation to resolve conflicts between population groups won the ECPA competition in 2016. (https://eucpn.org/document/the-forssa-approach-mediation-of-polarisation-and-inter-group-conflicts)

FI-20: SAFE OULU: Emotional and Security Training for Prevention of Sexual Abuse

Abstract	In December 2018 a series of sexual abuse crimes against minor girls in Oulu, Finland came into public knowledge. The offenders were men with foreign background, and they had contacted the girls in social media. The publicity of the crime series created an atmosphere of fear in the city of Oulu. The crimes were also noticed on a national level, in (social) media and the government. Different ministries of Finland offered financial support for actions of sexual abuse prevention. In order to protect the children from further abuse and help the citizens of Oulu feel safe again, the Safe Oulu project 2019–2021 was launched with the main objective of preventing sexual crimes against minors in Oulu. The aim of the Oulu emotional and security education is to promote the well-being of children and young people and strengthen their protective factors. It aims to prevent bullying, harassment and violence against children and young people in all settings.
Source Material	<ul style="list-style-type: none"> ▪ https://www.ouka.fi/tunne-ja-turvataitokasvatus
Location(s) of Implementation	Oulu

Contextual Characteristics	Urban area
Time of implementation	2019-2021
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Oulu ▪ Justice Ministry ▪ Education and Cultural Ministry
Priority Area(s)	Public Places
Objective(s)	<p>An important aim of emotional and security education is to promote security in human relationships. This is done by increasing children's and young people's own skills to act safely and with respect for others, and by strengthening cooperation between adults and the safety net of adults around children. Good emotional and safety skills contribute to children's and young people's mental health and strengthen their capacity to build relationships that support well-being.</p> <p>Emotional and safety education aims to:</p> <ul style="list-style-type: none"> ▪ promote children's and young people's well-being and strengthen their protective factors ▪ prevent bullying, harassment and violence in all settings ▪ to prevent and combat violence, bullying, harassment and bullying-related offences, including sexual harassment and violence against children ▪ reinforce positive self-image, self-esteem and self-respect ▪ raise awareness of the right to self-determination and respect for one's own and others' boundaries ▪ promote emotional and social skills and good relations with friends ▪ teach skills to work safely online and to use digital media in a way that supports well-being ▪ strengthen inclusion, the experience of safety and resilience ▪ promote mental health and opportunities to build relationships that support well-being ▪ strengthen the safety net of adults around children and young people and guide children to share their concerns with a trusted adult.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Girls at risk ▪ Immigrants
Case Study Description	The Safe Oulu project was launched in Oulu in 2019 after a series of sexual offences against minors in the city affected the general atmosphere of the city and increased the sense of insecurity among its residents. The main objective of the project has been to prevent sexual offences against minors in Oulu and seven separate development measures were launched during the project. The project continues as emotional and security skills education.

Stakeholders Involved	Municipality of Oulu
Social Innovation Methodology	Co-creation and inclusion Multiple levels of activity
Key Outcomes & Lessons Learned	Excellent results, and noted on ministry level in Finland. Note: There is a review in English: https://www.ouka.fi/media/8885/download
Limitations	The Budget was about 2 million euros, and there were 20 employees.
Sustainability	The training is on-going through Laurea Vocational College. https://smart.laurea.fi/ostoskori/ . Material is online.

Annex C: Full Case Studies – Germany

DE-01: Station Runners – Sicherheitsbahnhof – mit Sicherheit in die Zukunft

Abstract	Railway stations and their surroundings in large German cities are frequented by many people. They are noisy, crowded and prone to conflict. The station runners come into contact with the people in the area and talk to them about their wishes and concerns. The research project asks people how they perceive the Station Runners and what they need to feel safer.
Source Material	<ul style="list-style-type: none"> ▪ https://www.bmi.bund.de/SharedDocs/pressemitteilungen/DE/2022/07/bahnhofssicherheit.html
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Berlin, Germany
Contextual Characteristics	Safety in public transport, crowded spaces
Time of implementation	1 December 2023 – 31 May 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ Think SI3 (https://www.think-sihoch3.com/)
Priority Area(s)	Crowded Places, or Public Places, Transport or Mobility
Objective(s)	Social intervention – away from the police and the security services.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Drug addicts ▪ Homeless, ▪ Young people <p>Citizens of the municipality of Berlin, everyone using the main Train Stations in Berlin and the surrounding area, including vulnerable groups such as homeless people</p>
Case Study Description	<p>Station runners. New contact persons appointed at Berlin Südkreuz and Berlin Ostbahnhof stations.</p> <p>As part of the security station research project, the Federal Police and Deutsche Bahn will deploy station runners at Berlin Ostbahnhof and Berlin Südkreuz stations for a period of six months from 1 December 2023. The station runners will be available to all station users as contact persons. They will be present in the station buildings and on the forecourts to point out existing rules and help with uncertainties, conflicts and the like. They also offer support to people with particular social problems, such as the homeless or rough sleepers, and refer them to the appropriate people if necessary. The project aims to show whether the presence of station runners improves the quality of life and perceived safety at Berlin Ostbahnhof and Berlin Südkreuz stations. The station runners always work in pairs and are deployed on different days of the week and at different times. The station runners can be recognised by their white jackets with the inscription "Bahnhofsläufer:innen – For a better & safer together".</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Federal Ministry of the Interior and for Home Affairs ▪ Federal Ministry for Digital and Transport ▪ Federal Police ▪ Deutsche Bahn (main public transport organization)
Social Innovation Methodology	Testing new measures to make stations safer; several pilot projects are tested during the research project. The Station Runners meet local people and talk to them about their wishes and concerns. As part of the research project, people are asked how they perceive the station runners and what they need to feel safer.
Limitations	The project is still ongoing, so no final conclusions can be drawn.
Sustainability	The project is based on an earlier project carried out in a public park in Berlin known for drug dealing, loitering and partying. So-called Park Runners are responsible for mediating conflicts between park users, be they parents with children, teenagers, homeless people, or alcoholics. This project was also carried out by Think SI3, who have experience in mediating public spaces. The Project was funded by the Federal Ministry of the Interior and for Home Affairs, the Federal Ministry for Digital and Transport.

DE-02: Rapid test wristband for gamma-hydroxybutyric acid (GHB, "Liquid Ecstasy", „date-rape drug,")

Abstract	Wristband with paper test strips to detect GHB in drinks. GHB is the best-known type of knockout drug. The effect is similar to that of a strong alcoholic intoxication and can be used to sedate.
Source Material	<ul style="list-style-type: none"> ▪ https://www.zdf.de/nachrichten/ratgeber/ko-tropfen-armband-100.html ▪ https://www.zeit.de/die-antwort/2019-07/ko-tropfen-test-armband-party-missbrauch-praevention/seite-4
Location(s) of Implementation	Gelsenkirchen, Germany
Contextual Characteristics	Festivals, Parties
Time of implementation	Multiple Events
Organisations in Charge	The city of Gelsenkirchen is planning to distribute wristbands at mass events.
Priority Area(s)	Partys, events, festivals
Objective(s)	Detecting GHB ("Liquid Ecstasy", „date-rape drug") in drinks; raising awareness of sexual harassment in party venues
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women ▪ Young people

Case Study Description	<p>Wristband with paper test strips to detect GHB in drinks. GHB is the best known type of knockout drug. The effect is similar to that of strong alcohol intoxication. In Germany, there have been repeated reports of GBH being misused as a drug to make young women, in particular, submissive at parties. In some cases, women describe experiences of rape that they only remember in fragments. However, there is little data on the frequency of such incidents.</p> <p>The drug is particularly difficult to detect, easy to obtain, almost impossible to taste and very cheap. To test, you stir your drink and then dab a few drops onto the test area on the wristband with your finger or a napkin. After a maximum of two minutes, you can see the result: if the area turns blue, there is GHB in the drink.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Private companies
Social Innovation Methodology	<p>The bracelet was developed by a private start-up company. Efficacy tests only cover the chemical and technical effectiveness of the test strips, but not the social interaction and preventive effect of the wristbands.</p>
Key Outcomes & Lessons Learned	<p>cons:</p> <ul style="list-style-type: none"> • Beverages with a strong inherent colour, such as red wine, sometimes give ambiguous results. • Other substances such as benzodiazepines, clozapine or antidepressants cannot be detected by these tests. • Test procedures have not been subject to any kind of official review and therefore they are not considered to be medical devices subject to strict requirements. • It is important to emphasise that the behaviour of the victim is never to blame for an incident; the responsibility lies solely with the perpetrator. • Crime prevention is needed to counteract the use of knockout drops. On the one hand to empower women, but also to prevent men from assaulting women in the first place. • For a long time, young women have been left alone with the responsibility of preventing sexual harassment. Well-intentioned advice such as not to dress too revealingly or drink too much alcohol suggests that women are provoking sexual harassment if they do not follow the advice. Prevention work must make it clear that the perpetrators are solely to blame for such incidents. In order for victims to feel more confident about responding to such assaults, they need to be able to say loudly and clearly that it is wrong and to report the perpetrators to the police. The same criticism needs to be levelled at the wristband, which once again puts the responsibility on women to take better care of themselves. <p>Pros: Further development of testing methods: It is now possible to detect single doses of some substances using hair samples. These analyses could therefore help to better assess the true extent of the knockout problem in the future.</p>
Limitations	<p>We need to know what the impact of the bracelets is and if there is any social change. If the bracelets are given out at large events, does this have a deterrent effect or do women feel more insecure? Does it bring the issue of date rape into the public discourse? However, no such evaluations have been carried out.</p>
Sustainability	<p>The wristband is used in practice, but scientific studies and evaluations are still pending.</p>

DE-03: Nachtsam (night/mindful)

Abstract	Information campaign offering training for staff in nightlife venues on how to deal with situations of sexual violence, how to deal with victims, what to say and do and what not to do, information on further support and programmes.
Source Material	<ul style="list-style-type: none"> ▪ https://www.nachtsam.info/
Location(s) of Implementation	German state of Baden-Württemberg
Contextual Characteristics	<p>For a long time, nightlife was seen mainly in terms of disturbance and potential crime. It was regulated for discotheques and bars, which had to meet certain noise and safety requirements, and by the police, who were called in when incidents occurred. The Baden-Württemberg-wide "Nachtsam" campaign is changing the narrative and drawing attention to what is needed for a low-conflict nightlife. It also focuses on how women can feel safer in nightlife and on their way home.</p> <p>The campaign is part of the implementation of the resolutions of the "Istanbul Convention" adopted by the Council of Europe in 2011. The Council of Europe Convention on Combating Violence against Women and Domestic Violence entered into force for Germany on 1 February 2018. Among other things, it specifies the rights of those affected and the obligations of the Federal Government and the Länder.</p>
Time of implementation	Still ongoing
Organisations in Charge	State Ministry for Society, Health and Integration.
Priority Area(s)	Mass events, crowded spaces
Objective(s)	<ul style="list-style-type: none"> ▪ Train venue staff in conflict management. ▪ Awareness about conflicts that arise in the nightlife. ▪ Good partying for all by raising awareness of sexual harassment and assault. ▪ Publicize the nationwide services and structures that can help those affected.
Vulnerable Populations Targeted	Women, drunk people, queer
Case Study Description	In cooperation with the counselling centres against violence in Baden-Württemberg, the campaign co-ordination is pooling its knowledge on safety in nightlife. They offer training courses to give establishments/organisers more confidence to act in a fair and safe manner. Nightlife workers are trained in conflict management and prepared for critical situations. The campaign highlights the fact that staff are trained and available to talk to if anyone feels harassed or uncomfortable. Flyers and posters can be found in all participating venues. Additional information materials are offered to anyone interested in nightlife security.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Counseling centers. They are the key contacts in the various cities and districts of Baden-Württemberg for people affected and threatened by nightlife-related sexual assault. ▪ Anti-discrimination Office for the State of Baden-Württemberg). ▪ Urban and rural districts. The municipalities are networked regionally. ▪ Club consortia, night managers, with nightlife-related stakeholders.
Social Innovation Methodology	The campaign seeks to involve new and more informal actors to create security and to network with different initiatives. The campaign gives a voice to people who have had bad experiences, highlighting previously neglected issues.
Limitations	It is difficult to measure the impact of the campaign.
Sustainability	As part of the Istanbul Convention, several measures have been introduced to better protect women at events. Closely related to the 'nachtsam' campaign are the night mayors (also a social innovation), who act as a point of contact for all nightlife issues at the local level.

DE-04: Night Life Coordination Office

Abstract	The Nightlife Coordination Office is intended to act as a communicative interface between the various authorities, politicians and institutions of urban nightlife culture at municipal level. It has an advisory role and initiates projects to support nightlife and to prevent or resolve conflicts.
Source Material	<ul style="list-style-type: none"> ▪ https://awarenessy.noblogs.org/files/2020/11/Konzept-Koordinierungsstelle-Nachtleben-Leipzig.pdf
Location(s) of Implementation	City of Leipzig
Contextual Characteristics	Nightlife is a complex area of society whose potential is increasingly recognised and to which more and more cities are dedicating themselves through various forms of nightlife organisations. Around the world, a wide range of organisations and initiatives are already working to create a 'good' and diverse night-time culture that serves the interests of night-time culture and partygoers, as well as the needs of citizens, for whom a quiet and safe night is particularly important.
Time of implementation	ongoing
Organisations in Charge	City of Leipzig
Priority Area(s)	Mass events, crowded places
Objective(s)	<p>The work of the Coordination Centre aims to carry out preventive work and complaint management, to reduce conflicts over noise, crime (drugs, theft, violence, harassment, etc.) and discrimination. Furthermore, the cultural scene, the quality of life, the image of the city and tourism are to be strengthened. through the work of the coordination office.</p> <p>In the medium and long term, the Nightlife Coordination Office should also be an effective tool to support nightlife culture, especially clubs and live music venues, in their way out of the coronavirus crisis and to strengthen nightlife after the pandemic.</p>

Case Study Description	<p>The coordination office is divided into three main components (Night Council, Dual Leadership and the (N)achtsamkeit conflict management project). In addition, existing initiatives dealing with night culture issues will be integrated. The Night Council aims to promote networking between those involved in night-time culture. This expert body brings together delegates from various independent organisations and authorities. The dual leadership, with one representative from the city and one from the night life scene, aims to create a two-way legitimacy.</p> <p>The conflict management project (N)achtsamkeit works preventively and also intervenes in acute cases of noise complaints and pollution instead of the local or municipal police. The aim is to resolve acute conflicts through communication wherever possible. In close cooperation with the city, the (N)achtsamkeit project aims to contribute to a proactive approach to the various problems and to relieve the police and public order authorities.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Office for Economic Development ▪ Cultural Office ▪ Initiatives to promote culture ▪ Leipzig City Police
Social Innovation Methodology	The coordination office seeks to involve new and more informal actors to create security and to network with different initiatives. It mediates between the political, economic and individual interests of citizens.
Limitations	The city has published a fairly comprehensive concept paper, but there is no information on the impact of the measures.
Sustainability	<p>An effective coordination office for night life suitable for the city of Leipzig was developed from the findings of the existing concepts.</p> <p>The Leipzig Night Mayor Coordination Group has been meeting since November 2019 to develop a joint concept for a coordination office to promote and support nightlife in Leipzig. It was formed from the participants of the Night Mayor workshop in September 2019. This workshop was based on the research work of Kordula Kunert, who presented different models of night culture representation in Europe.</p> <p>Based on knowledge from Zurich, Vienna, Mannheim, Berlin, Groningen and Amsterdam, and taking into account the conditions in Leipzig, Leipzig developed its own concept, tailored to local conditions.</p> <p>Closely related to the social innovations "nachtsam" and "night mayor"</p>

DE-05: Holistic violence prevention concept for the city of Freiburg

Abstract	Concept for the security of women.
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Source Material	https://www.freiburg.de/pb/1906825.html Saskia Kretschmer, Renate Schwarz-Saage, Sabine Burkhardt und Tim Lukas 2024: Blinde Flecken und unsichere Orte. Bedarfe der Prävention von geschlechtsspezifischer Gewalt im öffentlichen Raum. In: Schüttler, Helena and Lutz, Paulina and Werner, Maja and Steinl, Leonie and Schuchmann, Inga and Krieg, Yvonne and Çelebi, Dilken Sexuelle Selbstbestimmung und geschlechtsspezifische Gewalt. Nomos. (doi.org/10.5771/9783748941262)
Location(s) of Implementation	City of Freiburg, Germany
Contextual Characteristics	As part of the implementation of the Istanbul Convention at local level, the city of Freiburg is promoting the networking of relevant stakeholders in professional circles within and outside the city administration. The increased involvement of representatives from institutions and interest groups, e.g. in the fields of sport, education, integration assistance and the queer community, has shown how great the need for information and networking actually is.
Time of implementation	2022- 2023
Organisations in Charge	City administration Freiburg
Priority Area(s)	Women safety in crowded spaces, party areas, public spaces.
Objective(s)	protection of women and girls
Vulnerable Populations Targeted	Women and girls living in Freiburg and frequenting public spaces

Case Study Description	<p>An inventory of existing violence prevention services serves as the basis for a holistic violence prevention concept. A facilitated event on the implementation of the Istanbul Convention identified needs for improvement and development. In the ongoing process, these findings will be further developed and possible new cross-institutional and tailor-made measures for the protection of women and girls will be coordinated, concretised, prioritised and proposed to the Freiburg City Council. The aim is to prevent or significantly reduce gender-specific violence through networking, intensive primary prevention and targeted educational work.</p> <p>Included measures are:</p> <ul style="list-style-type: none"> ▪ Development of a standardised risk assessment for public spaces by the police. ▪ In the area of intimate partner violence a police risk assessment procedure including a coordination unit has already been introduced in 2021. ▪ Elimination of areas of fear by means of walkabouts with citizen participation in the city districts ▪ self-assertion and self-defence courses for women and girls ▪ violence protection campaigns training of protagonists in the nightlife, e.g. through "nachtsam" for more safety in the nightlife in Baden-Württemberg (-> nachtsam is also a social innovation). ▪ One existing violence prevention measure is the Freiburg Women's Night Taxi.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Freiburg Office for Intervention against Domestic Violence (FRIG) ▪ various representatives of the city police Freiburg ▪ Freiburg counseling center "Frauenhorizonte" against sexual violence ▪ City of Freiburg
Social Innovation Methodology	<p>Networking, inventory of prevention measures, including target groups (vulnerable groups).</p>
Key Outcomes & Lessons Learned	<p>Success factors:</p> <ul style="list-style-type: none"> ▪ social orientation of measures and strategies ▪ importance in the political hierarchy ▪ combining forces for overlapping topics/target groups <p>The social prevention orientation of the Coordinating Council for Crime and Addiction Prevention (KKS), which is chaired by the Mayor for Social Affairs and the Vice-President of the Police, and the close cooperation between municipal crime prevention and the Department for Equal Opportunities (RfC) in the Mayor's Office, are seen by stakeholders as effective in steering this conceptualisation and negotiation process. There is a large overlap in terms of vulnerable groups; responsibilities should be well co-ordinated and synergies should be exploited.</p>
Limitations	<p>Effectiveness is difficult to measure using official crime rates: Due to increased prevention and campaigns in recent years, the number of reported cases has increased significantly. The assumption is that those affected will feel empowered, that they are being wronged and that they know better where to turn.</p>

DE-06: Panama – Where to go to Panama?

Abstract	Introducing a code word to help festival goers in an easy and uncomplicated way in any emergency situation.
Source Material	<ul style="list-style-type: none"> ▪ https://blog.fkpscorpio.com/frag-nach-panama-neue-bausteine-im-erfolgskonzept-fur-noch-mehr-sicherheit-auf-unseren-festivals/ ▪ Uefa Euro 2024 (gelsenkirchen.de)
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Various Festivals ▪ A recent example is the UEFA EURO 2024. The city of Gelsenkirchen
Contextual Characteristics	The barrier to contacting the police or other law enforcement agencies when you are in an emotional situation, for example because you have been touched unwillingly, is relatively high. Such situations have long been downplayed and were, and sometimes still are, commonplace at parties or festivals, especially when alcohol or drugs are involved. However, people often believe that it is not serious enough to report to the police. Despite this, people need help or want to leave the situation because they are overwhelmed. New ways need to be found to provide support in these situations.
Time of implementation	Various Festivals
Organisations in Charge	In 2017, FKP Scorpio was the first German festival organizer to introduce a code word to offer its guests simple and uncomplicated help in any emergency.
Priority Area(s)	Partys, events, festivals, nightlife
Objective(s)	Provide guidelines on how to find help in an emergency.
Vulnerable Populations Targeted	Festival-goers who are under the influence of alcohol or drugs or who have been harassed. Young women.
Case Study Description	<p>The festival crew, bar staff, security, paramedics, police and fire brigade are all familiar with the concept and can provide low-threshold assistance at any time. No questions will be asked. No one has to give a reason or explain themselves. Those seeking help are immediately taken into a protected environment to discuss what they need; this could be a glass of water, a few minutes' rest, a phone call to friends, or support from paramedics or the police.</p> <p>In Gelsenkirchen, people who need help during the EURO can contact the staff in the Fan Zone, at the Fan Meeting Points or at the Info Points. This could be bar staff, toilet cleaners, security staff or paramedics.</p> <p>If necessary, staff activate the 'PANAMA' team, which in Gelsenkirchen consists of an intercultural, multi-professional team of social workers and de-escalation trainers.</p>
Stakeholders Involved	Festival organizers, staff, security personnel, police

Social Innovation Methodology	Low-level, low-budget intervention, hoping to change the accessibility of help in uncomfortable situations.
Limitations	The measure only works if as many people as possible know the code word. Not much is known about the effectiveness of information campaigns. There are also signs at festivals to indicate who is available to help.
Sustainability	It is not only at festivals that uncomfortable situations can arise. If someone needs help, it is helpful to know the appropriate signals. Particularly in Bavaria, it is now common knowledge in most clubs and bars that the question "Is Luisa here?" is not really used to find a specific person. Women, in particular, who feel harassed or frightened can ask this question of bartenders, bar staff or bouncers and get immediate help.

DE-07: Night Life Mayor

Abstract	Night life mayors act as a central point of contact between all stakeholders in the night life scene and sometimes hold office hours to answer any queries concerning night life. They coordinate the urban management of nightlife at the administrative level.
Source Material	<ul style="list-style-type: none"> ▪ https://awarenessy.noblogs.org/files/2020/11/Konzept-Koordinierungsstelle-Nachtleben-Leipzig.pdf
Location(s) of Implementation	Various German cities such as: <ul style="list-style-type: none"> ▪ Leipzig ▪ Mannheim ▪ Aachen
Contextual Characteristics	For a long time, nightlife was seen mainly in terms of disturbance and potential crime. This perspective has changed to the extent that a vibrant nightlife is now seen as an economic factor to be promoted. Administrations are realising that the quality of nightlife is an attraction for tourists and also a factor in choosing a place to live. Feeling safe at night is a key factor in getting people, and often women, to go out at night. Alcohol and, to some extent, other drugs are part of a lively nightlife, but they carry risks of conflict or aggression. Nightlife therefore requires special attention to ensure that people feel safe and secure.
Time of implementation	ongoing
Organisations in Charge	<ul style="list-style-type: none"> ▪ City administrations
Priority Area(s)	Crowded Places, public places, transport and mobility
Objective(s)	Promoting a lively and safe night life
Vulnerable Populations Targeted	Women in night life

Case Study Description	<p>Night Mayors talk to local residents, night owls and bar owners, visit local committees and cultural centres and listen to the concerns and needs of nightlife. They act as a central point of contact between all these stakeholders and sometimes hold office hours to answer any queries.</p> <p>They provide information quickly and easily, for example on funding opportunities, contacts and current developments in a city's nightlife. As an interpreter, the Night Mayor tries to translate between the different languages of the administration and the independent scene and to explain the different perspectives. It additionally aims to establish a sustainable network of the various players in the nightlife scene.</p>
Stakeholders Involved	<p>Nightlife mayors network with all nightlife stakeholders:</p> <ul style="list-style-type: none"> ▪ Bar or club owners ▪ Event managers ▪ Guest ▪ Residents ▪ Police ▪ city administrations
Social Innovation Methodology	<p>Change of perspective: Instead of focusing on the disruptions and risks in and caused by nightlife, the opportunities and positive aspects of nightlife are emphasised. External communication is very positive about the need to promote a safe and respectful nightlife.</p> <p>A bottom-up approach: The aim is to take the needs of guests and the nightlife scene into account as much as possible and to support initiatives that are tailored to the needs of local people.</p>
Limitations	<ul style="list-style-type: none"> • Long-term commitment needed • Implementation depends on local urban structures and on the person filling the role of night mayor.
Sustainability	<p>In many cities, the nightlife mayors are part of a general concept for nightlife, which includes various measures such as nachtsam (case 03) or night life coordination (case 04).</p> <p>In addition to local networking, the Night Mayor's tasks also include nationwide networking. Several nightlife mayors from all over Germany founded the interest group "IG Nacht Konsil" in September 2022. The aim is to exchange information on the latest developments in the field of nightlife and best practice examples from other cities.</p>

DE-08: Stadt-Detektive – Neighbourhood detectives

Abstract	A participatory walk around the hood with children, asking them what they feel unsafe about in their neighbourhood.
Source Material	<ul style="list-style-type: none"> ▪ https://www.zukunft-hallschlag.de/sites/default/files/HalloHallschlagII_Ansicht.pdf ▪ https://www.stuttgart.de/medien/ibs/Web_Broschu-776-re_EW_Kinderbu-776-ro.pdf
Location(s) of Implementation	City of Stuttgart, Germany (Hallschlag)

Contextual Characteristics	<p>With the urban development programme “Socially Integrative City”, the German government has been supporting improvements in urban development and strengthening social cohesion in disadvantaged urban and suburban areas since 1999. The programme has a complex task. It combines structural investment in urban renewal with measures to improve living conditions in the district.</p> <p>The Hallschlag neighbourhood in the city of Stuttgart is the focus of urban development funding because of the concentration of social problems (poverty, unemployment, neglected buildings and public spaces, feelings of insecurity). As part of this funding, the needs of children in particular were to be identified in order to make them feel safer in their neighbourhood.</p>
Time of implementation	The first walkthrough with children took place in 2010, but an implementation guide was subsequently written and published in 2017.
Organisations in Charge	<ul style="list-style-type: none"> ▪ City administration Stuttgart
Priority Area(s)	Public Places
Objective(s)	Measuring and mitigating children’s feelings of insecurity.
Vulnerable Populations Targeted	children
Case Study Description	<p>In an initial meeting, the children suggest places that play an important role in their everyday lives. These are visited during the actual walkabout and the resulting discussions about the characteristics and qualities of the place are documented. It is useful to carry out the walkabout with several groups, taking into account different age groups and genders. This allows a differentiated view of the children’s perception of the spaces.</p> <p>They inspected playgrounds, football pitches and the paths they use to get to the nursery or school. They brought a long list to the final workshop in June 2010: Playground equipment was damaged or missing, many paths were more or less overgrown, and playgrounds were used as dog excrement bins. The district detectives documented all their observations in detail and even published a detective magazine.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Police, youth social work
Social Innovation Methodology	Take the perspective of groups of people who rarely have a say in urban safety issues. Talking to groups of people who are usually only talked about.

Sustainability	<p>German cities are increasingly working with standardised safety surveys that focus on subjective experiences and are designed to identify problem areas that city administrators need to address.</p> <p>Some examples are:</p> <p>Walk-around-the hood as a joint inspection with experts from the police, urban planning, regulatory authorities and academia to identify and evaluate factors influencing perceptions of security and to propose possible solutions. https://www.lka.polizei-nds.de/download/76439/Handreichung_Walk_around_your_Hood-KURBAS_Onlineversion.pdf.pdf;</p> <ul style="list-style-type: none"> ▪ Emoji Marker Mapping Method https://www.cuttingcrimeimpact.eu/download.php?fd=44&l=en&key=044b499009794d8151d7a2ae97167cc6 <p>Both methods are part of the INSIGHT tool, that was developed in the EU-Project Cutting Crime Impact (CCI) CCI Project - Cutting Crime Impact</p> <p>These surveys often focus on small, localised urban areas and specific public places identified as crime hotspots or places of fear.</p>
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DE-09: Walk around your hood

Abstract	<p>Walk around the hood is a good example of a guideline for on-site inspections of urban spaces in Germany. In German cities, safety audits are used to measure people's perceptions of safety in public spaces and to develop tailored solutions for local conditions. As part of these audits, interdisciplinary teams can be set up to examine the situation in specific urban spaces. The guidelines provide instructions on how to form a qualified team, inspect and assess the site and document the results of the inspection.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.div-city.de/wp-content/uploads/2019/09/202102024-Divercity_Handreichung_Web.pdf ▪ https://www.div-city.de/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ During the DIVERCITY study, audits were carried out in Bremen and Braunschweig. The city of Essen is currently using the audit for a security analysis.
Contextual Characteristics	<p>In Germany, citizens' perceptions of security are an important topic of academic and political debate. The state and security authorities see it as their responsibility to ensure not only objective but also subjective security. Every two years, the Federal Criminal Police Office (Bundeskriminalamt) therefore conducts a nationwide representative survey, which investigates both experiences of victimisation and perceptions of safety in public places.</p> <p>City administrations that deal with complaints about disorder and perceived insecurity carry out safety audits to identify which public places need action. In recent years, these tools have been professionalised and various manuals have been published for cities to carry out audits themselves or have them carried out by research institutes.</p>
Time of implementation	ongoing

Organisations in Charge	The DIVERcity research project was the responsibility of the State Office of Criminal Investigation in Lower Saxony. Partners in the project were the Lower Saxony/Bremen Association of the Housing and Property Industry and the German Institute of Urban Affairs (Difu).
Priority Area(s)	Public spaces, crowded spaces.
Objective(s)	<p>The research project looks at what local authorities, housing associations, the police and academics can do to ensure that people feel safe in their neighbourhoods. But also how can police knowledge be integrated into planning processes? Can crime prediction contribute to urban planning? What role can the housing industry play in developing safe living conditions and safe neighbourhoods? How can local actors work together to develop diversity-based strategies, policies and measures for order and safety in changing urban neighbourhoods?</p> <p>In order to integrate safety aspects into the planning and design processes for public spaces, a safety audit has been developed to assess local conditions and identify urban development measures that can remedy them.</p>
Vulnerable Populations Targeted	Marginalized communities.
Case Study Description	<p>One result of the DIVERCITY project is a handbook for carrying out an interdisciplinary (urban) neighbourhood inspection 'Walk around your hood'. The systematic inspection can be used to identify both structural and socio-spatial aspects that can enhance or detract from feelings of security.</p> <p>The reason for an on-site inspection can be the occurrence of (public order) problems in a neighbourhood or in a specific public space.</p> <p>An on-site inspection takes a professional look at everyday use and assesses the quality of a space from a safety perspective. The on-site inspection serves to link subjective safety and structural-spatial aspects. It also serves to sensitise the responsible stakeholders to safety-related aspects and enables them to take a differentiated view of usage requirements. In this way, the quality of the built environment and the public's perception of safety can be sustainably improved. The aim of the on-site inspection is to identify potential risks that could affect people's perception of safety.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ City administrations ▪ Housing industry ▪ Police ▪ Academia ▪ Citizens

Social Innovation Methodology	<p>Cities have recognised that they can be proactive in addressing problems, rather than reactive to an acute onslaught of complaints. They are analysing safety concerns more systematically. They involve different community groups, sometimes consulting marginalised people. In order to keep the barriers as low as possible, for example, a smiley survey form has been developed that requires very little text but allows people to express their perceptions of safety through images.</p> <p>On-site inspections can bring together different professions and groups of people to discuss the situation on the ground and share their perspectives. This strengthens the networking of different actors, introduces new perspectives depending on the choice of participants and ensures the participation of an interested public.</p>
Sustainability	<p>Various security audits have been developed and implemented, and as security audits become more common, more tools and templates are available, and more councils use them.</p> <p>Other good examples are:</p> <ul style="list-style-type: none"> ▪ Neighbourhood detective (Stadt-Detektive Stuttgart) SIS Case 08 ▪ A guide to planning and conducting security surveys in the context of crime prevention: https://www.kkp-bw.de/files/dateien/pdf-veroeffentlichungen/Handreichung-Sicherheitsbefragung.pdf

DE-10: Event App "SafeNow"

Abstract	<p>The Munich Oktoberfest 2024 is using an app to respond quickly and easily in an emergency. Security staff can be reached at the touch of a button and can also form private groups in the app to alert each other quickly and discreetly if something goes wrong.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.msn.com/de-de/finanzen/top-stories/diese-app-brauchst-du-f%C3%BCr-deinen-oktoberfest-besuch/ar-AAIqvxmf?ocid=BingNewsSerp ▪ https://de.safenow.app/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Munich Oktoberfest
Contextual Characteristics	<p>The Munich Oktoberfest, also known as the "Wiesn," is the world's largest folk festival. Held annually in Munich, Germany, it spans over two weeks from mid-September to the first Sunday in October. About 6 million people attend the Oktoberfest each year (up to 500 000 people per day).</p>
Time of implementation	<p>ongoing</p>
Organisations in Charge	<ul style="list-style-type: none"> ▪ City administration Bremen
Priority Area(s)	<p>Public spaces, crowded spaces.</p>
Objective(s)	<p>Provide immediate help in emergencies.</p>

Vulnerable Populations Targeted	No specific target group.
Case Study Description	<p>The Munich Oktoberfest 2024 is using an app to respond quickly and easily in an emergency. Security staff can be reached at the touch of a button and can also form private groups in the app to alert each other quickly and discreetly if something goes wrong.</p> <p>Thanks to the location system with Bluetooth beacons, help can be sent with meter accuracy. The app also assists waiters and waitresses when guests get pushy or there is a ruckus. Outside the defined zones, you can create a private security system. When the button is pressed, contacts in a pre-defined group will receive an alarm, overriding Do Not Disturb or Silent mode.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Chief of Security of the “Schottenhamel Festhalle” Felix Lechner ▪ Patrick Burkhardt, manager of the “089” bar, who has been using the system for a year.
Social Innovation Methodology	Using swarm intelligence and digital solutions to react quickly in case of emergencies.
Limitations	Internet access is required to use the application. The provider is already working on making it possible to send an alarm even if there is no reception, for example from a basement or underground car park.
Sustainability	<p>The application does not collect any data. It is ad-free and financed by investments from zone partners. These now include Deutsche Bahn, with zones in Berlin and Hamburg, and swimming pool operators.</p> <p>Last year, the multilingual app was already introduced in the Schottenhamel Festhalle* and the Munich clubs “Pacha” and “089 Bar”. This year the Armbrustschützenzelt and the Wiesnclub are also “SafeNow Zones”.</p> <p>*Schottenhamel Festhalle is one of the beer tents at the Munich Oktoberfest. Beer tents are designed to accommodate large numbers of people for drinking beer, eating traditional foods, and enjoying live music. Schottenhamel Festhalle can accommodate around 10,000 guests. This includes approximately 6,000 seats inside the tent and an additional 4,000 in the beer garden outside.</p>

DE-11: Urban conflict management

Abstract	Urban conflict management draws on findings from the science and practice of conflict counselling and mediation and applies them to conflicts in public spaces, such as, noise, partying, loitering, etc. Conflict managers approach the parties to the conflict, talk to all sides, inform them of the applicable rules and work with them to find solutions to the conflict in question.
Source Material	<ul style="list-style-type: none"> ▪ https://www.div-city.de/wohnen-und-nachbarschaft/praxisbeispiel-augsburg-urbane-konfliktpraevention/ ▪ https://www.augsburg.de/buergerservice-rathaus/kommunale-praevention/oeffentlicher-raum/urbane-konfliktbearbeitung
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ City of Augsburg, Germany

Contextual Characteristics	In some public spaces in Augsburg, as in other large cities, social incivilities lead to irritation and insecurity in certain places, for example noise, litter or vandalism. In order to prevent conflicts between different groups of public space users, the city of Augsburg has strengthened cooperation between local stakeholders to develop coordinated solutions and needs-based designs and uses for public spaces. In 2009, the Urban Conflict Prevention unit was set up with the aim of improving the subjective perception of safety and objective security in public spaces and promoting peaceful coexistence and social diversity in urban districts.
Time of implementation	Ongoing.
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Augsburg, Office for Municipal Prevention (BKP) (part of the Department for Citizens' Affairs, Order, Personnel, Digitization and Organization)
Priority Area(s)	Public spaces, crowded spaces.
Objective(s)	<p>Public spaces play an important role in society, not only as places to spend leisure time, but also as meeting places for all social groups and generations. Against the backdrop of densifying and fragmenting urban spaces, which are increasingly characterised by mobility, regulation and consumption, it seems necessary to focus on demand-oriented use options for public spaces.</p> <p>Urban Conflict Transformation (UCT) Augsburg has therefore set itself the goal of continuously observing life in public spaces in the context of district networks with regard to their opportunities and challenges, and of developing suitable measures at an early stage. The principle is that all members of urban society should be able to use public space according to their needs. No group or individual should be restricted or even prevented from using it by another group or individual.</p>
Vulnerable Populations Targeted	Marginalised groups present in public places.

Case Study Description	<p>The approaches of Urban Conflict Management (UMC) are based on three central instruments of socio-spatial prevention practice and are implemented under the leadership of the intervention groups. The instruments are:</p> <ul style="list-style-type: none"> ▪ socio-spatial conflict analysis and management ▪ socio-spatial monitoring ▪ socio-spatial prevention promotion and support <p>When a conflict arises in a public space, the views and needs of all parties to the conflict are collected and analysed in the intervention groups. Based on the information gathered and taking into account the conflict constellation, solutions are then developed and negotiated with the conflict parties and members of the intervention group.</p> <p>Socio-spatial monitoring is a basic prerequisite for conflict prevention in public spaces. By constantly analysing the situation at informal and formal meeting points in public spaces, conflicts can be identified at an early stage and preventive measures can be taken to avert conflict situations.</p> <p>In addition, Urban Conflict Management supports and promotes socio-spatial projects and voluntary work that address aspects of socio-spatial resilience (e.g. cohesion). The aim is to strengthen neighbourhoods, prevent conflicts and find peaceful solutions to conflicts. The main starting point for this is the established prevention groups, in which social</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Police Department ▪ Public order office ▪ Town planning office ▪ Social welfare office ▪ Health Department ▪ Social Work Department ▪ Local businesses ▪ Schools ▪ Civil society associations
Social Innovation Methodology	<p>Evidence based:</p> <p>Urban conflict management is a relatively new concept in German practice, but one that is now well developed. It draws on findings from the science and practice of conflict counselling and mediation and applies them to conflicts in public spaces.</p> <p>Empowerment and engagement:</p> <p>Conflict management involves an initial on-site conflict analysis. Conflict managers approach the parties to the conflict, talk to all sides, inform them of the applicable rules and work with them to find solutions to the conflict in question. The focus is on clarifying and coordinating responsibilities and activities. Only communication tools are available here - other actors are needed for other activities and measures. Conflict management becomes active when street workers or the police are not responsible.</p>

Sustainability	<p>Allparteiliches Konfliktmanagement in Munich</p> <p>Another very good example of urban conflict management is the All-Party Conflict Management (AKIM) in Munich, which started in 2014. A coordinating position was created in the social department and a team of conflict managers was formed (four full-time positions and additional volunteers for the "season").</p> <p>AKIM intervenes in conflicts over the use of streets, squares and parks throughout the city in a low-threshold, mediating and calming manner. AKIM focuses on night-time partying, homeless people and loitering in public spaces, conflicts in and around refugee accommodation, and conflicts in parks with young people or dog owners.</p> <p>More information:</p> <ul style="list-style-type: none"> • https://www.sozialraum.de/akim-allparteiliches-konfliktmanagement-in-oeffentlichen-raum-der-stadt-muenchen.php • URBANE FREIRÄUME - Qualifizierung, Rückgewinnung und Sicherung urbaner Frei- und Grünräume (hcu-hamburg.de)
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DE-12: Quartiershausmeister (Caretaker)

Abstract	<p>At a very busy bus stop in Cologne, Germany, next to a shopping centre, neighbourhood caretakers have been deployed to manage various conflicts that are common in public spaces. The caretaker is there to ensure that the house rules are enforced. He or she maintains general order, is accessible and provides appropriate help. Small things, such as putting out new bins or repairing damage to the pavement, are done quickly. They can be recognised by their polo shirts with the caretaker logo or by their KVB uniforms.</p> <p>The caretakers also reach out to the homeless and drug addicts in the area to get to know them and establish a framework for how the public space can be used. The caretakers talk to people and remind them of the need to obey the rules.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://blog.kvb-koeln.de/die-kuemmerer-mit-feingefuehl ▪ https://www.stadt-koeln.de/politik-und-verwaltung/presseservice/temporaere-anlaufstelle-auf-dem-neumarkt
Location(s) of Implementation	Cologne's Neumarkt (public square in the city of Cologne)

Contextual Characteristics	<p>In 2019, a fundamental impulse was given to change the situation on Cologne's Neumarkt. Cologne's Neumarkt is a public square close to the city centre of Cologne that is showing signs of neglect and is associated with feelings of discomfort or insecurity for some people. The situation of the square became a topic of discussion in the Cologne City Council. At the time, the health department was already active with solution-oriented measures for the local drug scene. Others saw that the problems were more complex and formed a Neumarkt working group with a wide range of stakeholders to develop a perspective that focused on the urban area as a whole. Together with the Neumarkt Citizens' Initiative, IG Neumarkt¹, Cologne Public Transportation (KVB), IHK², Waste Management Company of Cologne and many other stakeholders, a 'Neumarkt Local Agenda' was developed. The first measures started in 2020. One of them describes the concept of "caretakers".</p> <p>Note:</p> <ol style="list-style-type: none"> 1. The Interessengemeinschaft Neumarkt e.V. (IG Neumarkt) brings together all those who feel connected to the Neumarkt area: Entrepreneurs, investment companies, professionals, property owners and residents. As a registered association, it represents the interests of its members vis-à-vis the administration, politicians and the general public. 2. The Cologne Chamber of Industry and Commerce (IHK) is a network of companies in the region.
Time of implementation	2020 - ongoing
Organisations in Charge	<ul style="list-style-type: none"> ▪ City administration Cologne: Center for Crime Prevention and Security of the City of Cologne ▪ Cologne Public Transportation (KVB)
Priority Area(s)	Public spaces, crowded spaces, stops and stations, malls.
Objective(s)	Raise subjective security in public spaces and transport by providing local contact persons if problems or insecurities arise
Vulnerable Populations Targeted	Drug users, homeless.

Case Study Description	<p>Neumarkt is a meeting point for different user groups that need to be harmonised. From Monday to Friday, around 158,000 people get on and off the bus there every day. The quality of the stop and its access routes is of great interest for the comfort of public transport users. For this reason, the Kölner Verkehrsbetriebe (KVB) have been involved in the development of a 'Neumarkt Local Agenda'. KVB also owns the HUGO Passage (shopping arcade) in the underground station. Here, too, passers-by and customers should experience a high quality of stay. From the KVB's point of view, this also serves to protect the area, as attractive shops and the presence of many people prevent social neglect.</p> <p>The caretaker is there to ensure that the house rules are enforced. He or she maintains general order, is accessible and provides appropriate help. Small things, such as putting out new rubbish bins or repairing damage to the pavement, are done quickly. They can be recognised by their polo shirts with the caretaker logo or by their KVB uniforms.</p> <p>The caretakers also approach homeless people and drug addicts in the area to get to know them and establish a framework for how the public space can be used. The caretakers talk to people in Neumarkt all the time, reminding them of the need to stick to the rules.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ City administration ▪ Neumarkt working group ▪ Neumarkt Citizens' Initiative, ▪ Cologne Public Transportation (KVB), ▪ Waste Management Company of Cologne ▪ The Interessengemeinschaft Neumarkt e.V. (IG Neumarkt) brings together all those who feel connected to the Neumarkt area: Entrepreneurs, investment companies, professionals, property owners and residents. ▪ The Cologne Chamber of Industry and Commerce (IHK) is a network of companies in the region. ▪ other stakeholders
Social Innovation Methodology	<p>To improve perceptions of security, stakeholders have not relied on a single measure but have developed a comprehensive approach that addresses multiple causes of insecurity. This approach has been developed in collaboration with various stakeholders and considers the interests of marginalised groups. A path of mediation between different interests is chosen, rather than the total exclusion of certain groups.</p>

Key Outcomes & Lessons Learned	<p>Derelict public spaces used mainly by marginalised social groups have a frightening effect on some members of urban society without posing any particular security risks. Citizens' perceptions of security are more related to public order problems such as littering, dog fouling, public urination, disturbance of the peace, consumption of alcohol or drugs, and sleeping in public spaces. If these incivilities occur frequently, it leads to avoidance behaviour on the part of other city residents. Social control in these places' decreases, nobody feels responsible for these spaces and they become inhospitable. People who pass through these public spaces get the feeling that there is very little social cohesion and that no one would care if they were the victim of a crime. This creates feelings of fear. That is why cities in Germany are trying to upgrade such "places of fear" with different strategies: On the one hand, they want to prevent or reduce certain types of behaviour (such as drug use and the permanent occupation of public spaces and seats) by means of police checks, residence bans or defensible spaces. On the other hand, they want to make the spaces more attractive for different user groups by creating offers (fountains, playgrounds, markets, festivals, etc.). An important point to keep these spaces hospitable is to give the feeling that someone feels responsible for this public space. This is what the Caretakers are there for. They show that someone feels responsible when rules are not followed, or people treat each other inconsiderately.</p> <p>However, experience shows that the situation deteriorates when the Caretakers are absent. A permanent presence, especially in the evenings and at night, is almost impossible to achieve.</p> <p>In addition, Caretakers alone would be a less promising intervention. It needs to be accompanied by other initiatives to address issues such as homelessness, drug use or mental illness.</p>
Limitations	<p>See above</p>
Sustainability	<p>Caretakers are only one measure out of a holistic local agenda to improve the security situation at Cologne's Neumarkt. The drug consumption room in the Neumarkt area, for example, is already bringing relaxation to the square. The Cologne Health Department (ASC) is responsible for running the room, which is also used for relaxation and personal hygiene. With around 40 street workers, the ASC works with addicts to control the drug scene.</p> <p>Part of the "Neumarkt Local Agenda" is to revitalise the square with special offers to increase social control: For example, the former fountain on the west side is to be reactivated, Graffiti and other incivilities will be quickly and reliably removed. The public toilets will be improved. There should be more and better parking for cyclists, and a weekly market is being considered. And the square will be brought to life with festive activities. Sporting events such as basketball, beach volleyball, etc. are also being considered. Of course, the Christmas market and the Roncalli Circus also belong in the square.</p> <p>A similar concept is implemented by the city of Essen with the Quartiershausmeister (neighborhood concierge). They also serve as contact persons but have a stronger focus on waste, as illegal dumping of waste in public places is a problem.</p> <p>https://www.cse.ruhr/soziale-dienste-gefaehrdetenhilfe-quartierentwicklung/quartierhausmeister/</p>

DE-13: Station Sponsorship

Abstract	At some stations, committed citizens have taken on a sponsorship role. They ensure that their station remains clean, functional and well-maintained by informing the station management of deficiencies such as missing timetables, heavy soiling or damage. Their reports help to increase the sense of security in the stations.
Source Material	<ul style="list-style-type: none"> ▪ https://download.vvs.de/882.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Public transportation in the Stuttgart area
Contextual Characteristics	In Germany, train and bus stations are usually located in the city centre (even in smaller communities) and are surrounded by shopping and residential infrastructure. They are therefore central points of identification for communities and important public places frequented by many people. Because of their centrality, they are also prone to conflict, alcohol or drug use, loitering, littering, etc. As a result, public debate often revolves around the feeling of insecurity in these central places that everyone wants or needs to use. Feelings of insecurity arise when these stations feel neglected or abandoned. Communities are therefore trying to improve subjective security at stations so that passengers and residents feel more comfortable and use the trains more frequently.
Time of implementation	Ongoing.
Organisations in Charge	<ul style="list-style-type: none"> ▪ German Public Transport (Deutsche Bahn) ▪ Public Transport Stuttgart (hvv)
Priority Area(s)	Public spaces, crowded spaces, public transport.
Objective(s)	Contain the drug scene in crowded public spaces, intensify support for drug users: drug counselling, safer use, etc.

Case Study Description	<p>Stations are flagships for public transport and for the city or town in which they are located. They play an important role for many people who travel by bus and train daily, as well as for local residents, because stations play a key role in shaping the environment in which they live.</p> <p>For this reason, a volunteer service called Bahnhofspaten has been set up to find people who want to look after 'their' station on a voluntary basis. They help to keep the stations clean and tidy so that passengers and residents feel safe and comfortable. This is particularly relevant for small stations, most of which are not staffed by the station operator (usually Deutsche Bahn) because this is no longer technically necessary for modern rail operations. Although it would be desirable for all stations to be staffed during operating hours to improve the quality of stay and social control, this will not be achievable in the long term due to costs.</p> <p>Each station sponsor is assigned a direct contact person (at Deutsche Bahn or at local operators). They can call or email them if they discover something at the station. The contact person will arrange for the defect to be rectified or provide the appropriate materials for the sponsors to act themselves.</p> <p>The station sponsorships work in very different ways. At the Endersbach S-Bahn station, the senior fire brigade paints over graffiti and looks after the green areas. In Stuttgart-Zuffenhausen, pupils from the Rilke secondary school keep an eye on the station. And in Oberesslingen, apprentices from a car dealership make sure their station is clean.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Public Transport ▪ Citizens ▪ City or town administrations ▪ Waste management companies
Social Innovation Methodology	<p>Involving citizens in the maintenance of public spaces, increasing their sense of responsibility, increasing social control.</p>
Key Outcomes & Lessons Learned	<p>Station volunteers can use their knowledge of the station environment, gained for example through their daily use of public transport, in a targeted and meaningful way. The activity benefits many passengers with little time investment. The station visitors themselves also benefit from an attractive station environment, which is achieved through their work.</p> <p>Reports from station visitors enable operators to respond more quickly to incidents. Faster response also reduces the "broken windows" effect ("where something is broken, you can break more"), which reduces the cost of maintaining the stations.</p>
Limitations	<p>Refers mainly to urban development measures, not to behaviour at stations. Responsibility for public spaces is created, but very limited to reporting visual disorders. It does not address the causes of littering or damage to property.</p>
Sustainability	<p>The state of North Rhine-Westphalia has adopted the concept of station sponsorship. North Rhine-Westphalia is one of the most densely populated states in Germany and has many public transport connections. Of the 775 stations and stops on its rail network (as of 09/2023), the vast majority are not staffed by local station operators (mostly Deutsche Bahn or InfraGO).</p> <p>https://infoportal.mobil.nrw/projekte/bahnhofspaten.html</p>

DE-14: Station environment coordination

Abstract	Station environment coordinators work with partners to assess the condition of stations and their surroundings and document the need for action. They then clarify responsibilities and coordinate the implementation of measures by partners such as security companies, district offices, police stations, the Hamburg city cleaning service, or the competence centre for a barrier-free Hamburg. These could be things like cutting back bushes, redesigning walls or reducing barriers for people with reduced mobility. As each station is different, the topics covered by the coordinators are very varied.
Source Material	<ul style="list-style-type: none"> ▪ https://www.hvv.de/de/haltestellenumfeld
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Hamburg S-Bahn stops, Germany
Contextual Characteristics	<p>When problems arise in public spaces, it is not always easy to identify the right person responsible. Some spaces are publicly owned, others privately owned, and the boundaries are not always clear. Private owners, including the Deutsche Bahn as a transport company, can assert domiciliary rights, hire private security companies and enforce the relevant rules. In public spaces, the public order office or the police are responsible for enforcing the rules. At stations, the dilemma becomes clear: Deutsche Bahn's sphere of influence extends to the canopy of the station building, while the station forecourt is public land and the local police or municipal public order service is primarily responsible. And there is another peculiarity: supra-regional stations are supervised by the Federal Police, as national transport is a federal task.</p> <p>As a result, there are barriers to solving local problems because of the need for coordination between the various authorities on who intervenes when and where.</p>
Time of implementation	Ongoing.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Public transport Hamburg
Priority Area(s)	Public spaces, crowded spaces, public transport.
Objective(s)	<p>Raise subjective security by maintenance of stations</p> <p>Create an action plan and clarify responsibilities</p>

Case Study Description	<p>Responsibilities around Hamburg's S-Bahn¹ stations are often not clearly defined. At the same time, the places and routes to and from the station are an important aspect of people's subjective security.</p> <p>This is why Hamburg's public transport company has set up a station environment coordination team. This team ensures that everything around Hamburg's S-Bahn stops is in order. It works closely with many different stakeholders concerned with safety, security and well-being on a local level. They assess the condition of stations and their surroundings and document the need for action. They then clarify responsibilities and coordinate the implementation of measures. This could be anything from neatly trimmed bushes to the design of wall surfaces or the reduction of barriers for people with reduced mobility. In this way, the team combines security with cleanliness, redesign and accessibility.</p> <p>S-Bahn is additional to Metro service in Hamburg, connecting urban and suburban areas (overground and underground). S-Bahn stations are often overground.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ the transport companies, such as S-Bahn Hamburg, Hamburger Hochbahn or Verkehrsbetriebe Hamburg-Holstein, the station operators DB Station&Service and DB Netz as well as the various security companies ▪ the district offices and police stations ▪ the Hamburg city cleaning service ▪ the competence center for a barrier-free Hamburg ▪ the P + R operating company ▪ Hamburg's authorities
Social Innovation Methodology	<p>Bridging a gap in responsibility by providing a dedicated point of contact to act as a liaison with other responsible parties and encourage co-operation.</p>
Limitations	<p>In Germany, the discussion about subjective security is very much linked to tidiness. Especially in well-situated urban areas, people are very sensitive to litter and other physical disorder. Scientifically, the link between disorder and subjective security is well established. In addition, the "broken windows theory" is still very popular among practitioners who hope to prevent crime by responding quickly to minor disorder such as graffiti. Measures to improve subjective security often focus on the physical environment, such as good visibility, lighting and tidiness.</p> <p>In this way, we are mostly treating superficialities and symptoms. What we really want to achieve is social cohesion. We want people to use public spaces, to feel responsible for their neighbourhood, to be considerate of others, to use social control to enforce common rules and to strengthen a good sense of community.</p> <p>Perhaps direct contacts such as station coordinators can help achieve this by encouraging people to act. If they know where to go and what to do, they may be more confident in responding to insecurity and misbehaviour.</p>
Sustainability	<p>The station environment coordinator combines his efforts with other/similar prevention activities. For example, there are campaigns in which school children collect litter from public areas as a class. The class that collects the most litter wins prize money from the public transport operator. If necessary, the station environment coordinator takes these campaigns to neglected stations. (https://www.hvv-schulprojekte.de/haltestellen-cleanup/)</p>

DE-15: Acceptance area Bremen main station

Abstract	The city of Bremen has designated a somewhat secluded street at the main railway station as a meeting place for the drug scene. The aim is to reduce the burden of public consumption on the city centre, but also to create a safer place for drug users.
Source Material	<ul style="list-style-type: none"> ▪ https://www.senatspressestelle.bremen.de/pressemitteilungen/anhoerung-zum-thema-toleranzflaeche-akzeptanzorte-am-bremer-hauptbahnhof-416817 ▪ https://www.senatspressestelle.bremen.de/pressemitteilungen/kurzfristige-massnahmen-der-drogenhilfe-am-hauptbahnhof-416957
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Main station Bremen, Germany
Contextual Characteristics	<p>In Germany, main stations are usually central points of entry to the city centre, surrounded by large plazas leading to shopping streets, restaurants, or bars – visitors and residents identify these areas as the 'faces of the city'. They are frequented by many different people and are prone to conflict, alcohol or drug use, loitering, littering, etc. In large cities, the drug scene is often present and is perceived as threatening by other city dwellers. As a result, authorities often try to reduce or eliminate the drug scene around the main station, which in some cases shifts the problem to other areas of the city. This raises the question of how to deal with drug users who part of the life of the city centre are.</p> <p>Dealing with the drug scene in public places has been a concern for urban safety stakeholders for decades. Approaches vary from city to city and change over time. They move along a continuum from repression and exclusion from popular public spaces to support, tolerance and participation. It remains to be negotiated how much of a scene is acceptable in which locations and how much control is necessary to prevent impoverishment. If support services are centralised, it is easier to maintain an overview of and contact with the scene, but if the scene becomes too large, it seems sensible to provide support services in a decentralised way, spreading the scene across different locations and reducing negative influences among members of the scene. The legal framework sometimes makes it difficult to deal with drug users when the possession, exchange or substitution of certain substances is illegal, and consumption rooms cannot be officially set up or are not visited to avoid prosecution.</p> <p>Under these conditions, sometimes unorthodox solutions must be tried out and risks must be taken in order to bring about real change.</p>
Time of implementation	ongoing
Organisations in Charge	City administration Bremen
Priority Area(s)	Public spaces, crowded spaces
Objective(s)	Contain the drug scene in crowded public spaces, intensify support for drug users: drug counselling, safer use, etc.

Vulnerable Populations Targeted	Drug users
Case Study Description	<p>Facing an increased proportion of crack cocaine users, the way in which drug users are treated in Bremen must be adapted. The serious health and psychological effects on users also increase the burden on public spaces. The city of Bremen introduced a series of measures that can be summarised as an acceptance area. Since September 2020, there has been a temporary drug consumption room in the immediate vicinity of the main railway station, which has been set up for safe and clean consumption, as well as a point of contact with support programmes. To bring together services for crack cocaine users and also provide services for heroin users, an integrated drug help centre will be established, combining a drug consumption room with various other support services that are currently provided in different locations.</p> <p>The location of the drug consumption room and other support services was chosen to be close to the main railway station, but on a somewhat secluded street with little through or public traffic. They surround a section of the street where the scene can easily gather, and seating and shelter are provided to make the site attractive for longer stays. This is to prevent the drug scene from meeting on the usual benches in the squares in front of the main station, which can make passers-by feel unsafe when they arrive at the main station.</p>
Social Innovation Methodology	To increase the sense of security of some citizens who feel unsafe due to the presence of the drug scene, drug addicts are not simply removed from certain public places. Instead, they are offered an alternative that takes their needs into account: a central meeting place in public life that also offers the opportunity to rest and where important support services can be found. This will enable the police and social workers to keep an eye on the situation and intervene in case of emergency.
Limitations	For most cities, it is difficult to find suitable sites in the city centre, as areas close to the centre are in high demand and commercialised.
Sustainability	<p>The acceptance area in Bremen can be seen as an experimental area now because, as far as I know, only a few cities currently have an accepting attitude in inner city areas.</p> <p>However, a similar project is currently being implemented in the city of Münster, where the joint use of public space by the open drug scene and other citizens is being tested. I will also include this experiment as an SIS: "Bremer Platz Münster".</p>

DE-16: Shared use concept

Abstract	<p>At Bremer Platz in Münster, many people felt unsafe; the square was dirty, dark and a meeting place for the local drug scene, including drug use. Residents and a neighbouring school were disturbed by noise and threatening behaviour. With the gentrification of inner-city areas, the demand for a safe, attractive public space has increased. At the same time, the drug scene needs a central place to hang out because that is where the support system is. The city therefore decided to create a park where both visitors and residents would feel safe and comfortable, while the drug scene would be able to retreat to one part of the park. This shared use, or rather tolerated coexistence, is accompanied by neighbourhood management.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://www.stadt-muenster.de/bremerplatz ▪ https://ms-aktuell.de/aktuelles/bremer-platz-ein-platz-fur-alle-in-munster/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Main station area in Münster, Germany (Bremer Platz)
Contextual Characteristics	<p>Although the area behind Münster's main railway station is a residential area, for a long time it was not much used by public traffic. Visitors to the city centre tended to leave the station building on the other side, which meant that the Bremer Platz tended to be neglected in terms of urban planning. The open drug scene had long made the small park its own, meeting and using there. Over the years, however, the entire inner-city area has been increasingly upgraded and gentrified. The old harbour area (Hansaviertel) has been transformed with many attractive shops, bars and cafés. To get there, you will inevitably pass by Bremer Platz.</p> <p>In addition, new high-quality properties have been built between the park and the station building. Investors, owners and tenants are increasingly pushing for the park to be upgraded and not fall into disrepair because of being used by the drug scene. At the same time, however, the city administration is aware that the city offers few alternatives for people involved in the drug scene. The side streets around Bremer Platz have long been home to social drug help facilities. The help system is therefore in place and can hardly be moved.</p> <p>Overall, the city tends to have an accepting attitude towards drug use. The assumption is that it is difficult to reduce drug use through repressive measures. It may only be possible to mitigate the negative consequences of drug addiction by offering help. At the same time, the negative consequences of an excessively large scene for residents and visitors should be limited: Noise, threatening gestures, dirt and rubbish, syringes lying around.</p> <p>Due to the lack of alternative locations and the realisation that there must be central locations for the drug scene, the city has opted for a shared use concept for Bremer Platz. The aim is to create a beautiful park for residents and visitors while at the same time retaining part of the park as a place for the scene to hang out.</p>
Time of implementation	Ongoing.
Organisations in Charge	City administration Bremen
Priority Area(s)	Public spaces, crowded spaces, drug scene, city centre.
Objective(s)	Contain the drug scene in crowded public spaces, revive an attractive public space, social diversity, reduce feelings of insecurity, reduce public disorder.
Vulnerable Populations Targeted	Drug users.

Case Study Description	<p>The park on the east side of the station is divided into three zones to meet different needs. To the south of the square is a recreation and exercise area that can be used for neighbourhood events. The neighbouring Montessori school can use the area as a 'green classroom'. Playground equipment, a table tennis table and a gym are suitable for different age groups. The central area acts as a pathway and gateway to the Hansaviertel¹. Seating and a fountain offer opportunities to relax and cool off in the summer heat.</p> <p>The northern part of the square is reserved for the open drug scene. Durable awnings provide shelter and steel slats provide privacy. A new toilet facility, plants and seating areas make it more attractive for drug users to stay longer.</p> <p>The Hansaviertel, also known as Hafenviertel or Hafen-Neustadt, is a vibrant district in Münster, Germany. The area is known for its mix of residential and commercial space, with a lively atmosphere that includes popular nightlife spots, restaurants and cafes.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ the neighbouring school ▪ investors and shop owners of the adjacent properties ▪ local social institutions ▪ the police ▪ regulatory authorities ▪ people in the drug scene
Social Innovation Methodology	<p>The redevelopment of the square will be accompanied by long-term neighbourhood management and has been designed with the help of various participatory measures. Two social workers were recruited for the neighbourhood management to ensure that the concerns of all interested parties were considered in the planning process.</p> <p>They held discussions with residents, teachers from the neighbouring school, investors and shop owners of the adjacent properties, local social institutions, the police, regulatory authorities, and people in the drug scene. A pavilion was specially set up in the square for the scene so that drug users had enough time to express their views. The initial planning draft was evaluated by a scientific institution, which itself reached out to as many interest groups as possible.</p>
Key Outcomes & Lessons Learned	<p>The recreation area provides a central point of contact and a safe space for people involved in the drug scene. The central location makes it possible to target those affected and refer them to help. At the same time, the recreation area strengthens social control and helps to limit the spread of the drug scene into residential areas. The Public Order Department is coordinating with the police to carry out increased patrols and special checks to further improve safety and order.</p>

Limitations	<p>Obviously, the expectations of the square are very high, as many interest groups articulate different needs. However, the area of the park or square is limited. It remains to be seen whether shared use can work in the long term. It is clear that an attractive redesign of the square alone will not be enough. The neighbourhood management will remain in place and will have to constantly mediate between the wishes of residents, visitors and drug users, whose behaviour is sometimes perceived as frightening. One concern is that if the scene does not confine itself to the designated area but takes over a larger part of the park, social diversity will be lost and other people will be discouraged from staying in the park.</p> <p>Expensive: The total cost for the redevelopment of Bremer Platz amounts to 2.95 million euros. Sixty percent of the sum comes from grants from the state and federal government. The city's own contribution is just under 1.2 million euros. (This only concerns the redevelopment; it does not include the costs for neighbourhood management. I am not sure if the participation process and the evaluation are included in these costs.)</p>
Sustainability	<p>The redevelopment of Bremer Platz has received a lot of media attention because such a concept of shared use is extraordinary in Germany. I think many other cities are watching this pilot project closely to see if the concept can transform the original fear zone of Bremer Platz into a popular place to stay.</p> <p>A slightly different approach for an acceptance area for the inner-city drug scene was described in SIS Case 15, the acceptance area at Bremen Central Station. The attitude is similarly accepting, but the location for the scene was moved to a somewhat more remote street, out of sight of the visitor flows of Bremen's city centre. However, such an approach is more difficult to implement in Münster because there are hardly any suitable areas in the city centre.</p>

DE-17: Stuttgarter Wasenboje/ Safe Space at the Stuttgarter Wasen

Abstract	<p>The "Wasenboje" is a safer space at the Cannstatter Wasen that is specifically aimed at girls, women and anyone who identifies as such. The Wasenboje is a pilot project of the Municipal Crime Prevention Department and the Equal Opportunities Department of the City of Stuttgart.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.cannstatter-volksfest.de/de/service/wasenboje/ ▪ https://www.linkedin.com/posts/marc-reinelt-b2201a247_sicherheit-von-frauen-und-m%C3%A4dchen-auf-dem-activity-7251914298975731712-sdh_?utm_source=share&utm_medium=member_desktop
Location(s) of Implementation	<p>Stuttgart (Cannstatter Wasen)</p>

Contextual Characteristics	With the signing of the Istanbul Convention, the issue of preventing violence against women has once again come to the fore for city administrations. At the same time, the number of cases of domestic violence against women has increased during the pandemic, and safety surveys have repeatedly shown that women feel significantly less safe than men in public places. Additionally, in Germany, the cases of sexual harassment of women in the #me too movement have also caused a great stir. Overall, the issue of women's and girls' safety has been discussed and addressed more in recent years, as reflected in various measures specifically aimed at women. In the past, these often included specially lit parking spaces for women, hotlines that women could call on their way home to have someone to talk to, women's taxis that could be used at low cost, or actual accompaniment in cases of perceived insecurity. Currently, the measures are aimed at nightlife, parties and festivals, where women experience or are concerned about sexual harassment.
Time of implementation	Ongoing.
Organisations in Charge	Municipal Crime Prevention Department and the Equal Opportunities Department of the City of Stuttgart.
Priority Area(s)	Public spaces, crowded spaces, women, sexual harassment, safer space.
Objective(s)	Help for women and girls at parties and events, giving them a place to turn to in times of distress.
Vulnerable Populations Targeted	Women and girls
Case Study Description	If you have lost your group, need to rest, have had too much to drink or have been harassed, the Wasenboje is a good place to go. For example, women and girls can charge their mobile phones and find friends there. The Wasenboje team also helps with calling a taxi for a safe journey home or accompanies women and girls to the police if something has happened. Six professionals with a background in social work or psychology have been specially trained and are on hand to offer help and advice. The Wasenboje is open every day from 13.00 until the end of the festival – and even longer if necessary. It is easy to find with an illuminated 3D buoy on the roof.
Stakeholders Involved	Municipal Crime Prevention Department and the Equal Opportunities Department of the City of Stuttgart.
Social Innovation Methodology	For a long time, the issue of sexual harassment at parties and events was downplayed and trivialized. This was also done to avoid spoiling the mood of the partygoers and discrediting the events. The new initiatives make room for the problem that women are more likely to be assaulted in a boisterous atmosphere under the influence of alcohol. Actively addressing the issue of harassment at events may have the potential to make those affected feel that their experiences are being noticed and that attempts are being made to find solutions.
Key Outcomes & Lessons Learned	At this year's (2024) Cannstatter Volksfest, the Wasenboje volunteers were called upon more than 160 times. A quarter of the women and girls seeking help had been re-traumatized, knocked out or sexually abused.

Limitations	As far as I know, the Safe Space was tried out last year, but it was rather sparsely attended, possibly due to a lack of awareness. Critical voices were already questioning its usefulness given the cost, given that so few people used the space.
Sustainability	The initiative will continue at the Stuttgart's spring festival in April '25.

DE-18: Awareness Team

Abstract	A number of cities in Germany have started to use dedicated contact persons or teams at major city events to address the concerns, disputes and needs of visitors in a low-threshold way. The aim is to create a more accessible support service that operates below the threshold of police intervention. Awareness teams are trained to deal with aggressive individuals or distressed victims, but they often deal with less serious issues. These can include situations where someone is lost or has lost their friends, someone is too drunk to find their way home alone, or disputes need to be resolved.
Source Material	<ul style="list-style-type: none"> ▪ https://www.ndr.de/nachrichten/schleswig-holstein/Kieler-Woche-Mehr-Sicherheit-durch-Awareness,awarenessteamskiwo100.html ▪ https://weserreport.de/2022/10/bremen-bremen/panorama/mit-gespuer-fuer-mitmenschen/
Location(s) of Implementation	Kiel (Kieler Woche) Bremen (Freimarkt)
Contextual Characteristics	Kieler Woche, also known as Kiel Week, is one of the largest sailing events in the world and a major summer festival held annually in Kiel, Germany. Kieler Woche attracts around three million visitors each year (duration typically nine days). The Bremer Freimarkt, also known as the Bremen Free Market, is one of the oldest and largest funfairs in Germany. Held annually in Bremen, it spans 17 days attracting over four million visitors each year.
Time of implementation	Ongoing.
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Kiel ▪ City of Bremen
Priority Area(s)	mass events
Objective(s)	Provide low-threshold assistance when people feel unsafe or lost at mass events.
Vulnerable Populations Targeted	Intoxicated people, women, people who experience discrimination

Case Study Description	<p>Security staff know how to handle perpetrators and what to do with injured individuals. However, there is a grey area involving people affected by assaults or discrimination, or those who find themselves in situations where they feel helpless. This is where the awareness teams come in. Ideally, they help the affected individuals get back on their feet. In essence, awareness work means victim-oriented work.</p> <p>In Kiel, the awareness team can be summoned via QR code. These codes are placed in highly visible locations throughout the venue, and the team will come to assist at the location where the call for help originated. The codes serve two purposes: firstly, to provide access to trained, competent help, and secondly, to signal to others to pay attention if someone is in distress. The project aims to strengthen civil courage by offering people a low-threshold way to seek support. The hope is that more people will intervene if they have a clear idea of how they can act. In Kiel, the Awareness Team is operated by a commercial security company.</p> <p>In Bremen, the awareness team patrols the area in pairs (male and female) every day from late afternoon. They always walk against the flow of people to get a better view of the crowd and check corners (e.g. behind stalls) where people might retreat if they feel uncomfortable. However, they never intervene unless asked to do so. Internally trained staff are often educators or have a background in social work or psychology. They have a stationary container where a team is always present, while the other six to eight people (3-4 pairs) are patrolling the area.</p>
Stakeholders Involved	<p>The software for the QR codes that trigger an emergency call, the control centre, where the calls for help are received, and the location tracking is provided by a commercial company called 'SaferSpaces' https://www.saferspaces.io/. The control centre staff member calls for the police, paramedics, a security team or an awareness team, depending on the situation.</p> <ul style="list-style-type: none"> ▪ The Awareness Team is run by a security company ▪ In Bremen, the economic department has hired the security company. <p>Note: I think the city of Gelsenkirchen also involved volunteers in their awareness teams for UEFA EURO24. I can easily find out if we want to do more research.</p>
Key Outcomes & Lessons Learned	<p>It is important that the awareness teams are well known. Various methods are used to draw attention to the teams:</p> <ul style="list-style-type: none"> ▪ Typically, the teams wear high visibility neon pink vests ▪ commercial vendors at the events (such as stall holders) are informed about the initiative and distribute flyers ▪ Posters around the venue (in Kiel, a QR code can be used to call for help, the posters are marked with a location and the teams come to that location).
Limitations	<p>Scope: During Kiel Week last year (2023), the awareness team was called 5-10 times a day</p>

Sustainability	<p>Although the initiative is relatively new, awareness teams are already in place in several cities. In some cases, they are also used in conjunction with Safer Spaces, which act as a focal point for people who feel uncomfortable at an event. (see SIS 17 - Wasenboje)</p> <p>In Bremen, the concept has also been tested at other public events, and attempts have already been made to deploy awareness teams in public places around the city.</p> <p>Note:</p> <p>When I went to an outdoor electronic music event in Hamburg this year, there was also an awareness team there. They held up a stick with a glowing turtle on it, which was visible across the entire dance floor.</p>
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DE-19: Werkzeugkasten Kriminalprävention (Security toolkit)

Abstract	<p>The University of Tübingen, together with the University of Wuppertal, has compiled a collection of various measures that can be used by practitioners to improve security or the perception of security at railway stations and their surroundings. The collection was developed as part of a research project carried out in collaboration with three German cities. The project team found that most large cities face similar problems in and around central stations. However, as the cities have different approaches and prioritise different aspects of urban security, the collection has been designed to be relatively neutral. It provides a thematically structured overview of what has been done in other cities, including testimonials where available. Practitioners were particularly interested in finding out what had already been done where, so that they could possibly exchange experiences directly with another city.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://uni-tuebingen.de/fakultaeten/juristische-fakultaet/lehrstuehle-und-personen/lehrstuehle/lehrstuehle-strafrecht/stiftungsprofessur/haverkamp-rita/projekte/siba/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ City administrations
Contextual Characteristics	<p>In Germany, main stations are usually central points of entry to the city centre, surrounded by large plazas leading to shopping streets, restaurants, or bars - visitors and residents identify these areas as the 'faces of the city'. They are frequented by many different people and are prone to conflict, alcohol or drug use, loitering, littering, etc. In large cities, the drug scene is often present and is perceived as threatening by other city dwellers.</p> <p>City administrations repeatedly face similar problems, but they often lack the capacity to systematically analyse local conditions and find or develop suitable measures. The results provided by research projects on urban security are often in-depth and very specific, requiring resources to review, understand, and apply, which are sometimes lacking in city administrations. The toolkit fills the gap in information collections by presenting short, concise, and overview-like representations of the options available to city administrations</p>
Time of implementation	<p>The collection was finalised in 2020 and has not been updated since then.</p>

Organisations in Charge	<ul style="list-style-type: none"> University of Tübingen
Priority Area(s)	Public spaces, crowded spaces, central stations.
Objective(s)	Collection and presentation of crime prevention measures to inspire city administrations to increase subjective and objective security in central stations and their surroundings
Vulnerable Populations Targeted	Marginalised groups that are often present around central stations
Case Study Description	<p>The project team found that most large cities face similar problems in and around central stations. However, as the cities have different approaches and prioritise different aspects of urban safety, the collection has been designed to be relatively neutral. It provides a thematically structured overview of what has been done in other cities, including testimonials where available. Practitioners were particularly interested in finding out what had already been done where, so that they could possibly exchange experiences directly with another city.</p>
Stakeholders Involved	<ul style="list-style-type: none"> Universities of Tübingen and Wuppertal Cities of Düsseldorf, Leipzig and Munich Deutsch-Europäisches Forum für Urbane Sicherheit (DEFUS)
Social Innovation Methodology	In Germany there have been many measures and initiatives over the years to assess, explain and improve safety and the feeling of safety in public places. Scientific experts sometimes have a good overview of existing projects and measures, but it takes a lot of time to get this overview. Employees in city administrations sometimes do not have the time to gain this overview. There is no systematic training for administrative staff dealing with safety issues. Staff turnover can be high, and new staff may have to start from scratch. Knowledge management is therefore an important issue in this area: how can staff be provided with the broadest and most practical knowledge as quickly as possible? The toolbox is an innovative attempt to fill this gap.
Key Outcomes & Lessons Learned	The feedback from the communities has been very positive and the toolbox has become relatively well known, which is not a matter of course for safety projects. The toolbox is an easy basis for work because it is short on text and gives a broad overview. If you want to go into more detail, you can find additional information, links to relevant resources or do your own research.
Limitations	The scientific value of the toolbox is low. It does not analyse the implementation or impact of the measures. It is merely a value-free overview of existing practices. It includes repressive measures as well as social initiatives. It leaves it to decision-makers to set their own priorities.

Sustainability	<p>Several initiatives have been launched in Germany to provide an overview of the prevention landscape. In some cases, the collections are thematically limited to specific phenomena, such as violence against public service employees (police, fire brigade, other authorities [https://www.projekt-inge.de/praeventionsdatenbank.html]). Due to the temporary nature of project funding, these databases are created during the project period but are not maintained after the end of the funding period. The toolkit is a downloadable PDF document. It is easy to navigate and has a clear layout.</p> <p>In addition, the University of Wuppertal and DEFUS (German-European Forum for Urban Security) continue to organise seminars at which they invite experts to discuss selected challenges and measures together with practitioners.</p>
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DE-20: Mapping Drug User's Risk environment

Abstract	The open drug scene is usually perceived as threatening by mainstream society, but the risks it poses are mostly for the drug users themselves. To illustrate this change in perspective, 10 addicts were given disposable cameras in a research project and asked to photograph the open drug scene on Neumarkt in Cologne. The addicts were then interviewed to understand their perspective on the scene and the anxieties associated with being in public space.
Source Material	<ul style="list-style-type: none"> ▪ Köln: Einblick in die Drogenszene am Neumarkt - DER SPIEGEL
Location(s) of Implementation	Cologne Neumarkt (public space), Germany
Contextual Characteristics	<p>In Cologne's Neumarkt area, there has been a noticeable increase in the number of individuals consuming crack cocaine. This rise in usage has contributed to a heightened perception of threat among the public.</p> <p>Crack cocaine can induce aggressive and unpredictable behaviour in users, the presence of drug paraphernalia, such as crack pipes and needles, is more common. The visible health deterioration of users, such as extreme weight loss and erratic behaviour, further contributes to the perception of a threatening environment.</p>
Time of implementation	June 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ University of Wuppertal and University of Nürnberg (Technische Hochschule Nürnberg)
Priority Area(s)	Drug scene, public spaces, crowded spaces.
Objective(s)	Contain the drug scene in crowded public spaces, intensify support for drug users: drug counselling, safer use, etc.
Vulnerable Populations Targeted	Drug users.

Case Study Description	The research project aimed to conduct an in-depth analysis of the local drug scene in Cologne (Neumarkt). To enable drug users to articulate their views and needs, the research team first conducted 20 social space inspections to map the drug scene. This enabled the researchers to identify hot spots of drug use and different drug use habits. The next step was to use the participatory process of auto-photography, in which seven drug users independently selected and photographed places from their everyday lives. They then interviewed the photographers about the places and their experiences there. Some of the photos were altered so that no conclusions could be drawn about individuals. The research team sees the users of the open drug scene in Neumarkt as experts on their own living environment and wants to reconstruct their experiences and behavioural patterns in the social space. They were able to recruit participants with the help of the drug consumption room and the outreach addiction clearance of the Cologne Health Department. The research lasted from September 2022 to June 2024.
Stakeholders Involved	<ul style="list-style-type: none"> University of Wuppertal and University of Nürnberg (Technische Hochschule Nürnberg)
Social Innovation Methodology	Using auto-photography to engage with drug addicts in the open drug scene to capture their perspective on public spaces. The research team is planning to publicly exhibit the results of their study in Cologne soon. They want to use the pictures and maps to draw attention to the suffering of those affected and to bring their perspective into the public debate about the drug scene on Neumarkt.
Key Outcomes & Lessons Learned	Not yet available.
Limitations	The study was initially concerned only with drug users' perceptions of risk in public spaces; as far as I know, no measures have yet been developed to improve their situation.

DE-21: Stalking App

Abstract	A Stalking App for documenting stalking incidents using photo, video, and audio recordings. The incidents are stored chronologically and comprehensively on the smartphone and are considered full evidence by the police or in court.
Source Material	<ul style="list-style-type: none"> https://nostalk.de
Location(s) of Implementation	<ul style="list-style-type: none"> Main station Bremen, Germany
Contextual Characteristics	Under German law, stalking is a criminal offence and is defined as the deliberate and repeated following, harassing or stalking of a person in such a way as to threaten their safety and seriously interfere with their way of life. However, this offence is particularly difficult to prove because the individual incidents are often trivial; it is only when they accumulate that they become intolerable. It is only when this regularity or accumulation has been clearly demonstrated that the security authorities will take action. A victim gains credibility through documentation.
Time of implementation	The app is available since May 2019.

Organisations in Charge	<ul style="list-style-type: none"> ▪ The WEISSER RING e.V. (is Germany's largest non-profit organization dedicated to supporting victims of crime and preventing criminal acts) ▪ The WEISSER RING Stiftung (is a foundation established in 2012 to support victims of crime, promote crime prevention, and fund research in criminology and victimology. It complements the work of WEISSER RING e.V. by providing long-term financial support through the use of capital earnings from its endowment)
Objective(s)	Supporting victims of stalking in criminal prosecution.
Vulnerable Populations Targeted	Victims of stalking.
Case Study Description	<p>The NO STALK app is a kind of diary that allows you to document stalking incidents on your smartphone using multimedia. It is also possible to add written comments to each recorded incident regarding location, situation, witnesses and impact on yourself. All data is immediately encrypted on your smartphone and transferred to a secure data centre in Germany. The files are not retained on the smartphone. The recorded data can be downloaded via the separate, password-protected login area 'login.nostalk.de' and presented as full evidence to the police or in court.</p> <p>The NO STALK app also allows you to make an emergency call to the police, contact the WEISSER RING victim helpline or send an info SMS to a saved phone number. In emergency situations, there is also a special alarm button that alerts bystanders with a shrill tone.</p>
Stakeholders Involved	<p>WEISSER RING e.V.</p> <ul style="list-style-type: none"> ▪ WEISSER RING Foundation
Social Innovation Methodology	Empower stalking victims to act when faced with ongoing harassment.
Key Outcomes & Lessons Learned	NO STALK' was recognised as a lighthouse project in the "Google.org Impact Challenge" competition organised by Google.
Sustainability	The WEISSER RING has developed a comprehensive website to promote the app, which brings together information and support services for stalking victims.

Annex D: Full Case Studies – Greece

EL-01: REsilience without ViolencE, Resistance without haTe in Public Transport (RE.V.E.R.T)

	The project aims to create the conditions of a harmonious and friendly social ecosystem in public transport, promoting tolerance through resilience and resistance to hate and violence, by developing and pilot testing an innovative model of preventing and combating racism in public transport.
Source Material	<ul style="list-style-type: none"> ▪ https://www.oasa.gr/ ▪ https://www.revertproject.eu/ ▪ https://www.revertproject.eu/en/pilot-observatory/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/10/2018 to 30/09/2021
Organisations in Charge	<ul style="list-style-type: none"> ▪ National and Kapodistrian University of Athens (lead) ▪ OASA S.A.
Priority Area(s)	Security and security behaviour in public transport
Objective(s)	<ul style="list-style-type: none"> ▪ To improve responses to xenophobia within public transport, based on a targeted multi-stakeholder action plan and innovative resilience building and conflict resolution model ▪ To provide tools and engage and support drivers of public transport to prevent and confront xenophobia ▪ To enhance protection of migrants and refugees, promoting reporting of racist incidents in public transport and networking with competent authorities.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Migrants ▪ Refugees

Case Study Description	<p>To support the work of the drivers and ensure sustainability, continuity and multiplying effect of the model to be implemented, both executive members of the Athens Urban Public Transport and passengers using the transports daily will be involved in the project.</p> <p>Aiming at continuation and sustainability, executives will be trained in integrative conflict resolution and racist attacks reporting. Transferring expertise of this innovative model will provide the organisation with the opportunity to repeat and re-employ the model. The professional, then, acquires an important role of the mediator, who, as an official representative of a public institution, can become a point of reference and a model for the rest of the people.</p> <p>Finally, involving passengers at the early stage of the project and through dissemination of messages on proper ways and tips to handle situations of conflict and racist behaviour, we aim both at raising awareness and creating agents of peaceful and integrative resolution within the hosting community. In addition, migrants and refugees will be informed on their rights and steps to be followed in the case of being victim of racist violence.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ All stakeholders involved in the social ecosystem of public transport (drivers, passengers, migrants) ▪ Refugees and public transport stakeholders)
Social Innovation Methodology	<p>Collecting evidence from different stakeholders and perspectives. For this purpose, primary and secondary research activities are designed, including focus groups with drivers and key stakeholders, interviews with passengers and migrants'/refugees' victims of a racist attack within public transport.</p>
Key Outcomes & Lessons Learned	<p>The results of the project highlighted the need for continuous training and support of drivers on human rights issues and conflict resolution as well as the need for cooperation and implementation of further holistic interventions. In addition, it is worth noting that the educational process gave space and time to the participants to talk about violence in general, about the difficulties of their working conditions, about their feelings but also about their exploitation and management. Finally, the need for continuous awareness raising of passengers themselves regarding their rights and obligations was highlighted.</p>
Limitations	<p>The imprint of the COVID-19 pandemic seemed to affect to a significant extent the microcosm of urban transport and more specifically the interaction of drivers and passengers.</p>
Sustainability	<p>This project is co-funded by the Rights, Equality and Citizenship Programme 2014- 2020 of the European Union- REC-RRAC-RACI-AG-2017: 809116.</p> <p>To support the work of the drivers and ensure sustainability, continuity and multiplying effect of the model to be implemented, both executive members of the Athens Urban Public Transport and passengers using the transports daily will be involved in the project.</p> <p>Aiming at continuation and sustainability, executives will be trained in integrative conflict resolution and racist attacks reporting. Transferring expertise of this innovative model will provide the organisation with the opportunity to repeat and re-employ the model. The professional, then, acquires an important role of the mediator, who, as an official representative of a public institution, can become a point of reference and a model for the rest of the people.</p>

EL-02: European Bus Rapid Transit of 2030: electrified, automated, connected (eBRT2030)

Abstract	It is estimated that a third of the 200 000 buses in European public transport will be zero emission vehicles by 2030. In this context, the EU-funded EBRT2030 project will develop technology-focused key innovation solutions for European bus rapid transport (BRT). It will run seven demonstrations of BRT system innovative solutions in real operation. The project will also define a new European concept of BRT for the year 2030, benefitting from the evaluation, multiplication and replication of the real-operation test of innovations. The cities involved in the project will have BRT lines in operation or launched within 2023.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/101095882 ▪ https://ebrt2030.eu/about/ ▪ https://ebrt2030.eu/athens/ ▪ https://www.oasa.gr/en/portfolio/ebrt2030/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population Common use of Public Transport
Time of implementation	From 01/01/2023 to 31/12/2026
Organisations in Charge	<ul style="list-style-type: none"> ▪ International Association of Public Transport (UITP) (lead) ▪ OASA S.A. ▪ Institute of Communication & Computer Systems (ICCS) ▪ National Technical University of Athens (NTUA)
Priority Area(s)	Security and security behaviour in public transport.
Objective(s)	<ul style="list-style-type: none"> ▪ Flexible, economically viable, integrated, and synchronised eBRT solutions ▪ Advanced and predictive vehicle operation systems end-user comfort, safety and security ▪ Innovative, integrated and reliable charging solutions combined with automation and connectivity enablers ▪ Smart interoperable IoT monitoring platform for connectivity, fleet planning and charging management ▪ Validation and demonstration of innovative eBRT concepts in real-life public transport services ▪ Pathways for future replication including economically viable business models ▪ Definition a new European concept of BRT for year 2030
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Migrants, refugees

Case Study Description	<p>This pilot will see the revival and upgrade of a BRT-like express bus line (former X14 bus line) operated in the same corridor and following a BRT service concept during the Athens 2004 Olympics.</p> <p>The Athens EBRT line will showcase a hybrid charging concept, which will exploit existing trolleybus catenary combining typical, depot charging e-buses, trolleybuses and e-buses capable of using trolleybus catenary for opportunity charging (hybrid EBRT buses), using on-board chargers and pantographs.</p> <p>The line will connect the Fix metro station in the Athens downtown area and the Stavros Niarchos cultural centre, next to the Athens coastline (Athens Riviera), and will have a length of 4 km per direction. The line will operate along Syggrou corridor, a four-lane urban freeway.</p> <p>The core demo will focus on innovations mounted in hybrid EBRT buses, which will also include improved, multi-phase energy efficient traction motor, optimised power charging management software, tailor-made for catenary-based charging, lightweight battery box.</p> <p>From a service perspective, innovations will consider and exploit the options of 5G based connectivity IoT between vehicles and the eBRT control centre, a sensor-based system for passenger presence/counting in stops. This will allow skip stopping operations and a set of specially designed digital twin and data driven systems for combined operations and power consumption planning, based on different parameters such as the weather, expected loads and so on.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, academia, enterprise) ▪ Operators ▪ civilians
Social Innovation Methodology	<p>Co-creation approach through user groups, as relevant stakeholders will support the objectives of the project by providing their own input to the project's process of implementation.</p>
Key Outcomes & Lessons Learned	<p>Ongoing project - No substantial outcomes and lessons yet.</p>
Sustainability	<p>The Project is funded by the Horizon Europe programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by the several testing pilots that took place, over different cities and countries.</p>

EL-03: D6.5 –Report about demonstration and results in Athens Airport (SATIE Project)

Abstract	The main objective of this deliverable is to report on the performance of the Athens Airport demonstration, which was carried out under real conditions, utilising Athens Airport critical infrastructure. These scenarios incorporate a considerable number of potential cyber and physical attacks that could cause a devastating impact to airports operations and people's safety, defined in T6.2. Furthermore, the current deliverable is the outcome of T6.4 presenting information regarding the overall preparation and procedures of the demonstration (e.g. end-users trained for the demonstration and the experience they obtained through the use of the SATIE interface during the performance of the two threat scenarios, logistics and business and technical operations undertaken for the demonstration, etc.), the airport systems engagement in the demonstration and the systems integration to the SATIE solution through an emulation platform, the SATIE Tools that were demonstrated and evaluated through the execution of the two threat scenarios and the produced results, the evaluation and feedback received from external attendees and from interviews gained by end-users to refine the risk analysis.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/ ▪ https://satie-h2020.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/05/2019 to 31/10/2021.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Deutsches Zentrum für Luft - und Raumfahrt EV (German Aerospace Center EV) ▪ Satways Ltd. ▪ Athens International Airport S.A. ▪ Center for Security Studies (KEMEA)
Priority Area(s)	Security and security behaviour in public transport.
Objective(s)	The SATIE Solution adopts a holistic approach towards threat prevention, detection, response, and mitigation which can help airports to address cyber and physical attacks to the protection of critical systems and people's safety.

Case Study Description	<p>One of the most critical aspects of the SATIE project to illustrate and communicate its feasibility is the demonstration scenarios in different airport environments. The Athens Airport demonstration event was set up to implement this task and to create the opportunity to demonstrate SATIE solution efficiency and collect feedback from end-users and airport's stakeholders and security practitioners according to their operational and security requirements.</p> <p>The SATIE Athens Demonstration event was carried out on the 11th of June, 2021 at the Athens International Airport premises in Spata 19019 (postal code), Attica, Greece. Due to the COVID-19 health and safety protocols and travelling restrictions, it was a hybrid (virtual and physical) event, only web attended by external participants.</p> <p>During the demonstration event in Athens Airport the trained SOC and AOC operators used and validated the SATIE Solution in the scope of two realistic cyber and physical attack scenarios (as described in detail in the following sections). AIA in collaboration with KEMEA, the Project Coordinator, and other SATIE partners communicated the Athens demonstration event to a considerable number of end-users (i.e. airport operators, stakeholders and individual experts) and motivated them to participate in the testing and evaluation process of the SATIE Solution and its incorporated components.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, academia, enterprise) ▪ airport operators ▪ aviation experts ▪ civilians
Social Innovation Methodology	<p>Eighty-six (86) people were invited to the event in the Athens International Airport. They were representatives from different sectors such as EU airports, EC and EU agencies, policy makers, national agencies, physical and cybersecurity professionals, academia and industry of the aviation and cyber physical security domain. The demonstration event was attended by sixty-seven (67) people, twenty-two (22) of whom were external parties. Feedback from said parties strongly influenced the further development of the project.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Security practitioners and airport managers collaborate more efficiently to achieve the resolution of a crisis, when having a shared situational awareness like the one provided by SATIE. ▪ Involving citizens/end-users has facilitated the evaluation of the project output's effectiveness and the identification of potential obstacles regarding airport security, leading to its further improvement. ▪ Training material, provided by the project, on the full-scale SATIE Toolbox for airport security practitioners and best practices for updating airport security policy was highly appreciated, reviewed and updated by several European standardisation and regulation institutions.
Limitations	<p>Part of the project took place during the pandemic: several activities were moved online and the number of participants in the collaborative activities was reduced.</p>

Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. The original innovation plan was executed in several countries (Greece, Croatia, Italy) to ensure its effectiveness and showcase it as a training tool for airport security all over Europe. Certain partners developed their innovation even further than originally expected.
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EL-04: RESilient transport InfraStructure to extreme events (RESIST)

Abstract	<p>RESilient Transport InfraStructure to Extreme Events (RESIST) is a European Commission Horizon 2020 funded research project. The overall goal of RESIST is to increase the resilience of seamless transport operation to natural and man-made extreme events, protect the users of the European transport infrastructure, and provide optimal information to the operators and users of the transport infrastructure.</p> <p>To increase resilience, RESIST has developed an integrated, interoperable, and scalable safety/security platform to offer high levels of resilience and secure the nearly seamless transport operation in the event of critical structures subjected to extreme events. This is done by a multi-level approach which includes tools and technologies for designing:</p> <ul style="list-style-type: none"> ▪ preventive and predictive strategies for transport network resilience in terms of vulnerability and predictive analysis and risk assessment, ▪ reactive strategies in terms of emergency secure communication and on-demand rapid and accurate robotic in-depth structural damage inspection of critical transport structures (after the disaster) for offering situation awareness to the control and (re)routing options to the users.
Source Material	<ul style="list-style-type: none"> ▪ https://www.resistproject.eu/ ▪ https://cordis.europa.eu/project/id/769066
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Metsovo, Greece
Contextual Characteristics	Mixed Area (Urban/Rural), Medium Population, Common use of Public Transport, Lack of a strong public transport system.
Time of implementation	From 01/09/2018 to 30/06/2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Institute of Communication & Computer Systems (ICCS) of the National Technical University of Athens (NTUA) ▪ Egnatia Motorway S.A. ▪ Foundation of Research and Technology – Hellas ▪ Environmental Reliability and Risk Analysis (Greece)
Priority Area(s)	Security and security measures in public transport.

Objective(s)	The overall goal of RESIST is to increase the resilience of seamless transport operation to natural and man-made extreme events, protect the users of the European transport infrastructure and provide optimal information to the operators and users of the transport infrastructure.
Case Study Description	The integrated RESIST system was tested on two pilots. The 1st pilot was at the T9-T11 bridge in Egnatia Odos, Greece (Peristeri/Epirus). The whole system was tested in a seismic triggered landslide scenario that affects the integrity of the end supports and of the superstructure of the tall balance cantilevered ravine bridge T9-T11. The aerial robots took measurements, both visual and contact, which were transmitted to the vulnerability and risk assessment modules for analysis. Vibration/strain/displacement/tilt was measured by sensors, installed by an aerial robot, and by the Egnatia Odos monitoring network. Load testing was conducted by Egnatia Odos to validate the autonomous structural assessment. At the same time, the ability of the mobility continuity module was tested on live conditions to see the ability to reroute traffic and properly disseminate information to users of the road.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise) ▪ public transport operators and stakeholders ▪ civilians
Social Innovation Methodology	To promote the process of co-creation the RESIST project organised a workshop, where many experts were invited from various sectors, including those of road, railway, waterway, relief units, computer visions, the robotic industry, etc. After being presented the processes and methodology of the project, the participants' responses to interviews and questionnaires were collected, and an open discussion followed. There, the participants provided valuable input regarding the development of the project.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The participatory approach has enabled the inclusion of diverse perspectives and further improved the implementation of the project. ▪ The pilot demonstration in the Egnatia Motorway was successful and showcased the project's ability to be implemented on a large scale. ▪ Certain methods of the project (e.g. application of drones) were found to be useful in other sectors, as well, such as business security, surveillance and monitoring in agriculture, oil and gas, real estate, government, entertainment and media, telecommunications and mining industries.
Limitations	During the workshop, due to a number of reasons (e.g. intense work schedule, flight, personal reasons, etc.) some participants were not able to attend in person. However, after the conclusion of the workshop all relevant presentations were sent to the absentees so that they could follow up on the project's activities.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. The original innovation plan was executed in several countries (Greece, Italy), through pilot programs, to ensure its effectiveness and showcase its application capabilities all over the globe.

EL-05: Advanced cyber-security simulation platform for preparedness training in Aviation, Naval and Power-grid environments (FORESIGHT)

Abstract	Within FORESIGHT, the objective of this document is to present the result of three focused cybersecurity risk assessments, one for each of the use case domains, with the goal of defining adhoc risk-driven training scenarios. The risk assessments were performed with domain experts and with the related cyber-range provider representative. For each domain, 2 to 4 attack scenarios have been short-listed as being representative attacks for the domain, and as being viable scenarios that can be run on a cyber-range.
Source Material	<ul style="list-style-type: none"> ▪ https://foresight-h2020.eu/ ▪ https://cordis.europa.eu/project/id/833673 ▪ https://foresight-h2020.eu/wp-content/uploads/2021/10/D5.3-Models-for-risk-anaysis-and-assessment.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport.
Time of implementation	From 01/10/2019 to 31/03/2023.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Center for Security Studies (KEMEA) ▪ Athens International Airport S.A. ▪ Center for Research and Technology Hellas (CERTH) ▪ University of Peloponnese (Greece)
Priority Area(s)	Security and security behaviour in public transport or mobility.
Objective(s)	The FORESIGHT project aims at developing a federated cyber-range solution to enhance the preparedness of professionals at all levels, and advance their skills towards preventing, detecting, reacting and mitigating cyber-attacks. This is achieved by delivering an ecosystem of networked realistic training and simulation platforms that collaboratively bring unique cyber-security aspects from the aviation, power grid and naval domains.

Case Study Description	<p>The FORESIGHT project aimed to develop a federated cyber-range solution in order to enhance the preparedness (prevention, detection, reaction and mitigation) of cyber-security professionals at all levels (from junior to senior) by delivering a realistic training and simulation platform that brings together unique cyber-security aspects from the aviation, power grid and naval ecosystems (and not limited to these). The delivered platform extended the capabilities of existing cyber ranges allowing them to be part of a cyber-range federation allowing, also, the built of cross-domain scenarios. Realistic and dynamic scenarios were developed based on identified and forecasted trends and needs in terms of cyber-attacks and vulnerabilities (along with their cascading effects), based on cyber threat intelligence that is gathered from various online sources and the dark web. The proposed FORESIGHT platform encapsulated forecasting threats methodology, framework for econometric models as well as risk analysis and assessment of the three domains (Aviation, Power grid, Naval). Finally the proposed solution delivered an innovative curricula tool that will host training curricula as well as a certification program.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise) ▪ public transport operators and stakeholders ▪ civilians
Social Innovation Methodology	<p>To ensure the efficiency of the training material and the rest of the project's objectives, FORESIGHT utilised a co-creation approach, where the end-users of its initial training curricula and cyber range scenarios provided feedback on their practical effectiveness. This feedback was used to amend these practices and mould them into a more efficient way of promoting cybersecurity.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The participatory approach has enabled the inclusion of diverse perspectives, and the needs and preferences of different stakeholders have been acknowledged. ▪ The participatory approach that was employed was successful, with the designated stakeholders providing valuable feedback on the project's output, which led to the amendment of several of its methods. ▪ The project's focus on research and development (i.e. research on cyber-threats, development of novel ideas, etc) has allowed its end-users to influence its impact on a large scale, as FORESIGHT's success is entirely reliant on its application by its relevant stakeholders.
Limitations	<p>Due to the project taking place during the pandemic, the submissions of certain deliverables were slightly delayed. Yet, all deliverables were eventually submitted, with this delay not affecting the project's impact.</p>
Sustainability	<p>The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. Moreover, the applicability of the project's output is supported by its virtual character, as it provides a simple and effective way of delivering continuous and updated training. This is true even for remote workers, who, usually, would not pay much attention to cybersecurity measures.</p>

EL-06: Security Management Platform for enhanced situation awareness and real-time adaptive evacuation strategies for large venues for sports and entertainment (evaGuide)

Abstract	<p>The safe evacuation of large crowds from complex facilities is a common challenge for facility operators / safety managers across EU and globally. Crowds gathered in large venues may be overwhelmed in case of an emergency or during a critical event (e.g. human-induced intentional/ unintentional, technological failures, natural disasters etc).</p> <p>The need to tackle this challenge becomes even more urgent in the case of sports stadia that routinely host events that gather tens of thousands of spectators and have recently become targets of extremism and terrorism.</p> <p>Addressing this pressing need requires coordinated action and advanced situational awareness techniques to effectively coordinate the evacuation procedures. Evacuating a large and complex facility is a critical and strictly time-bound task. The current evacuation plans are static, failing to effectively manage evacuation situations that evolve and change over time. Real-time and dynamic management of an evacuation process is of paramount importance.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.project.evaguide.eu/ ▪ https://cordis.europa.eu/project/id/831154 ▪ https://www.project.evaguide.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Thessaloniki, Greece ▪ Athens, Greece
Contextual Characteristics	Urban Areas, High Population, Common use of Public Transport
Time of implementation	From 01/12/2018 to 31/05/2021.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Telesto Technologies ▪ EXUS LTD Debt Collections Technology
Priority Area(s)	Security and security behaviour in large, crowded facilities.
Objective(s)	EVAGUIDE is a Security Management Platform that aims to address the needs of the safety of large facility visitors during complex evacuation processes. It provides accurate representation of the situation, and maintains location-specific, dynamic evacuation routes, regardless of the circumstances. EVAGUIDE can identify new threats and provide enhanced situation awareness and real-time adaptive evacuation strategies. It can support the complete lifecycle of evacuation planning, simulating complex scenarios, training of safety personnel and assessment of the performed actions.
Case Study Description	The evacuation scenarios were demonstrated on the 3 rd floor of the VIP area of the stadium. Cameras, sensors, BLE beacons & active exit signs were installed in the VIP area. 40 volunteers of PAOK's private security personnel participated in the evacuation procedure. A general description of the project, its scope & expected results was presented before the demo

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise) ▪ Stadium staff (operators, security) ▪ Civilians
Social Innovation Methodology	To ensure the effectiveness of evaGuide’s strategy, on-site technical testing was performed at PAOK’s stadium (Thessaloniki, Greece), with the help of 40 volunteers and team members participating in the evacuation scenarios. Through this effort, the participants contributed to the fine-tuning and improvement of the project’s output and helped shape it into a more efficient solution for improved evacuation processes.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The first results of the use of EVAGUIDE in real conditions, in Thessaloniki, showed a decrease of approximately 25% in the evacuation time of the participants. ▪ Through the testing of several evacuation scenarios in real time, the evaGuide Platform was proven to decrease crowd evacuation time by approximately 37%, thus drastically minimising the possibility of physical danger for countless civilians. ▪ The project can provide solutions and evacuation strategies even under the social distancing restrictions, which were enforced during the COVID-19 pandemic. The “Social Distancing” version of the strategy was performed at the “Peace and Friendship Stadium” (Piraeus, Athens).
Limitations	Due to COVID-19 travel and social distancing restrictions, the final system demo was not performed at PAOK’s stadium in Thessaloniki as it was initially planned, but at the “Holargos Center”, a Mall where Telesto’s premises are situated. A few volunteers participated, all team members. Yet, all other system tests were done in the stadium.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. Its effectiveness and applicability have been validated by the several testing pilots that took place throughout its implementation phase.

EL-07: PRocurEments of innoVative, advanced systems to support security in public Transport - Pre-Commerical Procurement (PREVENT PCP)

Abstract	Preventing terrorist attacks in public transport requires advanced systems and security operations that can quickly identify suspicious individuals and dangerous items. In this context, the EU-funded PREVENT PCP project will increase the security in public transport through innovative procurement of technology solutions. The proposed technologies will endow public transport operators with solutions enhancing security situation awareness. Building on the outcomes of its predecessor PREVENT, this project will continue to ease coordination across the full chain of stakeholders, from transport operators to security forces and public authorities. It will implement the call for tenders for research and development services and advance competitive development of the prototypes following pre-commercial procurement principles (design stage, integration and technical verification stage, and validation in real environment stage).
Source Material	<ul style="list-style-type: none"> ▪ https://www.project.evaguide.eu/ ▪ https://cordis.europa.eu/project/id/831154 ▪ https://www.project.evaguide.eu/

Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/09/2021 to 31/08/2024.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Engineering Ingegneria Informatica S.p.A. (Italy) ▪ Center for Security Studies (KEMEA) (Athens, Greece) – Main beneficiary ▪ Satways Ltd. (Athens, Greece) – Public buyer
Priority Area(s)	Security and threat detection in public transport.
Objective(s)	Increasing the security in public transport through innovative procurement of technology solutions, which enhance security situational awareness.
Case Study Description	<p>The global aim of PREVENT Pre-Commercial Procurement is to augment the security in public transport through innovative procurement of technology solutions. The proposed technologies will endow Public Transport Operators with solutions enhancing security situational awareness through:</p> <ol style="list-style-type: none"> 1. Timely automatic detection of potentially dangerous unattended items in Public Transport Infrastructure and in public areas in the vicinity 2. Identification and tracking of perpetrators 3. Advanced crisis management system. <p>PREVENT PCP involves 13 public buyers coming from 6 different EU countries (including Greece) and will validate 2 different prototypes in 4 pilots: France, Spain, Portugal and Italy.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise, academia) ▪ public transport operators and stakeholders ▪ civilians
Social Innovation Methodology	For the successful implementation of this project, the active participation of external entities is mandatory. The public buyers played a significant role in Phase 2 of the project, as the solutions were built through a process of co-creation between the consortium and the contractors, which heavily relied on the latter's feedback. Moreover, Phase 3 of the project is the validation of societal acceptance, where a societal survey will be launched in 4 pilot countries, and the acquired feedback will help shape the final output of the project.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Phases 0,1, and 2 have been successfully completed; Phase 3 is under progress. ▪ Successful development of the project's prototypes through the process of co-creation between the consortium and public buyers (Awarded silver prize at Trophées Sécurité 2023) ▪ More findings will become available after the conclusion of Phase 3 (August 2024)

Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. Its effectiveness and applicability have been validated by the several testing pilots that took place throughout Phase 3 of the project.
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EL-08: Pre-Commercial Procurement of Future autonomous bus urban level Operation Systems (FABULOS)

Abstract	The FABULOS (Future Automated Bus Urban Level Operation Systems) project focused on how cities can use automated buses in a systematic way. Automated shuttles have been tested in technical demonstrations in various countries, but a proof-of-concept for the management of autonomous fleets as integrated part of the public transportation system was not yet available. Cities need to be better prepared and some parts of the driving automation need to reach a more mature stage in their development in order to be employable in normal urban settings, such as open roads. In other words, a demonstration of the economic, technical, societal and legal maturity of the solution was required, along with its impact on security. FABULOS took all these elements into account, with a special focus on the technical and economic aspects. The project applied a systematic approach - the all-inclusive solution we looked for was not merely about the vehicle, but also about the fleet management capabilities, maintenance and charging, control room functions and integration in existing Public Transport.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/780371 ▪ https://fabulos.eu/ ▪ https://fabulos.eu/lamia-pilot/ ▪ FABULOS D6.11 Final Conference Report - final.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lamia, Greece
Contextual Characteristics	Urban Area, Medium Population, Relatively common use of Public Transport
Time of implementation	From 01/01/2018 to 31/03/2021.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Forum Virium Helsinki (Finland) ▪ Municipality of Lamia (Greece)
Priority Area(s)	Security and sustainability in public transport.
Objective(s)	The FABULOS project focuses on how the cities can use autonomous buses in a systemic way.

Case Study Description	<p>Lamia Pilot: The FABULOS pilot route was 3,2 km long and included a dedicated bus lane with a speed limit of 40km/h. The route was adjacent to busy pedestrian and bicycle routes, thus forming a vibrant multi-mobility zone in the city. Also, the pilot zone included several key city points of interest, such as the Police headquarters, the Driving Education Park and one of the five Secondary Schools in the city. During the field-tests critical issues, such as cyber-security, safety, V2X, and social acceptance, were analysed to make the future of public transport safe and secure for urban environments.</p> <ul style="list-style-type: none"> ▪ Phase 1: solution design: five commercial consortia were selected to prepare a concept and feasibility study. ▪ Phase 2: Prototype Development and Lab Testing: 4 Suppliers selected: transforming the most promising ideas into well-defined and functional prototypes, validated into a technical test laboratory against the requirements defined in the Functional Specifications. ▪ Phase 3: Field Testing: 3 Suppliers selected. They tested the prototype solutions in real-life conditions, based on the Functional Specifications set by the Procuring Partners.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise, academia) ▪ public transport operators and stakeholders ▪ civilians
Social Innovation Methodology	<p>Nearly 400 registered participants from a variety of sectors attended the project's Final Conference in virtual form. Moreover, FABULOS has been extremely active in disseminating its progress and results. Not only via high-quality outputs such as videos, e-courses, events, articles, interviews and a professional website, but also via close collaboration with EU-funded projects on the same automated shared mobility topic, via regular one-on-one exchange with interested cities and public transport operators external to the project and via persistent visibility at international conferences and events. Finally, the overall objective of the project is the improvement of the citizens' general welfare.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Automated driving functions need further development to enable fully autonomous driving. Technology needs 2-3 years more to be ready for larger pilots. ▪ The mechanism of teleoperation requires a very stable wireless network, and cybersecurity will be major concerns. ▪ Integration of systems is complicated due to the legacy of existing systems.
Limitations	<p>Part of the project took place during the COVID-19 Pandemic. However, this did not drastically impact its implementation, as the necessary communication was executed through online meetings.</p>
Sustainability	<p>The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC), and certain national contributions. Its effectiveness and applicability have been validated by the several testing pilots that took place, over different cities and countries, and the replication of said tests, at least one time for each.</p>

EL-09: A holistic, scenario-independent, situation-awareness and guidance system for sustaining the Active Evacuation Route for Large crowds (eVACUATE)

Abstract	The eVACUATE project addresses the operational challenges that involve better understanding of the complexity of large-scale disasters by identifying, prioritizing and connecting the various heterogeneous domains involved. The eVACUATE project tackles a wide series of practical operational challenges including enhanced Situational Awareness, effective and safe tactics, effective evacuation support of the crowd members, and uninterrupted info flow & decision making through different levels of commandment and logistics organization. All these have been tested over a set of four carefully selected application scenarios of severe and diverse requirements involving: underground operating authorities in Bilbao, the football stadium of Real Sociedad, a cruise ship of STX-FR and the International/Metropolitan Airport of Athens.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/313161 ▪ https://cordis.europa.eu/docs/results/313/313161/final-evacuate-d1-9-v1-0.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Large public gatherings
Time of implementation	From 01/04/2013 to 31/05/2017.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Exodus Anonymos Etairia Pliroforikis (Exodus Anonymous IT Company) ▪ Institute of Communication & Computer Systems (ICCS) of the National Technical University of Athens (NTUA) ▪ Athens International Airport S.A. ▪ Telesto Technologies
Priority Area(s)	Security and security behaviour in public places.

Objective(s)	<p>eVACUATE aims to address the needs of the citizens safety during complex evacuation processes following normal and abnormal events (crisis). The nineteen partners of the Consortium have technical competences and access to a very diverse set of technologies. By the end of the project several systems have been developed and integrated into a common platform towards the implementation of a holistic eVACUATE Framework that is able to address the following activities:</p> <ul style="list-style-type: none"> ▪ Establishment of an optimal evacuation strategy and path, dynamically updated as the phenomenon evolved, by using the most efficient “incident snapshot”. ▪ Projection of the most up-to-date Situational Awareness (SA) to the people actively involved in the evacuation process. ▪ Monitoring of crowd behaviour, survey of current environmental conditions (e.g., expansion of a fire), controlling of the evacuation flow and prediction of incidents that could cause problems to the overall operations. ▪ Transformation of the environment (crowd management in large scale areas, opening and closing doors in buildings etc.) after an early warning to evacuation mode to improve possibilities for evacuation. ▪ Enablement of communication between first responders, emergency operation centres and the crowd itself to be monitored and controlled with integrated networking platforms and ad-hoc mechanisms and assurance of resilient communication even in cases that “global networks” have failed. ▪ Increment of precision on disaster scale and magnitude assessments to better manage evacuation and applied strategies. ▪ Dynamic simulation of an evacuation faster than real-time to predict the occurrence of potential (future) incidents evolving because of other current events, through a game awareness framework. ▪ Provision of sophisticated early location sensing devices, and deployment of Wireless Sensors Networks consisting of low-power sensors nodes. ▪ Awareness of how an evacuation process is evolving, combining multiple types of sensors ranging from visual cameras and hyper-spectral imaging to RFID’s and pervasive technologies. ▪ Assurance of interoperability among engaged means/systems and especially the data transfer and communication systems. ▪ Supporting of a centralised Data Fusion Mediation System (DFMS) to enhance the global SA and provide together with the command-and-control modules, the web portal and the backend applications, accurate and intelligent coordination of activities during evacuation operations and decision making, emphasising on logistics and commandment coordination throughout a network of very diverse and decentralised info providers. ▪ Compliance with legal and societal acceptance of crowd evacuation tools, considering the protection of fundamental rights of citizens such as the protection of privacy and personal data.
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Case Study Description	Athens International Airport (AIA) daily works with a mixed crowd type: people of quite different age, sex and ethnological background. In the airport, large crowds are distributed at quite different regions and locations; the crowd consists of many elderly and disabled persons of low moving capabilities, speaking different languages. Throughout the building, the crowd density varies. Another notable feature of an international airport is that people carry items (sometimes quite heavy). The Athens International Airport has strict evacuation procedures, which will not be affected by the eVACUATE system. The demonstration of the eVACUATE system focusses on the needs of an Active Evacuation Route due to cascade effects (different incidents at the same time or a complex combination of incidents) and on localisation of people (unusual behaviour) during the evacuation.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise, academia) ▪ public facility staff and stakeholders ▪ civilians
Social Innovation Methodology	To improve the evacuation procedure at the Athens International Airport, a participatory approach was adopted with many volunteers participating in the pilot. These individuals had a better opportunity to have a look inside the system and to be aware of the impact of their movements on raising alerts and alarms in the control room of the airport. Moreover, volunteers would continue to support the impact of the project by contributing to the evacuation process of an airport in a real-time setting.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The pilot demonstration and validation showed the full potential of eVACUATE with substantial results in the way the system reduces evacuation time (>20% in worst case) and effectively improving current evacuation processes when these are being compared with the current situations. ▪ End users emphasised the positive outcome of achieving better evacuation times, even in a building where the times are already low and the routes to safety are relatively short. In general end users seem to be impressed with eVACUATE functionalities and they consider it as an important system, especially for airports. ▪ The participatory approach, undertaken by the project, has allowed civilians to become active contributors to evacuation processes and, thus, improve evacuation efficiency.
Limitations	The complex technological processes of the project initially seemed to limit its impact. Yet, after its implementation, it became evident that this was not the case either for its end users or civilians.
Sustainability	The Project was funded under the FP7 programme, whose funding comes from the European Commission (EC), and certain national contributions. Its effectiveness and applicability have been validated by the several testing pilots that took place, as well as the fact that each of the testing sites were drastically different (stadium, airport, cruise ship, underground metro).

EL-10: InterCONnected NEXt-Generation Immersive IoT Platform of Crime and Terrorism DetectiON, PredictiON, InvestigatiON, and PreventiON Services (CONNEXIONS)

Abstract	CONNEXIONS tools and solutions have been validated by its end users in field demonstrations in three operational pilot use cases: (1) counter-terrorism security in large scale public events; (2) human trafficking investigations and mitigation, and (3) crime investigation and training through 3D scene reconstruction. The three versions of the CONNEXIONS platform were evaluated in three iterations of pilot demonstrations, respectively; training sessions preceded all pilot demonstrations and a comprehensive training manual was also produced.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/786731 ▪ https://www.connexions-project.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Large public gatherings
Time of implementation	From 01/09/2018 to 28/02/2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Center for Research & Technology Hellas (CERTH) ▪ Center for Security Studies (KEMEA) ▪ Foundation for Research and Technology (ITE)
Priority Area(s)	Security and security behaviour in public places.
Objective(s)	Countermeasure solutions for the detection, prediction, investigation, and prevention of organised crime and terrorist activities.
Case Study Description	<p>The second iteration of the first pilot test on “Counter-terrorism security in large scale public events” was organised by the Center for Security Studies (KEMEA) and took place in Athens, on May 25, 2021. The simulated scenario was about an outdoor large scale public event supposed to be attended by state dignitaries and civilians. Particularly important was the interest of Hellenic Police to participate in the on-site tests and validation of the platform tools.</p> <p>The pilot demonstration took place at KEMEA premises in Athens. Due to the COVID-19 pandemic situation, special measures were put in place to ensure the safety of all pilot participants. KEMEA personnel and Hellenic Police officers participated in the pilot tests for the execution, validation, and evaluation of CONNEXIONS technologies. All functionalities of CONNEXIONS platform were tested and evaluated as planned, while, upon the completion of the demonstration, KEMEA personnel and Hellenic Police officers, who acted as platform operators, provided their feedback by filling in a questionnaire.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise, academia) ▪ public facility staff and stakeholders ▪ civilians

Social Innovation Methodology	The pilot event required participation and the feedback of the public to ensure its successful implementation. Despite the restrictions of COVID-19, a participatory approach was adopted. In fact, it was an active approach, as the participants' input influenced the project, and their suggestions were used to accordingly modify the approach of the project.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ This second iteration of the pilot event was successfully completed, and all functionalities were tested according to the plan. ▪ Hellenic Police officers were impressed by the capabilities of CONNEXIONS platform tools, and they recognised the potential of these tools to improve the performance of their operations and reduce time and effort. ▪ The restrictions in participation, caused by the COVID-19 pandemic, did not minimise the impact of the pilot test as a method of social innovation.
Limitations	Due to the COVID-19 pandemic, technical partners participated remotely in the pilot event and were available online to offer their guidance and assistance in case of need.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by the several testing pilots that took place, over different cities and countries, along with the execution of each pilot three times, each in a different setting.

EL-11: #SafeSPORTEvent

Abstract	The #SafeSPORTEvent project comes in very challenging times for Europe and the world when safety and security are crucial and the sport sector is not an exception. The #SafeSPORTEvent project aims to develop skills and knowledge through educational mobility of sport managers, volunteers and administrators to empower them to co-create and use specific protocols for safety and security, tailored for sport events and gatherings of huge groups of people in a sports environment. Through increased educational possibilities in the field of safety and security in sport, #SafeSPORTEvent project ensures positive change in Bosnia and Herzegovina, Bulgaria, Greece and Turkey as direct project beneficiaries, but also all over Europe as project deliverables will be freely shared with the sport community.
Source Material	<ul style="list-style-type: none"> ▪ https://erasmus-plus.ec.europa.eu/projects/search/details/622029-EPP-1-2020-1-BG-SPO-SSCP ▪ https://safesportevent.net/ ▪ https://safesportevent.net/2021/11/03/safesportevent-testing-was-held-in-greece/ ▪ https://safesportevent.net/safesportevent-outputs-results/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Thessaloniki, Greece
Contextual Characteristics	Urban Area, High Population, Large public gatherings.
Time of implementation	From 01/01/2021 to 31/12/2022.

Organisations in Charge	<ul style="list-style-type: none"> ▪ BulSport (Bulgarian sports development association) ▪ AETOI Thessaloniki
Priority Area(s)	Security and security behaviour in public places.
Objective(s)	#SafeSPORTEvent is an Erasmus+ co-funded initiative that aims to protect athletes, officials and fans, participating in sport events, from health and safety hazards by improving training and competition conditions and especially during major security threats that need to be handled by specific security protocols.
Case Study Description	On 25th of October 2021 in Thessaloniki, Greece was held #SafeSPORTEvent testing event that allowed the participants (sport managers, administrators and volunteers) to test the created in the project framework #SafeSPORTEvent protocols. During the event were tested different aspects of Complex security environment and Sport – current trends and challenges: Complex security environment in EU and the World; Terrorism and terrorist attacks during sport events; Sport events during epidemics and biological threats; Hybrid attacks in the frame of sport and as well Sport events planning and delivery in the field of safety and security: Pre-event preparation, delivery of sport events and post-event wrap-up – safety and security protocols testing. The training was delivered by AETOI Thessaloniki (Greece).
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local stakeholders (policy, enterprise, academia) ▪ public facility staff and stakeholders ▪ civilians
Social Innovation Methodology	The testing event utilised the opinions and knowledge of its participants (sport managers, administrators and volunteers). As a result, the event was organised and executed through a participatory and co-creation approach, as the participants' feedback impacted on the manner in which the project's output would be developed.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ #SafeSPORTEvent empowered sport managers, administrators and volunteers from 4 countries to use new tools and instruments in their work during sport events at the national and international level. By participating in the project's educational mobilities and activities, they also, had the opportunity to exchange ideas and good practices with other sports staff, involved in event management, from different European regions. ▪ The participatory approach of the testing events led to the development of a toolkit, which provides sustainable guidelines to protect athletes and the audience during large sporting events. ▪ The participatory approach, during the testing events, led to the development of a stronger EU identity, with stakeholders and volunteers from each region becoming further accustomed to the culture and values of the rest.
Sustainability	The Project was funded under the Erasmus+ programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by the several testing events that took place, over different cities and countries (Greece, Bulgaria, Turkey, Bosnia & Herzegovina).

EL-12: D8.1 – Pilot Setup and Orchestration (from “Next generation traffic management for empowering CAVs integration, cross-stakeholders collaboration and proactive multi-modal network optimization”: FRONTIER project)

Abstract	This task covers preparatory steps which are necessary to set-up and coordinate trials and evaluations across the pilot sites. Initial plans for the three pilot locations – Athens, Oxfordshire and Antwerp – are described, covering the non-technical aspects and coordination of trials with local representatives. Stakeholders, external to the project, with area of expertise and influence relevant to the scope of Frontier, identify together with the actions that will be taken to consult them and inform them of the technological solutions, developed by FRONTIER and the outcome of the pilots. Such engagement will increase the visibility of FRONTIER and open opportunities to promote the developed solutions. The three pilots are looking at different aspects of traffic management and have identified very different goals. For all three, however, the work will be delivered in two distinct phases. During the first stage (Phase A), the focus will be on small-scale validation, testing and calibration of the platform as well as the execution of simulated scenarios considering multi-stakeholder partnerships. This will allow the needed refinements and adjustments to be made to the technological solutions, enabling more complex use cases of practical interest to be trialled at the second stage (phase B) of the pilots. The staged approach allows for more accurate planning of the practical applications that are of interest to FRONTIER partners. A brief summary of the main results of D8.1 is presented below for the three pilot sites.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/955317 ▪ https://www.frontier-project.eu/ ▪ https://www.oasa.gr/en/portfolio/frontier-next-generation-traffic-management-for-empowering-cavs-integration-cross-stakeholders-collaboration-and-proactive-multimodal-network-optimization-2021-2024/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/05/2021 to 30/04/2024.
Organisations in Charge	<ul style="list-style-type: none"> ▪ IBI Group Hellas S.A. ▪ OASA S.A. ▪ Attica Tollway Operations Authority (AODOS) ▪ Elliniko Metro A.E. (AMETRO)
Priority Area(s)	Security and security behaviour in public transport and mobility.

<p>Objective(s)</p>	<p>In the domain of multimodal network management, the involved actors operate separately in the city’s transport ecosystem. For example, in Athens, there is room for improvement in technical and organisational interfaces for achieving multimodal network management. Thus, this pilot will demonstrate, validate and evaluate the FRONTIER approach to optimize the interoperability of traffic management systems and ensure the symbiotic relationship of various stakeholders in a multimodal environment.</p> <p>The following outputs are envisaged to be achieved:</p> <ul style="list-style-type: none"> ▪ The quantitative and qualitative assessment of the impact of new forms of mobility will be performed. ▪ A roadmap for V2I, V2V functionality for future traffic management applications will be planned. ▪ An interconnected, integrated and interoperable network of systems and organisations will be assessed.
<p>Case Study Description</p>	<p>The demonstration will involve operational settings where the involved actors will use the FRONTIER platform for decision-making and response plan selection and propagation. The FRONTIER end user applications will be deployed and will be used to affect traveller and stakeholders’ decisions. In Athens, mitigation measures based on the needs and objectives of different stakeholders will be implemented securing the resiliency of the network’s performance during recurrent and unplanned disruptions and optimising planning for short- (sports, concerts, etc.) and long-term (roadworks, disaster management, etc.) events. The impact of future mobility services (i.e., MaaS, shared mobility, CAVs, etc) in the management of demand will be considered.</p> <p>The corridor along which the pilot is going to take place (shown in Figure 2) extends from the Metamorphosis I/C to the Athens International Airport I/C on Attiki Odos, as well as the road section between the Athens International Airport I/C to the actual airport grounds. The Athens pilot is scheduled to occur in two parts, pilot A and pilot B. Pilot A will mainly focus on testing the ANTME features that are needed for pilot B. Trials will be made where ANTME’s requested form regarding incident’s details is filled in and then the response plan that ANTME triggers is checked. In pilot B, there will be real-life (or near to real-life) testing of various use cases on the aforementioned corridor that have been agreed on by the partners involved. The use cases, outlined below and described in more detail in Appendix A will be examined. The exact use cases that will be demonstrated in the Athens pilot will be finalised before the start of Phase A implementation:</p> <ol style="list-style-type: none"> 1. Use Case 1: Closure of Attiko Metro’s Station 2. Use Case 2: Planned Sports Event at OAKA Stadium 3. Use Case 3: Overturning of Truck on Attiki Odos 4. Use Case 4: Severe Weather Conditions 5. Use Case 5: Recurring Congestion along the Corridor.
<p>Stakeholders Involved</p>	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Operators ▪ Civilians

Social Innovation Methodology	The participants of the pilot will give their feedback in regards to the new innovation technologies as they are experiencing them, through a mobile app. Data will be held on the mobile phone and options will be investigated to download the data over 5G to a local store. Same local communication infrastructure might be needed to get the data from ANTME to the mobile phone app.
Key Outcomes & Lessons Learned	The project is still ongoing. No key outcomes yet.
Limitations	For AODOS, due to the safety issues relating to asking drivers to use a mobile phone app while driving along the motorway, both Pilot A and Pilot B will not include members of the public but will be carried out with the participation of the company's employees. In the case of OASA, if the required number of participants in the Athens trials is not fully covered by the general public or by volunteers, it will be completed by employees of OASA. Moreover, in the case that special security reasons apply, the whole number of participants will be OASA employees.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by the several testing pilots that took place, over different cities and countries (Greece, UK, Belgium).

EL-13: D1.3 Detailed use-case specifications and their KPIs (from "Fleet and traffic management systems for conducting future cooperative mobility": CONDUCTOR project)

Abstract	The goal of the CONDUCTOR project is to design, integrate and demonstrate advanced, high-level traffic and fleet management for the efficient and optimal transport of both passengers and goods. For this, existing models will be upgraded, and the developed technologies will be integrated and validated through three use cases (UCs). This report, as a result of Task 1.5 of the project, presents the detailed use case specifications as well as the key performance indicators (KPIs) that will be used in the pilot projects which will be conducted to test the CONDUCTOR innovations. Since the to-be-tested functionalities differ per pilot, the deliverable presents pilot-specific use case specifications and KPIs. The UC1 Athens pilot project focuses on the synchronisation of schedules of conventional services including metro, bus, and trams to allow for a reduction in door-to-door travel times.
Source Material	<ul style="list-style-type: none"> ▪ https://conductor-project.eu/assets/deliverables/CONDUCTOR%20D1.3.pdf ▪ https://conductor-project.eu/?show=usecase1 ▪ https://cordis.europa.eu/project/id/101077049/results ▪ https://www.oasa.gr/en/portfolio/conductor/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece

Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/11/2022 to 31/10/2025.
Organisations in Charge	<ul style="list-style-type: none"> ▪ NETCOMPANY-INTRASOFT SA (Luxembourg) ▪ OASA S.A. ▪ Frontier Innovations EE ▪ National Technical University of Athens (NTUA)
Priority Area(s)	Security and security behaviour in public transport and mobility
Objective(s)	<p>The objectives of the use case are to enable the network-wide management of a multi-modal transportation system by the synchronisation of buses and on-demand services with metro and tram by means of adjusting their schedules to reduce the door-to-door travel times of passengers while using traffic management centres by</p> <ol style="list-style-type: none"> 1. Updating schedules of public transport service lines to synchronise multimodal trips in real time 2. Integrating services in the city of Athens 3. Updating estimated time of arrival after disruptions 4. Improving traffic management, dynamic bus allocation combined with signal priority 5. Multimodal planning using personalised travel information <p>Early anomaly detection in the network and predict traffic state in future time-window intervals.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Vulnerable social groups (elderly, etc.)

Case Study Description	<p>In the current situation, there is limited collaboration among actors managing the various systems in the multimodal transport network in Athens. To assure that response plans can be incorporated on various scales and to enable optimised mobility and accessibility solutions for people by tailoring multi-modal trips to the individual requirements, the solutions introduced by the CONDUCTOR project need to consider the needs and objectives of the different actors involved. UCI – Athens pilot project focuses on technical and organisational interfaces for multimodal network management. The research objective of the pilot project is to enable optimised mobility of people through the synchronisation of various forms of transport, including conventional public transport services such as light rail (tram), metro, buses, and trolley buses. The use case pilot specifically focuses on the synchronisation of schedules of conventional service lines. Metro, bus and trams will be connected and can exchange information. Rather than having sub-systems that are optimised in isolation solely considering the passenger demand for each service line, the introduction of connected vehicles allows for a reduction in door-to-door travel times through the synchronisation of service frequencies and timetables. Benefits can even be further increased if, in addition to the synchronisation of services, other dynamic supply-side and control measures, such as prioritising public transit at signalised intersections and the deployment of ondemand services, are implemented alongside.</p> <p>The potential benefits of multi-modal network management include:</p> <ol style="list-style-type: none"> 1. Reduction in passengers' door-to-door travel times 2. Reduction in emissions (CO₂, NO_x) 3. Enhancement of collaboration among transport authorities 4. Improved service reliability 5. Improvement in traffic safety 6. Improved accessibility for vulnerable groups
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Operators ▪ Civilians

Social Innovation Methodology	The pilot project will be conducted in a simulation environment of the central part of Athens, based on real-world data collected from loop detectors, ticket validation data, and telematics from buses. The components will be developed, trained, and tested in the context of simulation and pilot. The simulation model is calibrated so that it represents the traffic conditions as close as possible to the real-world conditions. The same applies for the passenger demand and the positions of public transport vehicles, including their arrival times at stops. The model output will feed the services to be examined and the results will be compared against the base scenario. The base scenario represents regular traffic patterns and public transport schedules without interventions related to traffic management and rescheduling of bus/trolley bus services. Various scenarios will be considered in the use case. In fact, different days of the year with varying traffic and passenger demand patterns will be simulated, and the effect on the KPIs will be tested. The assessment, therefore, occurs by comparing scenarios assuming all other settings are kept constant. The application of the model will be also tested in real life to explore the potential reduction of door-to-door travel times for passengers using multiple modes. Moreover, participants will support the implementation of the project by providing feedback on its methods of application.
Key Outcomes & Lessons Learned	The project is still ongoing. No key outcomes yet.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by the several testing pilots that took place, over different cities and countries (Greece, UK, Slovenia, Netherlands, etc.).

EL-14: EASYTRIP: GR-BG E-MOBILITY SOLUTIONS (EasyTrip)

Abstract	The Easytrip platform (web-based and apps) aims to encourage public transport trips made by tourists by providing them the relevant information. Based on the above, the Easytrip services were designed in order to provide effective, timely and accurate information to support more efficient traveller decisions and system objectives. The services are provided in Greek, Bulgarian and English languages, so as to enable smooth and convenient flow of information and service provision to all travellers, despite the language used locally.
Source Material	<ul style="list-style-type: none"> ▪ https://interconnect.imet.gr/ ▪ https://tredit.gr/?p=1254&lang=en ▪ https://www.hellenictrain.gr/ ▪ https://www.thermi.gov.gr/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Greece, Bulgaria
Contextual Characteristics	Urban and Rural, High Population, Common use of Public Transport

Time of implementation	From 16/02/2012 to 15/02/2014.
Organisations in Charge	<ul style="list-style-type: none"> ▪ NETCOMPANY-INTRASOFT SA (Luxembourg) ▪ OASA S.A. ▪ Frontier Innovations EE ▪ National Technical University of Athens (NTUA)
Priority Area(s)	Security and security behaviour in public transport and mobility.
Objective(s)	<p>The objectives of the EasyTrip project were:</p> <p>Improving cross-border accessibility between the two countries through the development of an online platform that will offer electronic mobility and information services to all travelers through advanced technologies, easily accessible to all (mobile phone applications, internet, variable message signs, etc.).</p> <ul style="list-style-type: none"> ▪ Strengthening green and sustainable mobility. ▪ Improving road safety. ▪ Promotion of alternative transport hubs in all areas of interest, giving equal opportunities for sustainable development and strengthening healthy competition and local economies.
Case Study Description	<p>Cross-border traffic between Greece and Bulgaria is largely increasing during the last decade, especially during holidays and weekends, mainly due to leisure trips to/from major tourist destinations in both countries but also due to daily commuters. Most travellers use private cars for their trips because of the absence of any other alternative mode. This fact results in increased traffic, jams, delays and pollution in the cross border area and routes.</p> <p>The main objective of the EASYTRIP project is to provide adequate mobility and accessibility services to the passengers, in order to make their trips easier and safer at the level of national road networks, but more importantly at the level of regional and local roads at trip ends. In addition, the project aimed to support the sustainable development of the cross border areas, upgrade the residents' and visitors' quality of life and offer an environmental added value.</p> <p>EASYTRIP partnership consists of members that are well experienced in similar projects as well as partners that are directly involved in decision making procedures regarding the development of the targeted region. In line with the call's objectives on improved accessibility of persons, the project provides its services through web-based tools and mobile applications and is customised according to the needs of the cooperating regions.</p> <p>The provided services for travellers include: advanced traveller information, green routing (environmentally friendly routing and alternative modes), detailed information provision for trip ends, traffic related information and other related to accessibility information. The e-mobility services of the EasyTrip project are provided in the form of user-friendly web services and mobile applications for either pre-trip or en-route planning and information and benefit from the existing infrastructure of HIT PORTAL, an electronic management portal for the field of transport, owned and operated by CERTH/HIT.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders. ▪ Operators. ▪ Civilians.
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ User needs analysis study (questionnaires). ▪ Study of acceptance of electronic services of the project by users (questionnaires). ▪ Creation of databases and statistical analysis. ▪ Organization of the Steering Committee and a technical workshop. ▪ Study of sustainability and political development.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Improvement of traffic conditions and shift to public transport means versus private car ▪ Reduction of travel time by providing real time traffic information ▪ Reduction of environmental pollution ▪ Improvement of road safety ▪ Promotion of the cooperation between local public and private authorities ▪ Promotion of the culture and history of the participating in EasyTrip locations ▪ Equal opportunities for development through e-promotion for all the commercial enterprises
Limitations	<ul style="list-style-type: none"> ▪ The main problem for the implementation of the transport information services is the need for complete, updated and detailed data. ▪ Except for the extensive data collecting process, a major challenge of the Easytrip platform development was also associated with data management and processing, even at the level before the actual use of data for supporting the provided services to the end users.
Sustainability	<p>The project was funded by the INTERREG ADRION (Adriatic-Ionian) programme, which is financed by the European Regional Development Fund. Moreover, the project partners carried out testing and validation activities, throughout the duration of the project, to ensure its sustainability.</p>

EL-15: D8.10 SafePASS overall system evaluation and future recommendations (from SafePASS project)

Abstract	This deliverable is the final assessment report of SafePASS project, summarising the overall process followed for the design, development, validation and evaluation of SafePASS system, the key outcomes and relevant recommendations for future use and expansion. The SafePASS concept is presented, along with the key components of SafePASS system and the design and implementation phases. A high-level assessment has been performed based on the results from the validation campaigns, the LSA and ship architectural structures testing, the physical pilot demonstration, the evacuation simulations performed, the evaluation surveys and the cost-benefit analysis. All of these activities have been considered successful, resulting in the achievement of system requirements and specifications, the demonstration of SafePASS system in a real environment, the full-scale analysis through simulations, the collection of positive feedback from stakeholders and the extraction of prominent risk control options.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/815146 ▪ https://www.safepass-project.eu/deliverables ▪ https://www.safepass-project.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Saint Nazaire, France (Simulation Tools provided by the Hellenic Navy)
Contextual Characteristics	Coastal Area, Small Population, Common use of Maritime Transport (large harbour)
Time of implementation	From 01/09/2019 to 31/12/2022
Organisations in Charge	<ul style="list-style-type: none"> ▪ National Technical University of Athens (NTUA) (Lead) ▪ Exus Software Single Member LLC ▪ Telesto Technologies
Priority Area(s)	Security and security behaviour in public transport and mobility.
Objective(s)	<ol style="list-style-type: none"> 1. Develop a comprehensive post-incident approach from ALARM to RESCUE including fire and flooding scenarios 2. Design and develop next generation life-saving appliances for large capacity passenger ships 3. Design and develop advanced evacuation support tools and methods that will radically improve evacuation operations while enhancing situation awareness on board 4. Introduce an advanced platform which addresses the safety needs of passengers during complex evacuation processes by identifying, designating and sustaining a Location-based Dynamic Evacuation Route that adapts according to current and evolving circumstances and guides passengers, while facilitating crew coordination 5. Provide social- and behavioural-driven solutions compatible with international legislation, standards & regulations and recommendations for future adoption. 6. Validate and demonstrate SafePASS developments in industrially relevant environment.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly, children
Case Study Description	<p>The Final Pilot Demonstration of SafePASS project was held on the 23rd of February 2022 at Saint Nazaire, France. The demonstration took place onboard “Celebrity Beyond” cruise ship of RCCL that was constructed at CdA’s shipyard and was performed after the dry-docking process, when the construction was in its final stage and the ship was ready to sail. All SafePASS components were installed onboard and were integrated and tested in a real ship environment. For the validation of SafePASS systems, 5 evacuation scenarios were executed, including fire and flooding incidents, as well as different parameters in terms of location of the ship, time of the day and weather conditions. During the demonstration, a total of 30 volunteers and the consortium members took part in the evacuation exercises performed, having the opportunity to use the SafePASS solutions and gain hands-on experience of the novel technologies implemented. In parallel, personnel from the shipyard (CdA) and the cruise line operator (RCCL) attended the pilot demonstration and monitored the execution of the different evacuation scenarios and the use of the SafePASS solutions in real-time through the advanced operation and control user interface (COP).</p> <p>After the execution of all scenarios performed, the participants provided their feedback about the interaction with SafePASS systems and their perceived helpfulness. With regards to the systems developed to be used by passengers (smart lifejacket, smart wristband, haptic/audio navigation, dynamic exit signs and passenger mobile app), all of them were perceived as quite helpful in evacuation process or for lost passengers, with dynamic exit signs to be considered as the most helpful technology. The functionalities of situational awareness and evacuation management technologies (i.e. COP) were also reported to be useful. In general, the pilot demonstration was considered successful, as the majority of systems performed properly and the feedback received from the participants was very positive.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Internal (i.e. technology developers) ▪ External (i.e. crew, passengers, regulatory experts, coastguard)
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Initial Passenger Survey ▪ Initial Crew Survey ▪ SafePASS Community of Practice (COP) ▪ External Advisory Board (EAB) Workshops ▪ Passengers Requiring Assistance/Mobility Challenges Survey ▪ Pilot Demonstration ▪ LSA Entrance Arrangements testing ▪ Passenger Mobile Application and Smart Lifejacket trial ▪ Passenger Implementation Survey

Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The SafePASS system can support an evacuation process under different incidents and conditions and perform at least as well as a typical evacuation process as defined by IMO regulations. ▪ SafePASS can improve the evacuation process in cases where the incidents affect the availability of routes, spaces or even muster stations that are currently not taken into consideration by the IMO regulations, by providing alternative routes avoiding any blocked or congested area and assigning passengers to the closest available muster station. ▪ The adoption of redefined evacuation protocols such as dynamic allocation of muster stations or avoiding mustering in port evacuation was assessed as quite important, especially in cases where the available time to evacuate is limited, since not only the required time to evacuate is reduced, but also more passengers are able to complete the evacuation in this time frame, minimising as much as possible the number of fatalities.
Limitations	The pilot demonstrations included a limited number of volunteers and the area dedicated for testing and showcasing the use of the SafePASS systems was limited to one vertical fire zone and a short range of decks. The rest of the testing happened through evacuation simulations.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by its testing pilot and the several evacuation simulations that occurred during its duration.

EL-16: "D8.1 Report on Pilot Sites Preparation and Assessment" and "D8.6 PALAEMON Consolidated Pilots Evaluation"

Abstract	The PALAEMON project has planned to conduct two end-to-end trials, each in a different European city (Athens and Spain), involving end-users. The Athens pilot will implement four use cases related to an incident that occurs on board ELYROS F/B, requiring the passengers to muster and prepare for embarkation. A subset of the PALAEMON ecosystem will be deployed onboard ELYROS based on the maturity and deployability of the various modules of the ecosystem, called the Smart Evacuation Management (SEM) platform. This platform will be utilised to ensure a capable response, involving organising the crew, guiding passengers to a secure area, and addressing any unexpected concerns. Consecutively, the primary objectives of the pilot are two-fold: firstly, to test the effectiveness of the SEM approach in a real-world setting, and secondly, collect network, service, and performance KPIs to evaluate the platform against predefined criteria. This deliverable is part of WP8, which is dedicated to testing the integrated SEM platform through the pilot and facilitating the evaluation of the trial result, specifically T8.1 Pilot Organization Set-up and Preparation. The aim of this task is to organise and set-up each pilot, handling all elements of each pilot site as well as the preparation aspects for performing the pilot operation at a later task.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/814962/results ▪ https://palaemonproject.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ ELYROS F/B (vessel), Athens, Greece

Contextual Characteristics	ELYROS is the second newest Greek ferry, being part of ANEK Lines fleet, following Asterion II. She is a motor Ro-Ro/Passenger ferry boat, built in 1998 at Mitsubishi Heavy Industries shipyard at Shimonoseki, Japan, and put into service by ANEK in 2008. She holds a total of 1.874 passengers and 620 vehicles. She has 323 passenger aircraft type seats and 776 beds and reaches speeds of up to 24 knots.
Time of implementation	From 01/06/2019 to 31/01/2023.
Organisations in Charge	<ul style="list-style-type: none"> ▪ National Technical University of Athens (NTUA) ▪ Anonimi Naftiliaki Eteria Kritis (ANEK) S.A. ▪ Engineers for Business S.A. ▪ DNV Hellas Single Member S.A.
Priority Area(s)	Security and security behaviour in public transport and mobility.
Objective(s)	<ol style="list-style-type: none"> 1. Increase passengers safety via the acceleration of evacuation-mustering processes 2. Reduce the usually high number of fatalities observed in cases where the evacuation process is not working properly 3. Handle correctly and quickly eventual passengers' injuries during the evacuation process 4. Promote the Platform to potential adopters (coastal transport businesses) 5. Operate the platform under a "shared responsibility model" where a core processing component "in the middle" (via collective funding), deployed on-land, connects to ship-specific on-board infrastructure networks (WiFi/beacons and 5G infrastructures) 6. Complement and extend/improve the existing evacuation process with a medium-size technology investment. 7. Increase evacuation performance and evacuation process reliability, therefore improve compliance with the safety regulation.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly. ▪ Children.
Case Study Description	The pilot simulated a fire emergency scenario onboard ELYROS to test the entire emergency handling process, from emergency detection to mustering of passengers and handling passenger incidents. The PALAEMON SEM platform was used to coordinate the crew's responses and track the location of each crew member and provide real-time information on their status as well as the status of the emergency. The bridge was able to review all available information to evaluate the situation and take action accordingly. Various other passenger-related incidents were also simulated, to evaluate the capabilities of the SEM platform. This core PALAEMON SEM Pilot Plan was decomposed into various pilot exercises with clear steps and outcomes. In detail, the core pilot plan was composed of three pilot groups of exercises namely, Pre-evacuation, Mustering & Evacuation, and Issue/Incident Management. These groups were based on the corresponding evacuation phases and involved a variety of pilot exercises.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ SEM platform promoters ▪ Coastal shipping businesses ▪ Land-based control authorities ▪ Public policy organisations
Social Innovation Methodology	Evaluation of the pilot by the participants before its testing, followed by the conduction of user interviews after the pilot procedure to gather the full evaluations of the participants.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ In summary, feedback from experts and end-users in the maritime industry on the PALAEMON project has been positive, with recognition of its potential to improve safety and emergency management procedures. The SEM platform's user-friendly interface and ability to provide a comprehensive and accurate view of emergency situations were highlighted as its most significant strengths. Moreover, the SEM platform's successful end-to-end implementation and trials were acknowledged by industry practitioners, who expressed confidence in its potential for growth in the market in the future. ▪ However, experts have also suggested areas for improvement, such as the integration of more sensors and data sources and the need for validation by organisations and classification societies. Despite these areas for improvement, the PALAEMON project shows promise in providing critical support for maritime emergency situations and could prove to be a valuable tool for managing large groups of people.
Limitations	The pilot mostly focused on ensuring the participation of business and policy stakeholders with civilian participation being kept to a minimum. However, its socially oriented objectives showcase its socially innovative character.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by its testing pilots (Athens, Madrid) and the several evacuation simulations that occurred during its duration.

EL-17: S4AllCities (Trikala Pilot Demonstration)

Abstract	Smart cities need to ensure a secure and safe physical and digital ecosystem for the well-being of EU citizens. The EU-funded S4AllCities project aims to make cities' infrastructures, services, ICT systems and Internet of Things more resilient while promoting intelligence and information sharing amongst security stakeholders. To achieve this, it will integrate advanced technological and organisational solutions into a market-oriented, unified cyber-physical security management framework. The system will focus on risk-based open smart spaces security management, cybersecurity shielding, suspicious activity, behaviour tracking, the identification of unattended objects, the real-time estimation of cyber-physical risks in multiple locations and measures activation for effective crisis management. This work will play a role in promoting good safety and security practices in European cities.
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Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/883522 ▪ https://www.s4allcities.eu/press-release-01 ▪ https://www.s4allcities.eu/demonstrators ▪ https://additess.com/2022/07/06/5th-s4allcities-project-newsletter/ ▪ https://www.s4allcities.eu/news
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Trikala, Greece
Contextual Characteristics	Urban area, Medium population, Common use of public transport, Smart transport city.
Time of implementation	From 01/09/2020 to 31/12/2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Exus Software Single Member LLC ▪ Institute of Communication & Computer Systems (ICCS) of the National Technical University of Athens (NTUA) ▪ Telesto Technologies ▪ Center for Security Studies (KEMEA) ▪ Municipality of Trikala ▪ Hellenic Police ▪ KENAKAP (Development Company of the Municipality of Trikala) ▪ Eulambia Advanced Technologies LLC
Priority Area(s)	Security and security behaviour in public transport, mobility, and public spaces.
Objective(s)	The Smart Spaces Safety and Security for All Cities project (S4AllCities) is a large-scale project with the aim of revolutionising the way smart cities become more prepared for and resilient against physical and cyber-attacks on their soft targets, smart spaces and critical infrastructure. This is achieved through augmenting situation awareness in city spaces with greater intelligence, machine-encoded context knowledge and real-time evaluation of cyber and physical security threat levels.

Case Study Description	<p>The pilot demonstration of the EU-funded project S4allCities offered a portfolio of novel solutions to the city of Trikala in Greece, the first Smart City in Greece, that improved the security systems and services in public spaces and municipal infrastructure. The aim has been to develop a more safe, inclusive and resilient local community.</p> <p>The pilot demonstration provided the Municipality and the local policymakers innovative methods and technologies based on the use of Artificial Intelligence (AI) that promote urban safety. The complexity of these tools was high since automated systems were used, which was an asset for better decision-making and policy-making from the Municipality. The combination of the good use of technological AI tools could provide policy recommendations, from the one hand, and the ethical management of city's and citizens data respecting all GDPR regulations, from the other hand, could shape a framework that offers transparency into local authorities' planning and implementation. The municipality of Trikala had to ensure the legislative landscape of the pilot demonstration in which the use of all smart city data was necessary, proportionate and complied with the data protection principles of the GDPR. The potential benefits of a robust data management and the use of such AI tools that are able to lower risks on cyber threats and critical infrastructure protection became clear for the city of Trikala and were well-accepted by the citizens and stakeholders.</p> <p>In particular, during the pilot demonstration several urban threats were able to be confronted, such as the initiation of a fire in one the buildings that hosts festival activities in the most the famous tourist attraction in the Christmas Park of Trikala, which brings around 700.000 visitors between November and January in the city on an annual basis. Furthermore, suspicious activities in open spaces in the park and buildings, which could indicate malicious intent to carry out an attack or natural risks were being monitored through smart sensors, aerial vehicles (for the integration of UAM with the ground security means) and systems that can quickly detect the dangers and alert the relevant authority. Among other solutions, the distributed weather sensors that measured temperature, humidity, daily rainfall, wind speed, wind direction, gust speed, light intensity value, uv power, and pressure were placed from e-Trikala in two sub-regions of Trikala area were integrated to the S4ALLCities Platform. The consolidated S4allCities platform provided an ameliorated and more accurate use of this information accompanied with the corresponding geographic location of the installed sensors. Last, the environmental and structural monitoring of the city center bridges was another crucial element of the pilot, given its location and use.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Local police ▪ Local transport operators ▪ Civilians
Social Innovation Methodology	<p>The pilot demonstration was carried out over the duration of 3 months, during which, local stakeholders and other participants provided valuable feedback over the pilot's effectiveness and suggested solutions to further improve the output of the project.</p>

Key Outcomes & Lessons Learned	For the case of Trikala it became evident through the pilot demonstration of S4allCities that innovation is essential to accelerate the understanding of legislative, technical or business plan gaps as well as users' needs and acceptance in order to counter hybrid, physical and other type of threats. It also became clear that data protection, which is often seen as a challenge from a technical context, creates a terrain upon which municipalities are to take responsibility and shape responsible and ethical frameworks. Local authorities need to work collectively with all stakeholders towards such fruitful demonstrations as the S4allCities pilot for providing resilient frameworks and toolsets to the citizens, to speed up and to work with all hands on.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by its testing pilots in Trikala, along with other cities, where the demonstration of its output lasted for over 3 months and was carefully examined by a variety of stakeholders.

EL-18: RESOLUTE (UTS Pilot Validation)

Abstract	The aim of this document is to validate the results of the two RESOLUTE pilot scenarios: Florence and Athens. To be able to perform the validation two assessment in two different moments have been performed: the first one at the beginning of the project, when no corrective action related to the UTS system resilience had been put in place yet, and a second one after the pilot execution, i.e. at the end of the 3 years of project, when all the stakeholders had already put in place all the actions/rules/normative related to the resilience. The assessment was performed for both pilots by the related stakeholders that compiled an excel file assigning to every function indicator a score in an interval. From these scores, applying formulas derived by the resilience index computation we found four score indexes: one for Anticipate functions, one for Monitor functions, one for Respond functions and one for Learn functions. Finally, these 4 values were aggregated into the unique system resilience index value. The analysis and comparison of these numbers, together with the issues found during the 3 years of project in applying several ERMG guidelines and the main set of extra actions performed by the stakeholders, has allowed not only to understand the actual situation of the UTS systems in terms of resilience, but also to find interesting conclusions and also evaluate the next actions to be performed to improve the achieved results.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/653460 ▪ http://www.resolute-eu.org/ ▪ http://www.resolute-eu.org/index.php/deliverables/resolute-apps
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Athens, Greece
Contextual Characteristics	Urban Area, High Population, Common use of Public Transport
Time of implementation	From 01/05/2015 to 30/04/2018.

Organisations in Charge	<ul style="list-style-type: none"> ▪ Università Degli Studi di Firenze ▪ Elliniko Metro S.A. ▪ Center for Research and Technology Hellas (CERTH)
Priority Area(s)	Security and security behaviour in public transport, mobility.
Objective(s)	<p>Increasing Europe's resilience to crises and disasters is a topic of highest political concern in the EU and its Member States and Associated Countries. Regarding the specific case of transport systems, it can be said that those have developed a prominent safety and business critical nature, in view of which current management practices have shown evidence of important limitations in terms of resilience management. Furthermore, enhancing resilience in transport systems is considered imperative for two main reasons: such systems provide critical support to every socio-economic activity and are currently themselves one of the most important economic sectors and secondly, the paths that convey people, goods and information, are the same through which risks are propagated. RESOLUTE is answering those needs, by proposing to conduct a systematic review and assessment of the state of the art of the resilience assessment and management concepts, as a basis for the deployment of an European Resilience Management Guide (ERMG), taking into account that resilience is not about the performance of individual system elements but rather the emerging behaviour associated to intra and inter system interactions. The final goal of RESOLUTE is to adapt and adopt the identified concepts and methods from the defined guidelines for their operationalization and evaluation when addressing Critical Infrastructure (CI) of the Urban Transport System (UTS), through the implementation of the RESOLUTE Collaborative Resilience Assessment and Management Support System (CRAMSS), that adopts a highly synergic approach towards the definition of a resilience model for the next-generation of collaborative emergency services and decision making process.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Injured individuals

Case Study Description	<p>The main scenario defined for the Athens pilot refers to:</p> <p>Metro Lines Closure due to a bomb attack: this scenario implies that a bomb attack against the metro is detected and reported; as a consequence, the affected metro lines are closed and alternative transport services are provided through bus bridging. The Athens pilot took place on the 30th of January 2018: the chosen area was the metro station of Syntagma Square for the evacuation scenario and the near open area of National Garden for the collaborative scenario. Early in the morning, 27 volunteers arrived in the main premises of Attiko Metro. They were divided in 2 groups: 6 people played the role of operators while the remaining 21 played the role of citizens (divided into 2 groups: injured people and healthy citizens). The scenarios to be demonstrated in Athens required the use of the e-DSS and ESSMA applications; the use of the CRAMSS dashboard was not necessary. After their arrival, all the volunteers were introduced to the RESOLUTE project and the scenarios to be realised. Then, the ESSMA and the e-DSS app were presented and explained to all the volunteers. The e-DSS system was available directly in the control room of Attiko Metro premises, while the ESSMA was installed directly on the mobile phones of the 21 "citizen" volunteers. After these activities, the 21 people acting like citizens were moved to the Syntagma station and the other 6 people acting like e-DSS operators were placed in the Attiko Metro control room. Then the first scenario, the "Chemical Attack in Metro Station" started: an chemical attack inside the metro station was simulated; the e-DSS operator marked the area as dangerous, and received back from the ESSMA apps the details of all the citizens present in the area; based on this information, the operator defined some safe points in an open and safe area outdoors, in the proximity of the metro station. The e-DSS app automatically calculated the best path to guide the people to the nearest safe point, avoiding the dangerous area. To make the scenario more complex, a capacity value was associated to each safe point. In the computation of the evacuation routes, the e-DSS guided the people to the nearest safe points until they reached their capacity. Regarding the citizens that had declared to be injured, the e-DSS created a route to a special safe point where dedicated transportation (in this scenario taxis) was foreseen to move these people and transfer them to a secure area. In a real situation, the taxi could be replaced by buses or other vehicles that can help people in a dangerous event like the one simulated in the pilot. During the execution of the scenario, all the movements of the ESSMA users were visualised in real time in the control room, so it was possible to see some people moving on foot to the safe point, while the injured citizens reached the nearest safe point where the taxis were located. The e-DSS calculated an evacuation path for the taxi driver taking into consideration real-time traffic data from the Tom Tom API, as well as some roads that the e-DSS operator had set as blocked. Finally, the taxi brought the injured citizens to the safe area following the provided path. Once the citizens were safe, the second scenario, the "Collaborative Rescue" started: according to this scenario, some ESSMA users declared to be injured and some others declared themselves as "Voluntary Helpers", meaning that they were available to help other people in danger. The e-DSS app received all these notifications and computed the shortest path for a voluntary helper to reach the person in danger. Again, all the movements of injured people and voluntary helpers were visualised in real time on the maps from the e-DSS app. Once the injured people declared having received help, the scenario ended.</p>
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Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Local police ▪ Local transport operators ▪ Civilians
Social Innovation Methodology	The pilot utilised 21 volunteers, who, after completing the pilot demonstration were asked to provide their feedback on the project and its applications by filling in several questionnaires and partaking in interviews. Their responses carried a lot of weight in altering the project's output to achieve the best possible result.
Key Outcomes & Lessons Learned	The actions performed in Athens during these 3 years of RESOLUTE have been very useful to increase the system's resilience. At the same time, it should be noted that the value is still quite high in terms that a lot of actions can be performed to enhance it and continue increasing the resilience.
Sustainability	The Project was funded by the Horizon 2020 programme, whose funding comes from the European Commission (EC). Its effectiveness and applicability have been validated by its testing pilots in Athens, along with other cities, where the demonstration of its output was analysed and examined by several volunteers.

EL-19: Intermodality Promotion and Rail Renaissance in Adriatic - Ionian Region PLUS (Inter-Connect PLUS)

Abstract	Inter-Connect PLUS will tap into Inter-Connect project legacy and efficiently embed and tackle 'newcomers' (risks mitigation, challenges confronting & also opportunities - arising from the European Green Deal and other initiatives on the programming period 2021-2027 - seizing) in the next day of passengers' transportation in ADRION Region. COVID-19 pandemic outbreak was undoubtedly a shock event that, from March 2020, has much influenced our daily lives, not leaving aside our transportation habits. A large-scale experiment took place during the 'hard' months of March-May 2020, continuing up to the present with variations. Managing travel demand while respecting new protocols seems to be an unlocking tool for sustainable and well-connected areas since 'back to normality' carries risks; private cars are there after lockdowns returning or even, in some cases worsening, congestion and pollution levels.
Source Material	<ul style="list-style-type: none"> ▪ https://interconnect.adrioninterreg.eu/#Phase1 ▪ https://rralur.si/en/projects/inter-connect-plus-intermodality-promotion-and-rail-renaissance-in-adriatic-ionian-region-plus/ ▪ https://keep.eu/projects/26544/Intermodality-Promotion-and-EN/ ▪ https://igoumenitsa.gr/en/home/for-citizen/looking-outwards/programs/2430-interconnectpluss
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Igoumenitsa, Greece
Contextual Characteristics	Mixed (Urban-Rural) Area, Medium Population, Common use of Public Transport.

Time of implementation	From 01/01/2022 to 30/06/2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Igoumenitsa ▪ Centre for Research and Technology Hellas
Priority Area(s)	Security and security behaviour in public transport, mobility.
Objective(s)	<p>Inter-Connect PLUS aims at encouraging intermodal passenger transportation and stimulating rail transport, addressing new challenges such as the COVID-19 breakout. Project is lasting for only six months (January – June 2022) and it was specifically designed to build upon and elevate some of the key outputs of the successfully finalised Inter-Connect project (Interreg ADRION 2014-2020).</p> <p>By incorporating the knowledge and experience gained from the COVID-19 pandemic, the partnership will collect relevant policy documents, best practices, surveys in the project's area (Igoumenitsa – Region of Epirus GR, Bologna – Region Emilia Romagna IT, Trieste – Friuli Venezia Region IT, Ljubljana Urban Region – SI, Zagreb – HR, Durres – AL), in order to present the effect on intermodal passenger transport and upgrade Inter-Connect Roadmap and toolkit. Furthermore, the case studies from Croatia and Slovenia will be revised within the new project, addressing the pandemic's impact on passengers' transportation. Measures to mitigate even further negative impact of pandemic on public transport in Ljubljana urban region will be presented.</p> <p>Inter-Connect PLUS will reactivate the cooperation network previously engaged in the Inter-Connect project and establish a link with ADRION Thematic Clusters, guaranteeing the targeted communication of the results to key stakeholders and citizens.</p>
Case Study Description	Case Studies in 8 regions (Igoumenitsa – Region of Epirus GR, Bologna – Region Emilia Romagna IT, Trieste – Friuli Venezia Region IT, Ljubljana – SI, Zagreb – HR, Durres – AL) focusing on incorporating the new norms (COVID-19 related policies and practices resulting) into Inter-Connect Roadmap (project strategy upgrade), revising pilots (new pilot actions) and guaranteeing the intense targeted communication of the results to national/regional/local stakeholders and citizens (updated communication strategy, Inter-Connect network mobilisation, ADRION clusters interface, a sequel of interlinked public events). Data currently available only for Croatian and Slovenian Case Studies. When available, data for Greek Case Study will be added.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Local transport operators ▪ Civilians
Social Innovation Methodology	In order to find out the impact of COVID-19 pandemic in passengers' mobility, Inter-Connect PLUS partners reviewed the situation in ADRION countries and Inter-Connect PLUS cases while online surveys to citizens and transport and tourism stakeholders were conducted for adding real users wisdom in the final guide for the next day of mobility. Moreover, capacity building activities were carried out with participants.

Key Outcomes & Lessons Learned	<p>Inter-Connect PLUS recommendations on integrated mobility promotion in the ADRION region:</p> <p>In the framework of the Inter-Connect PLUS project, ITL in collaboration with the others project's partners update the Inter-Connect works related to the promotion of the integrated mobility in the ADRION Region. This new work started from the main changes occurred in the last two years: the Covid-19 emergency and new EU rules on sustainable mobility and TEN-T networks development. For this reason the study focused on two main aspects: 1) Make an update with the project's partners in order to understand how the InterConnect case studies evolved in these difficult years; 2) Analyzing more in deep the Proposal for the amendment of Reg. (EU) 1315/2013 [2021/0420(COD)] related to the EU TEN-T Network. All these analyses were summarized on a dedicated report. All these analysis confirm and strengthen the 25 recommendations identified as part of the Inter-Connect Project, around the strategy + value, network + space, governance + time, finance + funding, and research + data areas aimed to promote of interconnectivity for passenger services between local, regional and national transport flows and international/transnational long-distance traffic, between and across transport and urban nodes located along the Core Network Corridors, with a focus on intermodality between public transport services (particularly by railway) and maritime transport.</p>
Limitations	The COVID-19 pandemic limited most project-related communications to an online format.
Sustainability	<p>The project was funded by the INTERREG ADRION (Adriatic-Ionian) programme, which is financed by the European Regional Development Fund. Moreover, good practices, policy initiatives and pop-up measures were:</p> <ul style="list-style-type: none"> • reviewed in a three-phases (Phase A February 2020 – June 2020: Complete Lockdown, Phase B July 2020 – October 2020: Release of measures, Phase C November 2020 – March 2022: Light lockdown /on-off measures) and • done according to the 7As framework (Awareness, Avoidance, Act and Shift, Anticipation of new technologies, Actor involvement, Acceleration, and Adaptation of behavior). The above methodology concluded in a Roadmap for the short-term horizon (up to 2025) with measures (decatalogue) to support sustainable and active mobility boost.

EL-20: Exploiting social media and crowdsourcing techniques to reinforce SUMP development in Med Cities with seasonal demand (MOTIVATE)

Abstract	<p>MOTIVATE project is promoting citizens' engagement in urban sustainable mobility planning. Through the use of social media and crowdsourcing applications, citizens are asked to contribute to the decision making procedure by:</p> <ul style="list-style-type: none"> ▪ providing data for their daily trips ▪ evaluating the current transport services, and ▪ assessing the usefulness of proposed/planned mobility interventions <p>Citizens' contribution is estimated to influence the effectiveness of SUMP's development (enhancing the implementation of the 11 steps of SUMP cycle) and result in acceptable and long lasting sustainable mobility measures.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.interregeurope.eu/good-practices/motivate-app-a-crowdsourcing-and-interactive-learning-environment ▪ https://motivate.interreg-med.eu/ ▪ https://www.motivate.imet.gr/#downloadapps

Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Ioannina, Greece ▪ Rhodes, Greece
Contextual Characteristics	Ioannina: Urban Area, Medium Population, Common use of Public Transport Rhodes: Island/Coastal Area, Medium Population, Medium use of Public Transport
Time of implementation	From 11/2016 to 09/2019.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Centre for Research & Technology, Hellas ▪ Municipality of Ioannina (Greece) ▪ Municipality of Rhodes – (Greece)
Priority Area(s)	Security and security behaviour in public transport, mobility
Objective(s)	Although SUMP's development has been very much examined the last years through a series of projects, the adoption rate in European and especially MED cities remains notable low, fact that can partly be attributed to local authorities hesitation to undertake innovative concepts as regards to a such a complex environment as urban areas and to such a complex issue as mobility. In a professed recession wave hitting Europe the last decade, urban mobility, an essential part of a city's daily operation, must find ways to stay afloat and become sustainable. As it seems, the key to unlocking this potential is the use of crowdsourcing and social media in involving travellers in the decision making process, adding thus to the decisions the incomparable advantage of being widely accepted. In this way, the most acceptable sustainable urban transport policies, (from the existing pool of already well examined and proposed by the international practice) based on real users' needs, will form the basis for accelerating SUMP development. MOTIVATE projects goes a step further by focusing on the needs of urban areas with high seasonality profiles (seasonal variations in transport demand) trying to align not only residents but also visitors needs with policy goals on sustainable mobility since many cities in Med area faces this common challenge which should be treated separately from other cities with flat demand.
Case Study Description	Test beds of MOTIVATE app were Ioannina & Rhodes (GR), Almada (PT), Siena (IT), Larnaca (CY) (period from 2018-2019). Having identified the opportunities from the testing phase of MOTIVATE app, the developer of the app, HIT/CERTH being in parallel the technical consultant of Thessaloniki's SUMP further tested its effectiveness in Thessaloniki (GR, Region of Central Macedonia).
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Civilians

Social Innovation Methodology	<p>Focusing on citizens' involvement in the development of SUMP, the MOTIVATE app tries to capture citizens' and visitors' mobility habits & needs (crowdsourcing initiative) while triggering their interest via the provision of rewards. MOTIVATE interactive learning environment (awareness raising game on sustainable mobility) is an integral part of MOTIVATE app which accompanies the whole initiative connected to travellers' real behaviour shift towards sustainable modes of transport.</p> <p>The MOTIVATE app is a cloud based tool consisting of 4 functionalities:</p> <p>A. Trip Diaries: the service aims to collect information regarding daily trips</p> <p>B. Evaluation of existing transport measures: the users are asked to rate the performance of the existing mobility measures and transport services</p> <p>C. Preference on future transport interventions: the service aims to collect information from the end users, regarding their perceptions in specific mobility interventions by rating their importance.</p> <p>D. Game: a game is provided to the end users aiming to make them more familiar with sustainability and attract them to the app.</p>
Key Outcomes & Lessons Learned	<p>MOTIVATE app use was transferred to Thessaloniki for one month; over 100 users supported this participatory planning, providing insights for their needs while indicating their support in using sustainable mobility options given the implementation of necessary interventions as reported in the evaluation functionality. 50% of the trips submitted are currently made by car, therefore correlating it with the stated willingness to shift, the contribution in lowering emissions seems very encouraging.</p>
Sustainability	<p>The project was funded by the INTERREG MED programme, which is financed by the European Regional Development Fund. Moreover, the transferring exercise of MOTIVATE app in Thessaloniki verified the opportunities arising through crowd-sourcing initiatives exploitation; an ICT tool enabling citizens' participation in mobility planning accompanied with a well-structured promotional strategy (campaigns, gaming, rewarding system) for attracting users can bring new era in planning. ICT based tools could relieve from expensive and time-consuming surveys giving similarly reliable results. Regular updates of the platform and additional personalised tips and rewards should be provided for keeping users' interest. The main lesson learnt was that whenever there is integration between the crowdsourcing tools and already existing Apps, the number of users is vastly superior compared with a standalone tool due to the already existing habit of users. It was also proved that dedicated small target groups should be reached at regular meetings (even per week, to train citizens on how to use the app (digital skills).</p>

EL-21: REgenerating mixed-use MED urban communities congested by traffic through Innovative carbon mobility sOlutions (REMEDI0)

Abstract	<p>REMEDI0 focuses on high density areas surrounding the city centers with commercial and directional roads often suffering from traffic jam to the point of becoming wounds in the connectivity of the widespread city and elements of additional economic crisis and even social exclusion and security risks.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://remedio.interreg-med.eu/remedio/why-and-how/ ▪ https://remedio.interreg-med.eu/remedio/project-and-cities/pilot-cities/ ▪ https://mdat.gr/2019/10/22/remedio_results/ ▪ https://keep.eu/projects/21347/REgenerating-mixed-use-MED--EN/

Location(s) of Implementation	<ul style="list-style-type: none"> Thessaloniki, Greece
Contextual Characteristics	Urban Area, Large Population, Common use of Public Transport
Time of implementation	From 1/11/2016 to 31/10/2019.
Organisations in Charge	<ul style="list-style-type: none"> Aristotle University of Thessaloniki
Priority Area(s)	Security and security behaviour in public transport, mobility.
Objective(s)	<p>REMEDI0 aims at strengthening the capacity of cities to use low carbon transport systems and include them in their mobility plans by testing existing mobility solutions, through an assessment tool and participatory governance schemes that result in an operational path replicable by other MED urban areas with different city sizes.</p> <p>It addresses the challenge of the high density areas surrounding the city centres with commercial and directional roads often suffering from traffic jams.</p> <p>For such congested roads, REMEDI0 proposes to transform them into “horizontal condominiums”, forms of participatory governance that actively engage institutions, stakeholders and citizens and with which the Municipality can directly interact to improve multi-modal and low carbon mobility, freight logistic and environmental quality.</p> <p>REMEDI0 also implements concrete actions to relieve traffic congestion in Treviso (IT), Thessaloniki (EL), Loures (PT), Split (HR) and Seville (ES), where territorial institutions, supported by research/technical partners, are involved as beneficiary partners and can put in place adaptation measures for improving the sustainability of urban mobility plans.</p> <p>The involvement of a partner acting within the CAT-MED network is promising for the transfer of the tested solutions to a wider audience of cities/regions of MED and EU areas.</p>
Case Study Description	<p>Thessaloniki is the capital of Thessaloniki Regional Unity and of the region of Central Macedonia, and it is the second largest city in Greece.</p> <p>In terms of spatial development, the largest part of Central Macedonia can be considered as a wider urban region with the city of Thessaloniki at its heart. The European Spatial Observatory Network-ESPON has classified Thessaloniki as a Functional Urban Area of transnational/national significance, among 261 other such areas in Europe. Currently, it accommodates 1 110 551 inhabitants (2011) in its greater area. It covers a total of 1 455.68 km² with an average density of 665.2 inhabitants per km². Being the second largest city of Greece and the administrative, financial and cultural center of Northern Greece, it plays an important role in the national and greater Balkan region, especially as a commercial center and a transportation hub. Thessaloniki is located in the western side of the Regional Unity of Thessaloniki, at the head of Thermaikos Gulf.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Civilians
Social Innovation Methodology	<p>During the implementation of the REMEDIO project, through a step-by-step methodology for understanding the Road Axis and its characteristics, at the level of traffic and urban planning, an attempt was made to ensure the synergy of the directly or indirectly involved bodies, scientists and citizens, in order to creatively and efficiently contribute to the co-shaping of a common vision for an "Urban Functional Axis for All". This participatory process of approach included the following stages:</p> <ul style="list-style-type: none"> ▪ Capture of the problems as well as advantages of the Axis as defined by a user survey (commuters, residents, workers and professionals) ▪ Formulation of the common vision "An Urban Functional Axis for All..." ▪ Determination of the strategic directions for the comprehensive redesign of the Axis and the urban zone of direct influence ▪ Consultation of alternative proposals for redesigning the Axis and selection of a mutually acceptable proposal
Key Outcomes & Lessons Learned	<p>Main pillars of the project are: 1) the Integrated Modelling Tool (IMT) for low carbon mobility solutions assessment; 2) the new participative governance model for roads of middle sized Mediterranean cities, based on "horizontal condominium"; 3) pilot activities on urban low carbon measures as small scale investments in Treviso, Loures, Split and Thessaloníki; 4) awareness & educational paths on sustainable urban mobility behaviour. At the end of December 2018, the state of their implementation is: 1) The IMT is running in the FIRWARE platform, but some difficulties are still to be solved for an effective integration of the dispersion module and the Health&Cost ones. A user guide describing the step to step procedure to run the IMT and giving the detailed description of all the files and their format used as input and output of the various modules has been issued and it is provided on line in the server hosting the IMT. 2) each local team of pilot area is focusing on strategic stakeholders with whom signing MoU and agreements for their local solution and it is promoting this new vision of a strong participation for a better liveability of their congested roads. 3) in Loures the renewal of Moscavide street is concluded; in Thessaloniki the solution for the urban axis with a 2nd generation bus lane is agreed; in Split the public procurement for the mixed electric and traditional bike sharing service is closed and the provider chosen in November; in Treviso the bike sharing system is open to public use at the end of November. 4) In Treviso the educational paths is concluded with the final event on the 2nd of October; in other pilot areas local team cooperate and keep on organising educational events and fairs.</p>
Limitations	<p>The constantly shifting circumstances that create traffic jams in these areas have led to new problems being created after the project implementation period had ended.</p>
Sustainability	<p>The project was funded by the INTERREG MED programme, which is financed by the European Regional Development Fund. Moreover, the utilisation of several pilots showcases the applicability of the project's outputs in different settings.</p>

Annex E: Full Case Studies – Lithuania

LT-01: NATO Summit Vilnius, 2023

Abstract	High-level international event consisting of the participants from all NATO member countries representing leading roles of the countries. Highest-level of national security forces implemented. Involvement of different social groups involved, city-level awareness raising campaigns performed.
Source Material	<ul style="list-style-type: none"> ▪ https://nato.vilnius.lt/ ▪ https://www.nato.int/cps/en/natohq/official_texts_217320.htm ▪ https://www.nato.int/cps/en/natohq/official_texts_217320.htm ▪ https://nato.vilnius.lt/eismo-ribojimai/ ▪ https://www.nato.int/cps/en/natohq/events_216418.htm ▪ https://www.csis.org/analysis/what-happened-natos-vilnius-summit
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania
Contextual Characteristics	Urban area, central part of the town (Vilnius)
Time of implementation	10-13 July, 2023
Organisations in Charge	<ul style="list-style-type: none"> ▪ Vilnius city municipality (and Companies and institutions subordinate to the municipality) ▪ Government of Republic of Lithuania ▪ Police forces ▪ Presidency of the Republic of Lithuania ▪ citizens of Vilnius (incl. volunteers) <p>emergency medical assistance</p>
Priority Area(s)	“Mass Events & Crowded Places”, “Public Places,
Objective(s)	<ul style="list-style-type: none"> ▪ (from the organizational perspective) ensure secure and smooth flow of the event

Case Study Description	<p>On 11–12 July 2023 Vilnius hosted the NATO Summit, where important decisions on the security of the Alliance were made. As in other countries that have hosted the Summit in the past, corresponding traffic restrictions (especially in the old town part of the city and the roads the delegations were using) and other changes and security ensuring measures affecting the normal rhythm of life in the citizens of the capital city were present.</p> <p>The official part of the meeting began on Tuesday, July 11; however, preparatory works were conducted earlier. The transport restrictions were put in place from 7th of July on.</p> <p>Large flows of diplomats, journalists and supporting staff were arriving in the country, hence the task of security of the guests was a serious challenge for the country.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Vilnius city municipality (and Companies and institutions subordinate to the municipality)
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Social platforms ▪ volunteering
Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Higher risk of cyber-attacks – great preparations of security institutions and informing local businesses needed 2. Involving local citizens to contribute to lower rates of traffic in advance 3. The volume of this type of events was the first one in Lithuania’s (and Vilnius’s) history, different communication channels and collaboration practices were established that can be a base for future events of similar pattern.
Limitations	No extensive research activities performed yet.
Sustainability	<p>Practice and know-how were set up as this sort of event (having in mind the level of the need for security forces) took place in the country.</p> <p>National and local level governmental efforts combined brought new potential and practices for further collaborations.</p>

LT-02: Platform of LT72

Abstract	<p>LT72 is a website intended to prepare Lithuanian residents for emergencies. It allows residents to learn how to be prepared for an accident, how to behave in the event of an emergency, how to receive the information needed during emergencies and other threats.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://lt72.lt/?lang=en
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Territory of Republic of Lithuania
Contextual Characteristics	The platform/project is covering the entire country of Lithuania – including urbanized and rural areas.
Time of implementation	The renewed and functional platform was launched in 2020 and has been functioning up to today.

Organisations in Charge	Fire and Rescue Department under the Ministry of the Interior of the Republic of Lithuania
Priority Area(s)	The website contains various tips on how residents should act in the event of natural, technical or social hazards, this includes public and private spaces, mobility infrastructure.
Objective(s)	Informing society on the measures of how to prepare and react in the presence of extreme situations in the country.
Vulnerable Populations Targeted	<p>The website is adapted to the needs of</p> <ul style="list-style-type: none"> ▪ Epileptics ▪ visually impaired ▪ cognitive disability ▪ ADHD
Case Study Description	<p>In recent years as the cases of international aggression, health hazards and climate cataclysm cases became more prominent in the region of Europe, the respective platform of a national level was reestablished. The aim of the platform was and is both, to provide the basis of the preparation for the possible extreme cases in the country as well as the instruction on how to react in case each of these cases appear in reality.</p> <p>The platform contains series of information on these topics:</p> <p>How to prepare (stocks);</p> <ul style="list-style-type: none"> • Where to hide (shelter maps, collective protection maps, etc.) • Air hazard (instructions) • Nuclear or radiological accident <p>The information is provided for these types of hazards and dangers:</p> <ul style="list-style-type: none"> • Technical • Natural • Social. <p>The news regarding national security situation is provided.</p> <p>The platform contains as well the schedule and location of Civil and fire safety training courses that is possible to be attended or observed by the society.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Ministry of the Interior of the Republic of Lithuania ▪ Health Emergency Situations Centre ▪ State Nuclear Power Safety Inspectorate ▪ Fire and Rescue Department ▪ Emergency Response Centre ▪ Radiation Protection Centre ▪ Ministry of Foreign Affairs of the Republic of Lithuania

Social Innovation Methodology	This is a website that covers the expertise and knowledge regarding numerous extreme cases and is the outcome of the cooperation of many national bodies, institutions and NGOs while combining it in one place. The website contains not only a basic information on the extreme cases but also trainings and preparation for the potential dangerous cases. The website also contains explanations for the citizens on how to be reached by the alarming warnings in the mobile devices and so on. There is also a Facebook profile of the website set which also contributes by informing society on relevant issues.
Key Outcomes & Lessons Learned	The project is still in the progress, hence, the results are not measurable. However, since the platform contains a significant amount of information regarding safety and security topics, the society is better informed and hence, the pressure put on the institutions is being reduced as the answers to many repeated questions are provided in the platform.
Limitations	Since the platform contains the online information, it might be difficult for the people that lack IT literacy to access the platform. Moreover, the platform might be difficult to be reached by the people of socially vulnerable groups that do not have the internet resources or cannot afford it. However, the Fire and Rescue Department under the phone number of Ministry of the Interior of the Republic of Lithuania (which also manages the platform) is provided, hence, the alternative way to get the access to the information is also existent.
Sustainability	The platform is a sustainable measure as it is established in the internet, hence the maintenance is not an expensive one. Moreover, the residual value of the platform is extremely high as it contains material of high level and importance that is useful for all the population of the country.

LT-03: Demolition of the Roma camp and their integration into society

Abstract	Until 2019, the largest illegal Roma settlement in the Baltic States was located on the outskirts of Vilnius: in 2009, there were 115 houses in the camp. Over time, it had become a highly concentrated, unsupervised distribution point for hard drugs. On June 9, 2020, the last house in the camp was demolished. Integration activities gained momentum.
Source Material	<ul style="list-style-type: none"> ▪ https://nara.lt/lt/articles-lt/palikti-namus-nugriauto-taboro-seimu-istorijos ▪ https://vilnius.lt/lt/2020/08/26/naujas-romu-integracijos-sostineje-etapas-patvirtinta-programa-iki-2023-iuju/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania
Contextual Characteristics	Suburban area - district of the outskirts of the city of Vilnius
Time of implementation	2019-2020 (demolition), integration works are still in progress
Organisations in Charge	<ul style="list-style-type: none"> ▪ Vilnius city municipality
Priority Area(s)	Problematic settlements in the outskirts of the city with high level of crime and distribution of hard drugs

Objective(s)	The aim of this initiative was to reduce the problems related to illegal activities, improve the living conditions of the local population and integrate the Roma community into society.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> Roma national minority
Case Study Description	<p>Until 2019, the largest illegal Roma settlement in the Baltic States was located on the outskirts of Vilnius: in 2009, there were 115 houses in the camp. Over time, it had become a highly concentrated, unsupervised distribution point for hard drugs. The concentrated drug trade, which took place intensively, was impossible to control in any other way, despite the efforts of the police. The demolition of the camp is part of the 2016-2019 program for the integration of the Vilnius Tabor (camp) community into society. According to it, the families who lived in the camp had to demolish their houses and move out. For those who declared their income, the municipality granted rent compensation. Families meeting the requirements were given social housing in the city of Vilnius without a queue.</p> <p>On June 9, 2020, the last house in the camp was demolished. Integration activities gained momentum. During the implementation of the Integration programme, the institutions and organizations of the Vilnius City Municipality will be encouraged to employ people of Roma origin. Financial support will be provided to solve accommodation issues. Training is planned for law enforcement, employees of educational institutions and social pedagogues, employees of social service centers, health care institutions, employment service, representatives of trade unions on working with persons of Roma origin.</p>
Stakeholders Involved	<ul style="list-style-type: none"> Lithuanian Police (demolition) NGOs
Social Innovation Methodology	The dual approach was employed: a technical (demolition of the cam) and social (integration). Among other Roma integration activities (such as psychological consultations, increasing the education and literacy of adults and children), the aim will be to more actively spread good practices, the achievements of Roma and organizations working with them, organize self-help groups and provide complex measures for Roma women by strengthening the social rights of women and girls. skills, providing information about health, protective measures, introducing the provisions of the Equal Opportunities Act, reducing stereotypes, organizing self-reliance and new skills development (e.g. manicure, hairdressing lessons, etc.) courses, which also include counseling on independent living using public services, social assistance to Roma women returning from prison. Case management will be applied, information and mediation services will be provided in order to achieve openness of the Roma community to the institutions.
Key Outcomes & Lessons Learned	Abolition of the Roma camp made it possible to reduce problems related to illegal activities and improve public order in the city. However, the activity raised concerns on the human rights and challenges on how ensure them during both the demolition of the camp and further integration works.

Sustainability	In order to ensure the further implementation of the goals, the demolition of the Roma camp is not limited to the actual removal of the structures - work with the community, ensuring their physical and psychological well-being, raising the level of literacy and all kinds of support must be ensured in order to achieve social change in the entire community.
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LT-04: The first curfew training in Lithuania

Abstract	This curfew training on March 23, 2023 was part of a series of preparedness measures, including military exercises and civil defence drills, aimed at reinforcing Lithuania's readiness to face potential crises.
Source Material	<ul style="list-style-type: none"> ▪ https://www.lrt.lt/naujienos/lietuvoje/2/2266975/pirma-karta-istorijoje-komendantu-valandos-pratybos-nuo-demonstraciju-iki-apsaudymu ▪ https://www.lrt.lt/en/news-in-english/19/2268118/lithuanians-get-a-taste-of-curfew-during-military-exercise-photos
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania ▪ Kaunas city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	1-3 September, 2023 and 2024 7-8 of May
Organisations in Charge	<ul style="list-style-type: none"> ▪ Lithuanian Ministry of the Interior, in collaboration with the Lithuanian Armed Forces and various local government authorities
Priority Area(s)	Public Places
Objective(s)	The primary objective of the first curfew training in modern Lithuanian history, held on March 23, 2023, was to enhance national preparedness and ensure the effective enforcement of a curfew in the event of a significant national security threat.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly ▪ People with disabilities ▪ People with critical health needs
Case Study Description	<p>The first curfew training in modern Lithuanian history occurred on March 23, 2023. This event was part of Lithuania's broader efforts to enhance its national defense and public preparedness in response to growing regional security concerns, particularly due to the ongoing war in Ukraine and rising tensions with Russia.</p> <p>This collaborative approach was designed to enhance the overall effectiveness of the curfew training, ensuring that both civilian and military entities were prepared to respond to emergencies that might necessitate the imposition of a curfew.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Artists and performers

Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Community-led preparedness initiatives (local volunteer networks, neighbourhood watch programmes) ▪ Inclusive public communication (multilingual information dissemination, use of social media and influencers) ▪ public engagement and feedback mechanisms (interactive public forums, surveys and polls) ▪ Educational campaigns (workshops, seminars, school involvement)
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Increased Compliance Through Community Involvement, ▪ Effectiveness of Multilingual and Inclusive Communication, ▪ Support for Vulnerable Populations, ▪ Improved Preparedness, ▪ Feedback Mechanisms and Continuous Improvement, ▪ Mental Health and Well-being Initiatives
Limitations	No extensive analysis of the activity was performed as it concerns national security issues that are held in a secret.
Sustainability	From the practicality perspective, the implementation of urgent public security actions will be more organisational (the preparedness of responsible institutions) as well as the public awareness was raised which would facilitate the procedures in an emergency case.

LT-05: Public transport campaigns in Vilnius

Abstract	The involved conducting interactive workshops and training sessions for both passengers and transportation staff, focussing on recognizing and responding to potential security threats, such as unattended bags or suspicious behavior. Additionally, informational posters and digital displays were placed in buses, trains, and stations to remind passengers of safety tips and emergency procedures. The campaign also utilized social media platforms to engage the public with educational videos and real-time updates on safe practices in public transportation.
Source Material	<ul style="list-style-type: none"> ▪ https://judu.lt/viesojo-transporto-keleiviams/keleiviu-kultura-viesajame-transporte/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania
Contextual Characteristics	Public spaces, public transport
Time of implementation	2022 -present
Organisations in Charge	Vilniaus viešasis transportas" (VVT), the public transportation company
Priority Area(s)	Public places, public transport

Objective(s)	<ul style="list-style-type: none"> ▪ enhancing safety awareness among passengers ▪ Improving Emergency Preparedness ▪ Fostering a Respectful and Cooperative Environment
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly passengers ▪ People with disabilities ▪ Non-native speaking passengers ▪ Pregnant women
Case Study Description	<p>The campaign aims to enhance passenger safety by promoting awareness of best practices while using public transport. It encourages passengers to stay vigilant, report suspicious activities, and follow safety guidelines such as keeping personal belongings secure and respecting others' space. The campaign also highlights the importance of cooperating with transportation authorities and being mindful of emergency procedures to ensure a safe and secure environment for everyone. The implementation of this campaign is ongoing, adapting to the evolving needs of public transportation users in Vilnius. The city continues to expand its efforts to maintain high standards of safety and comfort for all passengers.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Vilnius city municipality
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Interactive Digital Platforms ▪ Tailored Educational Programs ▪ Multilingual Information Campaigns ▪ Partnerships with Community Organizations ▪ Real-time Monitoring and Feedback Systems
Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Increasing Passenger Awareness 2. Enhanced Inclusivity 3. Successful Use of Technology 4. Collaborative Efforts
Limitations	<ol style="list-style-type: none"> 1. Resistance of particular societal groups to change or follow the aims of the campaign 2. Measuring Impact: it is difficult to measure the impact of the change
Sustainability	<p>The long-term durability and continuity of the campaign by representing the same educational material but in different forms act as the constant educational activity for the passengers, hence, ensures the sustainability of the impact created.</p>

LT-06: Development of an Early Warning System on Nuclear Emergency of Lithuania

Abstract	Significant advancements were made in integrating cutting-edge monitoring technology and establishing comprehensive alert protocols. The process involved rigorous testing and coordination with international experts to ensure the system's effectiveness in providing timely and accurate notifications in the event of a nuclear incident. The system is crucial for enhancing national safety and preparedness
Source Material	<ul style="list-style-type: none"> ▪ https://rsc.lrv.lt/lt/veiklos-sritys/radiologines-bukles-stebesena/ankstyvasis-perspejimas-ir-prognozavimas/radisistema/ ▪ https://www.eeagrants.lt/programos/projektai/program/2/id/98/lietuvos-isankstinio-perspejimo-apie-branduolini-pavoju-sistemas-vystymas
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Territory of Lithuania
Contextual Characteristics	Rural and urban areas of the country, nearby the atomic nuclear plant of Belarus
Time of implementation	2014 - present
Organisations in Charge	<ul style="list-style-type: none"> ▪ The State Nuclear Power Safety Inspectorate ▪ Norwegian Radiation Protection Agency
Priority Area(s)	national coverage
Objective(s)	<ul style="list-style-type: none"> ▪ Provide Early Alerts ▪ Facilitate Rapid Response ▪ Enhance Public Safety ▪ Support Decision-Making ▪ Integrate with Regional Systems
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Children ▪ Elderly ▪ People with Disabilities ▪ Low-Income Communities ▪ Non-Native Speakers

Case Study Description	<p>The goal of the project is to ensure high-quality safety of Lithuanian residents in the event of a nuclear accident. The project aims to create high-quality technical and organizational conditions for preparing for nuclear accidents by creating a unified system of early warning of nuclear and/or radiological accidents in Lithuania.</p> <p>During the project, it was planned to:</p> <ul style="list-style-type: none"> ▪ Improve the capabilities of the State Nuclear Power Safety Inspectorate to prepare for emergency situations (it is planned to purchase specialized software adapted to quickly and accurately predict the course of development of a nuclear accident at the Astrava nuclear power plant and the characteristics of radionuclide emissions into the environment); ▪ Install a public warning and information system with sirens (it is planned to purchase public warning and information system equipment, which can be used jointly by about 100 institutions of the Republic of Lithuania and to install additional stationary warning sirens on the Lithuanian border with Belarus); ▪ Organize exercises ensuring civil safety intended to test and evaluate the effectiveness of the State Emergency Operations Center and the emergency operations centers of the relevant state and municipal institutions in the event of a nuclear and/or radiological accident; ▪ Prepare a special training and education program for the population in order to strengthen the population's ability to behave in the event of a nuclear and/or radiological accident (educational materials for both school-age children and adults). The materials are also placed on an interactive website where all interested people are able to not only access it, but also test their knowledge by taking a safety course test. <p>In addition to the activities mentioned earlier, the emergency preparedness website It72.lt was updated to accommodate various information for different groups of people in an accessible language. For example, the website visitor can listen and learn about the different civil safety signals and what to do in different types of situations.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ The State Nuclear Power Safety Inspectorate ▪ Norwegian Radiation Protection Agency
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Participatory Planning and Local Partnerships ▪ Multilingual and Accessible Communication ▪ Use of Technology and Digital Platforms – Smartphone Apps and SMS Alerts and Social Media Integration ▪ Public Awareness Campaigns and trainings
Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Need for continuous improvement: regular updates and drills as well as Learning from exercises 2. Need to invest in technology and redundancy 3. Public education and engagement: 4. Importance of ongoing education and community participation
Limitations	<ol style="list-style-type: none"> 1. System reliability: technical failures, integration issues, geographic limitations 2. Human and social factors: behavioural resistance, trust and engagement issues 3. Resource constraint

Sustainability	Continuous training and drills, periodic evaluation and improvement, diverse communication channels.
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LT-07: Drone Training School

Abstract	The drone training school "Drone Training School" is opened in Lithuania. Both specialized representatives of the army, police, the Lithuanian Rifle Association and other institutions, as well as companies and private individuals, will be able to acquire the skills of operating drones operating on the principle of First Person View (FPV).
Source Material	<ul style="list-style-type: none"> ▪ https://droneacademy.lt/dronu-mokykla/ ▪ https://www.lrt.lt/naujienos/lietuvoje/2/2346581/lietuvoje-startuoja-dronu-pilotu-rengimo-mokykla-kaip-viskas-vyks
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Kermusiškiu village, LT-15143 Vilnius district (with a possibility to train in bigger locations of the country)
Contextual Characteristics	Various areas
Time of implementation	Since August, 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ Drone Training School
Priority Area(s)	Society preparedness and awareness
Objective(s)	<ul style="list-style-type: none"> ▪ drone training, ▪ training to configure it, ▪ teaching specific programs adapted to modern challenges
Case Study Description	<p>The drone school, which opened in August 2024, will teach the skills of controlling drones operating on the First Person View (FPV) principle, both for specialized representatives of the army, police, the Lithuanian Rifle Association and other institutions, as well as for companies and private individuals.</p> <p>Civilians will be taught not only how to operate a drone, but also how to configure it and choose the right components. Specialized, institutional institutions will be offered programs tailored to contemporary challenges based on the experience of the war in Ukraine. The conflict in Ukraine made it clear that drones have become an inevitable part of warfare, and the ability to control them often determines the outcome of a battle. Therefore, this school program places great emphasis on the tactical use of drones and operational planning.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ School owners
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Innovative tools of enhancing security abilities for both, civil society and security-related institutions and specialists

Key Outcomes & Lessons Learned	Project is recent, no outcomes or lessons were identified yet.
Limitations	No studies performed on this topic, hence, no further investigation is possible.
Sustainability	Training is directed towards long-term preparedness and skillset raising which will be relevant for a period of time in the future.

LT-08: Civil Protection Training 2023 for representatives of the Lithuanian Union of Local Community Organisations

Abstract	Training focused on enhancing the preparedness and response capabilities of local communities in emergency situations. The training covered essential topics such as disaster risk management, coordination with emergency services, and community resilience building. By equipping participants with practical knowledge and skills, the training aimed to strengthen the role of local communities in civil protection and improve overall national safety in Lithuania.
Source Material	<ul style="list-style-type: none"> ▪ https://pagd.lrv.lt/lt/veiklos-sritys/civiline-sauga/civilines-saugos-seminarai/mokymai-lietuvos-vietos-bendruomeniu-lyderiu-2023-m-civilines-saugos-mokymu-medziaga/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania
Contextual Characteristics	Across all 60 municipalities in Lithuania – broad society
Time of implementation	2023.10.17
Organisations in Charge	<ul style="list-style-type: none"> ▪ The Fire and Rescue Department under the Ministry of the Interior of the Republic of Lithuania
Priority Area(s)	Public information, preparedness, resilience
Objective(s)	<ul style="list-style-type: none"> ▪ enhancing preparedness; ▪ strengthening collaboration; ▪ promoting awareness; ▪ building resilience; ▪ improving communication.

Case Study Description	<p>This training is part of the information campaign "We are a team - we have a plan" initiated by the Ministry of the Interior. Participants were briefed on possible emergencies in the municipality and in the country, and what to do in such situations. In municipalities bordering Belarus, the training also focused on preparations for a possible accident at the nearby Astrava nuclear power plant. It also covered warning and information algorithms and evacuation of the population, as foreseen in municipalities' emergency contingency plans.</p> <p>Community representatives were also encouraged to share the knowledge gained during the training with members of their own communities, and to encourage them to share this information with their relatives and neighbours, in order to reinforce the general public's skills in civil protection.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ the Fire and Rescue Department under the Ministry of the Interior of the Republic of Lithuania ▪ the Ministry of the Interior of the Republic of Lithuania; ▪ the Lithuanian Union of Local Community Organisations
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Community-Led Preparedness Initiatives ▪ Participatory Training Methods ▪ Digital Tools and Platforms
Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Importance of localised training: tailoring the training to the specific needs and contexts of different communities proved crucial for its effectiveness. 2. Adapting to new threats: the training likely underscored the importance of staying adaptable to new and emerging threats, such as climate change-related disasters or pandemics.
Limitations	No publicly available evaluation was performed, hence, further investigations are limited.
Sustainability	<ol style="list-style-type: none"> 1. Capacity Building for Long-Term Preparedness 2. Inclusion of Future Generations

LT-09: Camp "Young Defenders of Lithuania"

Abstract	A youth-focused initiative aimed at fostering patriotism, civic responsibility, and military preparedness among young Lithuanians. The camp provides participants with training in basic defense skills, leadership, and teamwork, while also instilling a strong sense of national pride and commitment to the protection of their country.
Source Material	<ul style="list-style-type: none"> ▪ https://sena-paga.lrv.lt/lt/naujienos/stovykloje-lietuvos-jaunieji-gynejai-ugdomas-patriotiskumas-ir-saugios-gyvensenos-igudziai ▪ https://www.sauliusajunga.lt/stovykla-lietuvos-jaunieji-gynejai-subure-jaunima-is-visos-lietuvos/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Border school, Medininkai, Vilnius district

Contextual Characteristics	Small town border school (Medininkai)
Time of implementation	Annual camp - typically organized during the summer months, often in July or August.
Organisations in Charge	National Defence Volunteer Forces (NDVF) under the Lithuanian Ministry of National Defence.
Priority Area(s)	Society – children
Objective(s)	<ul style="list-style-type: none"> ▪ Developing defense skills; ▪ promoting civic responsibility; ▪ Building leadership and teamwork; ▪ encouraging interest in national defence.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth from underprivileged backgrounds; ▪ children with special needs; ▪ at-risk youth.
Case Study Description	<p>About a couple of hundred children of young shooters, young border guards, young police supporters, employees of the Public Security Service and the Fire Protection and Rescue Department are resting in the camp.</p> <p>Young people aged 12-17 rest in the camp. They get to know the professions of a firefighter, border guard, and police officer, visit the School of Firefighters, the Lithuanian Police Forensic Investigation Center and other institutions, participate in hikes, sports events, and learn safe living and rescue skills.</p> <p>This camp has been organized several times. Its purpose is to develop cooperation in the prevention of juvenile law violations and child employment issues, to provide primary knowledge in the field of civil and fire safety, to train a citizen who can contribute in various ways to ensuring the safety of the state and residents, to encourage motivated young people to choose service in the police, the State Fire Rescue Service, the State in the border guard service, the Public Security Service, the Lithuanian army and membership in the Riflemen's Union.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ National Defence Volunteer Forces (NDVF) ▪ Lithuanian Ministry of National Defence ▪ Lithuanian Armed Forces ▪ NGOs
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Experiential learning; ▪ technology integration; ▪ peer-led learning; ▪ inclusive programming.

Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Importance of practical experience 2. Adaptability of training 3. Enhanced youth engagement 4. Improved skills and competencies 5. Increased patriotism and civic awareness
Limitations	No performance evaluation or deeper investigations were performed, which limits further analysis options
Sustainability	<ul style="list-style-type: none"> Skills and knowledge retention Continued engagement

LT-10: Electric scooters traffic management system in public spaces

Abstract	In Vilnius, for the reasons of public harmony and security the traffic of electric scooters has been regulated: zones where it is simply not possible to leave an electric scooter (zones are implemented after taking into account the requests of the city, residents and businesses) were established as well as speed limit was put in 20 city zones, and Bolt scooters cannot be driven on three streets. In addition to these restrictions, 119 more zones for scooter parking in the central parts of the city have appeared.
Source Material	<ul style="list-style-type: none"> ▪ https://judu.lt/pestiesiems-ir-dviratininkams/tikro-vilniaus-paspirtukininko-atmintine/ ▪ https://judu.lt/nuo-rytojaus-vilniaus-centre-el-paspirtukus-privaloma-palikti-tik-specialiose-stovejimo-vietose/ ▪ https://www.lrt.lt/naujienos/eismas/7/2064677/nuo-rugsejo-pokyciai-elektriniu-paspirtuku-vairuotojams-vilniuje-bet-esmines-taisykles-islieka
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania
Contextual Characteristics	Urban area, central parts of the town (Vilnius)
Time of implementation	The first limitations for electric scooters in Vilnius were implemented in July 2019, the latest updates – on August, 2023.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Vilnius City Municipality ▪ Lithuanian Road Administration
Priority Area(s)	Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Enhancing safety; ▪ improving urban order and harmony; ▪ promoting responsible use; ▪ facilitating coexistence with other modes of transport ▪ protecting vulnerable pedestrian groups.

Vulnerable Populations Targeted	pedestrians, particularly the elderly and people with disabilities, parents with strollers.
Case Study Description	In Vilnius, restrictions on electric scooters were implemented in July 2019 to address growing concerns over safety, security and urban order as the popularity of these vehicles surged. The regulations introduced speed limits, particularly in pedestrian-heavy areas, capping speeds to ensure that scooter use does not pose a danger to pedestrians. Additionally, the city designated specific parking zones for scooters to prevent them from cluttering sidewalks and obstructing pathways, a common issue before the regulations were enacted. These parking rules aim to maintain a tidy and accessible urban environment. The restrictions also included guidelines on where scooters can be ridden, prohibiting their use on narrow sidewalks or other spaces where they might interfere with pedestrian traffic. These measures, enforced by the Vilnius City Municipality and the Lithuanian Road Administration, are designed to promote responsible scooter use and ensure a safer, more organized city for all residents and visitors.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Vilnius City Municipality ▪ Lithuanian Road Administration ▪ Electric scooter rental companies ▪ Law enforcement agencies ▪ Pedestrians and local residents ▪ Scooter users
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Stakeholder Engagement (municipality, service providers) and application of collaborative approach between them and the users. ▪ Combining regulatory oversight with technological solutions, such as automatic speed control via GPS. ▪ Behavioural changes implemented by creating structured parking systems, reducing clutter and promoting responsible use. ▪ Proactively identifying and regulating areas prone to congestion or accidents, blending urban planning with mobility management.
Key Outcomes & Lessons Learned	<ol style="list-style-type: none"> 1. Improved Safety 2. Enhanced Urban Order 3. Increased Public Awareness 4. Positive Feedback Loop 5. Harmonious Coexistence
Limitations	There may be a period of adjustment required for both users and the public to adapt to the new regulations, during which time compliance and effectiveness may be lower

Sustainability	<ol style="list-style-type: none"> 1. Long-Term Policy Adaptation Public Awareness and Behavior Change 2. Infrastructure Development
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LT-11: Children's sensory wall at the bus stop

Abstract	Children's sensory walls have been installed at bus stops in the Panevėžys city centre to assist parents with young children by fostering a sense of physical and emotional stability in a public space. Since small children are very active and curious, the decision was made to purchase children's sensory walls to divert their attention from the busy city street, distract children by making the waiting for the public transport more entertaining, especially if there is a longer waiting ahead. This initiative is part of the "Space 4 People" project.
Source Material	<ul style="list-style-type: none"> ▪ Website of Panevėžys city municipality, https://panevezys.lt/lt/naujienos/panevezys-didina-viesuju-3z9p.html ▪ Annual report of the director of administration of the Panevėžys city municipality 2022, P. 13. https://www.panevezys.lt/lt/struktura-ir-kontaktai_144/administracijos-direktoriaus-veiklos-ataskaita.html ▪ Lyčių aspekto integravimas miestų planavimo metu. Situacijos Lietuvoje apžvalga. P. 8. https://lygybe.lt/wp-content/uploads/2023/07/Lyciu-aspekto-integravimas-miestu-planavimo-metu.-Situacijos-Lietuvoje-analize.pdf ▪ Spaces4people Panevėžys City Integrated Action Plan. https://urbact.eu/sites/default/files/2023-01/Spaces4People_IAP_Panevezys.pdf
Location(s) of Implementation	Panevėžys city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	2022
Organisations in Charge	Panevėžys city municipality
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> • Mobility of parents with small children • Children's safety in public spaces • Positive experience in public transport • Better security perception
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Children

Case Study Description	<p>The Panevėžys city municipality participated in the "Space4People" project, which focused on the use of public spaces in cities and specifically addressed transportation. As part of this project, children's sensory walls were installed at bus stops in the city centre to assist parents with young children and foster a sense of physical and emotional stability in a public space. Three sensory walls were installed in total. These sensory walls are designed to divert children's attention away from the busy city street and help make waiting for the bus easier.</p> <p>This initiative refers to security aspects by fostering a sense of physical and emotional stability in a public space. The sensory walls at bus stops contribute to public security by creating a more organized and controlled environment, reducing distractions caused by restless children and mitigating potential risks in crowded urban areas. Moreover, it enhances emotional security for parents by offering a structured, engaging solution that reduces anxiety about managing young children in a busy setting. By addressing the specific needs of families, the initiative promotes social inclusion, trust in public infrastructure, and a secure urban atmosphere, ultimately contributing to a more stable and cohesive community.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Members of Local Action Group
Social Innovation Methodology	<p>During the second stage of the "Space4People" project, workshops were organized to identify problem areas in Panevėžys city. Members of the Local Action Group participated in discussions, sharing their professional and academic expertise in urban planning and open space management. They discussed the current situation and potential solutions using URBACT tools such as "4Ws," "5 whys," Action table, and "bank of ideas."</p> <p>Creating a more organized and controlled environment reduced distractions caused by restless children and mitigated potential risks in crowded urban areas.</p> <p>By addressing the specific needs of families, the initiative promotes social inclusion, trust in public infrastructure, and a secure urban atmosphere.</p> <p>These tools were also available to all Local Action Group members outside of the workshop sessions. Additionally, an interactive GIS map was created using comprehensive census data to conduct a spatial analysis of the city. This tool effectively communicated the analysis results to the local action group members and other stakeholders. It was publicly accessible to everyone.</p>
Key Outcomes & Lessons Learned	<p>Improved mobility conditions for women with young children Fostered a sense of physical and emotional stability in a public space</p>
Limitations	<p>Small number of installed sensory walls – too little to perform a significant impact in hole city level.</p>
Sustainability	<p>Sensory walls were installed at the bus stops and being used – they are used as a long-term measure that is permanently installed into the infrastructure.</p>

LT-12: Assessing Safety and security in Vingis Park, Vilnius, Lithuania

Abstract	A study performed that was based on the analysis of police crime data combined with information from a pilot “safety and security walk” and survey of park users. The framework was tested in an urban park, Vingis, in the inner city of Vilnius, capital of Lithuania. The study concludes with an assessment of the proposed framework and directions for following needs of research and intervention.
Source Material	<ul style="list-style-type: none"> ▪ Ceccato V., Hansson M. (2013) Experiences from Assessing Safety in Vingis Park, Vilnius, Lithuania. Review of European Studies; Vol. 5, No. 5 ▪ Lyčių aspekto integravimas miestų planavimo metu. Situacijos Lietuvoje apžvalga. P. 8. https://lygybe.lt/wp-content/uploads/2023/07/Lyciu-aspekto-integravimas-miestu-planavimo-metu.-Situacijos-Lietuvoje-analize.pdf
Location(s) of Implementation	Vingis Park, Vilnius city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	Results of the study: 2013 Study (data collection): spring 2011
Organisations in Charge	<ul style="list-style-type: none"> ▪ School of Architecture and the Built Environment, Royal Institute of Technology (KTH), Stockholm, Sweden
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> • To suggest a multi-method approach for assessing safety in parks
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly ▪ Parents with small children ▪ Young people
Case Study Description	<p>A study assessed the police crime data with information from pilot “safety and security walks” and a survey as a framework for safety and security evaluation in parks. Vingis Park is considered to be a calm green area, but safety and security is mostly compromised by car traffic, the lack of presence of park’s capacity to accommodate users’ needs and its inadequate infrastructure for users in the evenings and dark months of the year. Findings also show that women more often declare feeling of insecurity in the park than men. In terms of recommendations, illumination should be improved. Moreover, more comfortable sitting areas would make the park more welcoming. Clear placement of trash bins and signs encouraging users to put trash in the trash bins could reduce littering. Natural surveillance should be encouraged by allowing for legal performers or kiosks in certain areas of the park premises. Another solution is to invite park personnel and workers for safety and security training. At the municipal level, there should be an officer responsible for public order throughout the park system.</p> <p>Speed limit signs should be installed at more spots around the park, together with signs showing ongoing children’s activities. Separate spaces for different users should be encouraged.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Vilnius County Police Headquarters ▪ Vilnius Municipality ▪ Centre for the Advancement of Gender Equality
Social Innovation Methodology	<p>First method applied to involve stakeholders was a “safety and security walk”. Twenty-five individuals participated in the activity, which took about one and a half hours on a weekday in the spring of 2011. Participants were of varied age, including children, invited through ads in the municipality. Thus, all participants were voluntary samples. Although the “safety and security walk” focused on the identification of insecure places, participants were invited to indicate safe and pleasant places as well.</p> <p>Second method applied to involve stakeholders was a face-to-face interview with users of the park. The interviewed groups were park users and workers who did not have any relationship with those participating in the “safety and security walk”. They included parents with young children, youngsters, adults, elderly people and park staff (27 females and 17 males; most of the respondents were under 40 years old).</p>
Key Outcomes & Lessons Learned	<p>Proposed multi-method approach for assessing safety and security in parks</p> <p>Suggestions of safety and security improvements in Vingis Park</p>
Limitations	<p>The geography of crime on the map was not able to show the places where crime happened in Vingis Park, either because of poor geocoding practices and/or low reporting rates at the park.</p> <p>Results are dependent of who are participating in the survey, when (day or night, summer vs. winter) or the size of the group.</p> <p>Difficult to engage vulnerable groups.</p> <p>The sample used for this analysis is not representative for Vilnius citizens or park users.</p>
Sustainability	<p>Participatory approach-based feedback on the corrective aspects of the park that could affect the safety and security aspects of being in the area.</p>

LT-13: “Eismopolis” game for safe and secure children behaviour in traffic and public spaces

Abstract	<p>Eismopolis is a digital educational tool designed to develop the skills of children and teenagers in safe and secure behaviour on the road, provide useful information, consolidate knowledge, and develop the ability to recognize developing dangerous situations. The educational tool is suitable for both individual learning and group work during lessons. The plot of the game is performed in the actual surroundings of Lithuanian spaces.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://eismopolis.lt/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ On the Internet, target group in Lithuania
Contextual Characteristics	<p>Internet</p>

Time of implementation	2016-2023
Organisations in Charge	Lietuvos mokinių neformaliojo švietimo centras (the client of the project) UAB "Biznio mašinų kompanija" (provider)
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> The project aims to significantly reduce the number of victims of young road users
Vulnerable Populations Targeted	<ul style="list-style-type: none"> Children and teenagers
Case Study Description	<p>Eismopolis – a digital educational tool designed to develop safe public behavior skills among children and adolescents, provide useful information, reinforce knowledge, and cultivate the ability to recognize emerging dangerous situations. The tool is suitable for both individual learning and group work during lessons.</p> <p>While traveling through the world of Eismopolis, the player will visit 24 stations. At each station, they will find information on important topics related to ensuring safe and secure behavior, a knowledge test, a video scenario of a dangerous situation, and a relaxing game. Upon completing tasks, the player will earn points, and if the results are excellent, they will receive additional motivational rewards – city cards. The playful and user-friendly environment would make learning interesting and enjoyable. Eismopolis includes also materials for teachers: learning materials, tests, working papers for teachers.</p>
Stakeholders Involved	<ul style="list-style-type: none"> No data available
Social Innovation Methodology	As Eismopolis includes 24 stops, all stops are a visualisation of real places in the cities. It allows children to identify with a real situation in a familiar environment. This tool is not only for students, but can also be used by teachers, thus presenting information in a student-friendly way (game, tests, etc.) and making it easier for teachers to prepare for lessons. This allows them to get very important information in an attractive way.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> Free tool is an easily accessible material to inform and teach children how to behave on and near the road, in public areas New methods to teach children Materials for teachers
Sustainability	<p>The website and materials for teachers are accessible and free.</p> <p>The safety and security trainings are per se lasting activity in forming a skillset for the potentially dangerous surroundings or situations.</p>

LT-14: Safecity in Lithuania

Abstract	NGO "Lygiosios" became the first non-governmental organization in Lithuania to provide a platform for reporting harassment that people experienced in public and private spaces: streets, bars, parks, events and even at home. From now on, Lithuanians who have experienced harassment can not only contact the police but also fill out the "Safecity" form in Lithuanian or English and report the incident, its time and place, thus contributing to the creation of a safer and more secure city.
Source Material	<ul style="list-style-type: none"> ▪ NVO „Lygiosios“ pradėjo bendradarbiauti su „Safecity“: kurs saugesnius miestus per kovą su priekabiavimu. https://manoteises.lt/straipsnis/nvo-lygiosios-pradejo-bendradarbiauti-su-safecity-kurs-saugesnius-miestus-per-kova-su-priekabiavimu/ ▪ Form to fill about the harassment in Lithuanian. https://forms.fillout.com/t/4VuicGKvyRus ▪ Safecity x Lygiosios. https://lygiosios.lt/safecity-x-lygiosios/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lithuania
Contextual Characteristics	Public and private spaces, including the Internet and Social media.
Time of implementation	2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ Red Dot Foundation Global
Priority Area(s)	Public and private spaces
Objective(s)	<ul style="list-style-type: none"> ▪ Increase transparency and public accountability about gender-based harassment and violence; ▪ Contribute to political change based on real data; ▪ Encourage the municipality to efficiently allocate resources for ensuring security in the city.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women and girls ▪ Non-binary people

Case Study Description	<p>NGO "Lygiosios" has partnered with Red Dot Foundation Global to launch the Safecity initiative in Lithuania, focusing on enhancing public security by addressing sexual violence and harassment. The platform allows Lithuanians to anonymously report incidents experienced in public and private spaces, with the option to submit retroactive reports via a website and mobile apps in both Lithuanian and English.</p> <p>Safecity's technology analyzes the reported incidents, generating data-driven insights on high-risk locations and patterns of harassment. These insights are critical for city authorities, law enforcement, and communities to identify vulnerable areas and implement targeted security measures. By enabling citizens to report incidents, the initiative empowers communities to take part in improving urban security and fostering a safer environment for all. Safecity is designed as a preventive and informational tool, not an emergency response service.</p>
Social Innovation Methodology	Safecity technology enables the involvement of residents in the creation of a safer city. When people report incidents, they provide information for making decisions about improving security in the most dangerous places.
Key Outcomes & Lessons Learned	Safecity app and internet page.
Sustainability	Safecity internet page and app are functional, the data is being collected which gives the information-based ground for further related actions and improvements.

LT-15: The app "Tvarkau miestą"

Abstract	Residents of Vilnius, Alytus, Panevėžys, Šiauliai, Marijampolė, Kazlų Rūda, Visaginas, Tauragė can inform municipalities about problems in various fields of living in the city: safety and security measures, environmental management, bicycle path problems, engineering networks, street lighting, graffiti, animal keeping, non-operational cars, sports equipment and others.
Source Material	<ul style="list-style-type: none"> ▪ Vilniuje pranešti apie miesto problemas nuo šiol galima ir mobiliaisiais telefonais. https://www.15min.lt/naujiena/aktualu/lietuva/vilniuje-pranesti-apie-miesto-problemas-nuo-siol-galima-ir-mobiliaisiais-telefonais-56-487537?utm_medium=copied ▪ Mobilija programa „Tvarkau Vilnių“ pranešti apie problemą mieste – dar paprasčiau. https://vilnius.lt/lt/2016/10/17/mobilija-programele-tvarkau-vilniu-pranesti-apie-problema-mieste-dar-paprasciau/ ▪ Kviečiame naudotis programa „Tvarkau miestą“. https://www.panevezys.lt/lt/naujienos/kvieciame-naudotis-programele-2dyc.html ▪ Vilniečiams – raginimai aktyviai naudotis programa „Tvarkau Vilnių“. https://m.kauno.diena.lt/naujienos/vilnius/miesto-pulsas/vilnieciams-raginimai-aktyviai-naudotis-programele-tvarkau-vilniu-777467

Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Vilnius city, Lithuania ▪ Alytus city, Lithuania ▪ Panevėžys city, Lithuania ▪ Šiauliai city, Lithuania ▪ Marijampolė city, Lithuania ▪ Kazlų Rūda city, Lithuania ▪ Visaginas city, Lithuania ▪ Tauragė city, Lithuania
Contextual Characteristics	Urban area.
Time of implementation	Since 2015
Organisations in Charge	<ul style="list-style-type: none"> ▪ Administration of Vilnius city municipality ▪ Volunteers „Code for Vilnius“
Priority Area(s)	Public and private spaces
Objective(s)	<ul style="list-style-type: none"> • To develop a space where citizens could inform the municipality about the various type of problems in the city area
Case Study Description	App contributes to public security and perceived security by enabling residents to actively participate in improving their urban environment. By allowing users to report issues in real-time and track their resolution, the app fosters transparency and trust in municipal services, enhancing the perception of a well-managed and secure city. Additionally, by quickly addressing hazards such as damaged infrastructure, broken lighting, or unsafe public spaces, the app helps prevent potential risks, contributing to a safer and more stable urban environment for all residents. Its expansion to multiple cities strengthens the sense of community involvement and shared responsibility for public security across the country.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Administration of Alytus city municipality ▪ Administration of Panevėžys city municipality ▪ Administration of Šiauliai city municipality ▪ Administration of Marijampolė city municipality ▪ Administration of Kazlų Rūda city municipality ▪ Administration of Visaginas city municipality ▪ Administration of Tauragė city municipality

Social Innovation Methodology	<p>methodology behind the development of the improved version of the "Tvarkau miestą" app in 2016 is centered on collaborative problem-solving and civic engagement. Initiated by the Code for Vilnius volunteer group in partnership with the municipality's E-City team, the approach combines expertise from diverse fields—programmers, analysts, designers, and other specialists—to co-create transparent, efficient solutions for urban issues.</p> <p>A key element of this methodology is citizen participation in both data collection and monitoring. Residents actively contribute by reporting problems and tracking their resolution, fostering accountability and trust in public services. This model exemplifies how cross-sector collaboration, digital technology, and community involvement can drive social innovation in urban governance, resulting in more responsive and transparent city management.</p>
Key Outcomes & Lessons Learned	The functioning app "Tvarkau miestą" not only helps to improve different aspects of public spaces, but allows to gather the data and creates opportunities to follow the progress.
Limitations	Difficult to use for technologically illiterate people
Sustainability	Other seven cities were added to the app for free and residents of these cities can report their issues faced in the cities.

LT-16: Young police supporter

Abstract	The Young police supporter is an activity lead by the chief commissariats of the counties of Lithuania. Youth from 12 to 18 years old can participate in voluntary activities in creating a safe and secure environment. Young police supporters help police offices to prevent youth crimes and law violations, help foster safety and security in schools and their premises.
Source Material	<ul style="list-style-type: none"> ▪ Jaunieji policijos rėmėjai. https://policija.lrv.lt/lt/veiklos-sritys/viesosios-tvarkos-ir-gyventoju-saugumo-uztikrinimas/savanoryste/jaunieji-policijos-remejai/ ▪ Jaunųjų policijos rėmėjų nuostatai. https://policija.lrv.lt/uploads/policija/documents/files/veiklos-sritys/viesosios-tvarkos-ir-gyventoju-saugumo-uztikrinimas/V1_Jaunuju%2Bpolicijos%2Bremeju%2Bnuostatai.odt.pdf
Location(s) of Implementation	Lithuania.
Contextual Characteristics	Urban and rural areas
Time of implementation	Since 2015
Organisations in Charge	<ul style="list-style-type: none"> ▪ Police Department under the Ministry of Internal Affairs
Priority Area(s)	Public places, youth-dominated areas

Objective(s)	<p>The activities of young police supporters are focused on:</p> <ul style="list-style-type: none"> ▪ prevention of youth delinquency and other violations of the law together with territorial police and educational institutions; ▪ creating a safe and secure environment in schools and their surroundings; ▪ introducing young police supporters to the practical implementation of safe and secure environment creation activities, considering their age; ▪ additional non-formal educational activities providing children with legal knowledge, introducing them to the activities of the police and other emergency services; ▪ education of citizenship, promotion of independence and leadership, strengthening of communication and cooperation skills; ▪ developing understanding and self-awareness about laws and their application; ▪ strengthening trust in police institutions by actively involving them in the activities of these institutions and cooperating with them.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	<p>The Young Police Supporter initiative enhances public security by involving youths aged 12 to 18 in assisting territorial police offices and educational institutions in preventing child crime and maintaining order in schools and their surroundings. By fostering early engagement with law enforcement, the program builds a sense of responsibility and encourages active participation in creating a secure environment. Through voluntary activities, participants gain legal knowledge, develop civic awareness, and contribute to natural surveillance, which helps deter unlawful behavior. Additionally, summer camps for active supporters further strengthen their commitment to public security and community well-being.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Youth ▪ Schools
Social Innovation Methodology	<p>By applying a participatory approach to enhancing public security through youth engagement, it introduces an innovative model where young people are not only educated about law enforcement but actively involved in crime prevention and community safety, fostering a collaborative relationship between law enforcement and the community.</p> <p>The methodology emphasizes co-creation and capacity building, as it develops legal knowledge, civic responsibility, and leadership skills among participants. Moreover, by organizing activities and camps, the initiative promotes long-term involvement and strengthens social cohesion, offering a scalable, community-driven approach to improving public security.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> • The network of young police supporters across the country established

Sustainability	<p>This activity is continuous.</p> <p>The number of young police supporters in Lithuania is constantly changing, but according to the data of 2023, there are about 800 young police supporters in the country.</p>
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LT-17: System of preparation for civil resistance

Abstract	The system of preparation for civil resistance consists of three stages: basic course ("Preparation for the day X" course), which takes place on the remote training platform "Mobilization School, hybrid threat resilience training, practical skills course module.
Source Material	<ul style="list-style-type: none"> ▪ Ministerija atnaujino pasirengimo dienai „X“ kursas – tikisi per 50 tūkst. dalyvių. https://www.lrt.lt/naujienos/lietuvoje/2/2307327/ministerija-atnaujino-pasirengimo-dienai-x-kursus-tikisi-per-50-tukst-dalyviu ▪ Mobilizacijos mokykla (platforma). https://mobilizacijosmokykla.lt/ ▪ L. Kasčiūnas: valstybės gynyba yra visų mūsų reikalas, todėl piliečiai turi turėti reikiamas žinias ir įgūdžius. https://kam.lt/l-kasciunas-valstybes-gynyba-yra-visu-musu-reikalas-todel-pilieciai-turi-tureti-reikiamas-zinias-ir-igudzius/ ▪ Dažniausiai užduodami klausimai. https://mppd.lrv.lt/lt/dazniausiai-uzduodami-klausimai/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lithuania
Contextual Characteristics	Urban and rural areas
Time of implementation	Since 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ Ministry of National Defence of Lithuania ▪ Department of Mobilization and Civil Resistance
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ To prepare citizens for civil resistance. ▪ To inform and educate citizens on how to behave in the event of war. ▪ To encourage citizens to contribute to the activities of the Rifles Union or commandantries, National Defense Volunteer Forces, other ways of service in the Lithuanian Armed Forces, where higher level armed or unarmed civil resistance skills are formed.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly ▪ Youth

Case Study Description	<p>The first stage of the system of preparation for civil resistance includes basic course “Preparation for the day X”. Basic course take place on the remote platform mobilizacijasmokykla.lt. This course is intended for all citizens, is mandatory for guns owners and will become mandatory civil servants in the future. The remote platform is an electronic training platform where you can acquire basic knowledge about Civil Resistance, Mobilization and the operating principles of Host Country Support at a time and place convenient for citizen. Every person who has registered and listened to up to 30 min. training and passing the test (except for the Civil Resistance Course for Gun Owners) receives a certificate confirming the completion of training.</p> <p>Hybrid threat resilience training to be delivered in eight hours of theoretical training, attended by over 50 individuals. This part is intended to provide theoretical knowledge and strengthen society's resilience.</p> <p>A practical skills course module focused on self-survival and self-help skills in the event of war. The practical training will last about 8-9 hours and will be attended by up to 30 participants.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens
Social Innovation Methodology	<p>All citizens can participate in the courses. They must register on the remote platform. If citizen wants to participate in hybrid threat resilience training and / or practical skills course module, first he / she must participate in basic course.</p> <p>Hybrid threat resilience training and practical skills course module are organised in various cities. Applicants for the hybrid threat resilience or civil resistance skills module must meet the following requirements: be a citizen of the Republic of Lithuania; take the basic course; be at minimum of 18 years of age.</p> <p>The training should be conducted by 35 instructors, and their preparation lasted about 30 hours. Additional training of instructors at the General Jonas Žemaitis Lithuanian Military Academy base is planned for the first quarter of 2025.</p>
Key Outcomes & Lessons Learned	<p>About 90 thousand citizens, who participated in the courses in 2024 and 2025.</p>
Sustainability	<p>Planned number of courses participants:</p> <ul style="list-style-type: none"> ▪ “Preparation for the day X” course (basic course): 33 thousand in 2024, 50 thousand in 2025; ▪ hybrid threat resilience training: 800 in 2024, 2 thousand in 2025; ▪ practical skills course module: 400 in 2024, 1 thousand in 2025.

LT-18: The way to a safer environment – an active community

Abstract	<p>Residents who trust each other and are willing to act together are much more active in solving security problems collectively. The project includes various activities and aims to increase the safety and security of community. Discussions, meetings, Safe Neighbourhood groups, sharing of good practices, legal education, and preventive measures were implemented.</p>
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Source Material	Paraiška nusikaltimų ir kitų teisės pažeidimų prevencijos projektų ir bendruomenių iniciatyvų gerosios praktikos konkursui. https://vrm.lrv.lt/lt/veiklos-sritys/viesasis-saugumas/nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkursas/2018-m-nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkurso-rezultatai/
Location(s) of Implementation	Klaipėda city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	From 2017
Organisations in Charge	Klaipėda City Police Commissariat
Priority Area(s)	Public places
Objective(s)	<p>Promote public activity, citizenship and cooperation with the police and other services providing assistance, while creating a safe environment for the public, gradually transferring the initiative of creating a safe environment to city communities, which will help ensure public order, reduce law violations and crime in the city of Klaipėda.</p> <p>Objectives:</p> <ul style="list-style-type: none"> ▪ Ensure the safety of residents in their residential area by implementing effective preventive measures with other interested institutions and police supporters; ▪ Organize an information campaign, presenting examples of good practice and during it spread the ideas of the Safe Neighbourhood and the benefits of the partnership between the community and government institutions for society, help gather active residents and create effective "Safe Neighbourhood" groups; ▪ To inculcate the principles of civic self-defense in the population: intolerance to violations of the law, friendly relations of mutual assistance between neighbours; ▪ To improve the image of the police in the society, encouraging the city residents to cooperate, with the aim of preventing violations of the law; ▪ To actively contribute and participate in the celebrations and events organized by the local communities (public, religious, national) of the city of Klaipėda.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Not specified

Case Study Description	<p>During the implementation of the project, residents were encouraged to gather, communicate and cooperate with each other by various activities:</p> <ul style="list-style-type: none"> ▪ Constantly organized discussions and meetings to provide useful information, targeted preventive measures and guidelines for future activities were discussed. ▪ Activation of Safe Neighborhood groups operating in the city, presenting examples of good practice, sharing experience. ▪ Presentation of a Safe Neighborhood to the public of the city, explanation of its benefits, creation of new groups, giving the public the opportunity to actively participate in crime prevention activities. ▪ Legal education of the community and a strong communication chain. ▪ Planning of general preventive measures, which helps to solve the issues of ensuring the safety of the city's inhabitants, to analyse the emerging needs of assistance to the inhabitants. ▪ Use of police sponsors, conducting public preventive patrols. ▪ Participation in the celebrations and events of the city communities, providing useful information to the public to improve the image of the police. ▪ Fostering active communities.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Klaipėdos Baltijos, Marių, Danės, Pajūrio local communities ▪ Labrenčiškė residents' association ▪ Vitė community ▪ "My city Klaipėda" association ▪ Religious and ethnic communities registered in the city ▪ Community Officers Group of Klaipėda City Police Commissariat
Social Innovation Methodology	<p>Residents were invited to discussions and meetings, participated with police officers in the meetings of Safe Neighborhood groups, were encouraged to get involved in Safe Neighborhood groups, were educated. Related information was prepared and provided to resident via Internet, media, live meetings.</p>
Key Outcomes & Lessons Learned	<p>135 meetings were organized with residents and communities, participated in 30 public and city events/celebrations.</p> <ul style="list-style-type: none"> ▪ Number of thefts in the territory of Safe Neighbourhood groups decreased by 11%. ▪ 22 active Safe Neighbourhoods groups have been established. ▪ Mutual communication in the communities strengthened, most residents contributed to preventive activities by preventing violations of the law, protecting their property, which influenced the reduction of crime. ▪ Considering the criminogenic points indicated by the residents, 136 preventive measures/actions were implemented in response to complaints. ▪ Trust in the police increased by 5 percentage points in the city of Klaipėda and currently stands at 79%. ▪ Residents' attention was drawn to the marking of valuable items, the protection of their own property and their own safety against criminal acts and 54 valuable items were marked.

Sustainability	The project can be implemented in any country. A large role in preventing crimes, ensuring a safe environment and the sense of security belongs to the residents themselves, who are active and indifferent to violations of the law, therefore, in any country, the involvement of the public in preventive activities in the context of cooperation with the police is important and relevant.
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LT-19: Police Puppet Theatre

Abstract	Interactive educational performance for children up to 14 years old. During the performance, 5 situations of safe and secure behaviour on the street in the dark and other topics related to the safety and security of children in public places are acted out. After every situation, police officer leads the discussion with kids about appropriate and dangerous behaviour.
Source Material	<ul style="list-style-type: none"> ▪ Panevėžio apskrities vyriausiojo policijos komisariato Pasvalio r. policijos komisariato projektas „Policijos lėlių teatras“. https://vrm.lrv.lt/lt/veiklos-sritys/viesasis-saugumas/nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkursas/2018-m-nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkurso-rezultatai/ ▪ Vienintelis lietuvoje: policijoje – lėlių teatras. https://m.klaipeda.diena.lt/naujienos/lietuva/salies-pulsas/vienintelis-lietuvoje-policijoje-lėliu-teatras-863668
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Pasvalys district, Lithuania
Contextual Characteristics	Small Town
Time of implementation	Since 2015
Organisations in Charge	<ul style="list-style-type: none"> ▪ Pasvalys district Police Commissariat
Priority Area(s)	Public places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ To involve young people and young police supporters in preventive activities by engaging them in meaningful and useful educational activities, and to teach the audience (children up to 14 years old) of the play the rules of proper and safe behaviour using acting elements. ▪ To establish norms of appropriate behaviour for children in society, to ensure responsibility and create a safe and secure environment within educational institutions, multi-purpose centres, children's care homes, and day care centres. ▪ To remind children about safe and secure behaviour on the street, especially after sunset, to teach them to distinguish between good and bad behaviour through role-play situations.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Children ▪ Youth

Case Study Description	<p>The Police Puppet Theatre is a unique security-focused initiative in Lithuania designed to strengthen children's awareness of secure behavior in public spaces and on roads. Targeting children up to 14 years old, the performance depicts five real-life scenarios involving potential risks in public areas, fostering critical thinking and decision-making skills. Through interactive discussions and engaging elements such as acting, music, and puppetry, the initiative helps children develop the ability to recognize and respond to potentially dangerous situations, contributing to their sense of security.</p> <p>The transportable nature of the theatre allows it to reach a broader audience, ensuring that security awareness is promoted across various communities. By creatively educating children, this initiative plays a vital role in fostering a safer, more secure public environment.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Schools ▪ Multi-purpose centres ▪ Children's care homes ▪ Day care centres ▪ Vaškai cultural centre ▪ Young police supporters ▪ Pasvalys district culture centre ▪ Youth initiative group "Marabu band" ▪ Department of Education and Sports of the Pasvalys district municipality administration
Social Innovation Methodology	<p>The Police Puppet Theatre employs creative engagement and experiential learning methodologies by using storytelling, puppetry, and interactive discussions to teach children about secure behavior in public spaces. Its scalable and accessible approach ensures that children across diverse communities can benefit from security education, fostering widespread awareness. Additionally, the initiative promotes a community-centered approach by voluntarily involving schools and local organizations, enhancing collective responsibility for public security. Police Puppet Theatre is unique in Lithuania. It attracts young people to follow its activity. Young people who are actors in the theatre search for the related legal information and participate in the creation of situations. Participation in the project is voluntary. The performance can be changed and enhanced during the process.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Engaged young people to perform activities for children; ▪ A new way to speak with children and teach them about safety in public spaces; ▪ Police and other stakeholders' collaborations, especially involvement of young people.
Sustainability	<p>Performance has been enhanced through the addition of interactive elements, new music, songs, and decorations by the youth. Project could be expanded with other important topics.</p>

LT-20: Creative home(less)

Abstract	The project is dedicated to provide art therapy to Panevėžys homeless hostel residents with the objective to release homeless people's complexes, to encourage them to reveal themselves and to regain independence. The independence means no more living on the street. This increased persons safety and the security in the streets on Panevėžys city.
Source Material	<ul style="list-style-type: none"> ▪ Creative home(less). https://innovationinpolitics.eu/ ▪ The Art of Staying Healthy. https://ndpculture.org/ ▪ Kūrybos užuovėja" (angl. CREATIVE HOME(less)). https://www.paneveziospc.lt/ ▪ Projektas „Kūrybos užuovėja“. https://projektai.panevezys.lt/
Location(s) of Implementation	Panevėžys city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	2021–2022
Organisations in Charge	<ul style="list-style-type: none"> ▪ Administration of Panevėžys city municipality ▪ Panevėžys Social Services Center
Priority Area(s)	Public places
Objective(s)	Creative Home(less) aims to address the complex problem of homelessness in Panevėžys by providing art therapy to hostel residents. This project provides an opportunity to test the results of cooperation between the art and social sectors, drawing public attention to the vulnerable target group suffering from exclusion and shame. Project aims to encourage individuals to find homes and move out of hostels and off the streets, while also enhancing the security of homeless individuals, improving community safety, and preventing potential crimes.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Homeless

Case Study Description	<p>Weekly art therapy sessions were held for four groups of project participants. Every group has had 7 sessions, each session lasted two hours. Various cultural and public places were chosen to held sessions: Panevėžys Municipal Homeless Hostel, Local Lore Museum, Panevėžys Photo Gallery, and Panevėžys Art Gallery.</p> <p>Through art therapy, participants were encouraged to express themselves, regain independence, and find joy in life. Positive relationships were established between participants, with many feeling that they were more accepted and deserving of basic humanity. The art-therapy group sessions culminated with a final group workshop and a public exhibition opening. The final joint creative workshop for all project participants took place in the hostel. During the workshop, the project participants, together with the hostel staff, decorated 16 T-shirts with special techniques, These T-shirts were exhibited at the theatre “Means” in Panevėžys city. Project participants were awarded backpacks with the project logo, which they chose by voting during art therapy sessions.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Panevėžys Municipal Homeless Hostel ▪ Local Lore Museum ▪ Panevėžys Photo Gallery ▪ Panevėžys Art Gallery ▪ Theatre “Menas” ▪ Stasys Eidrigėvičius Art Centre
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Homeless participants collaborated with art specialist from various organisations and among themselves. ▪ 23 homeless participants participated in art therapy classes, which took place in multiple cultural venues. ▪ The final group workshop and a public exhibition took place and was available to the public.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Four participants gaining employment. ▪ Four participants moving out of the hostel and living independently. ▪ Other participants continuing to visit cultural spaces by themselves and participate in similar activities.
Sustainability	<p>The project to continue with the inclusion of art therapy classes in hostel residents' activities, ensuring sustainability and continuity of the project's activities with the help of a project partner, the Stasys Eidrigėvičius Art Centre.</p>

LT-2: Time for change in Alytus

Abstract	<p>Street workers formed connections with young people and groups in pre-identified areas. These relationships were built on mutual trust, allowing the workers to provide personalized support, both individually and in groups. Various forms of personal, social, and educational assistance were offered to prevent criminal activity.</p>
Source Material	<p>Nusikaltimų ir kitų teisės pažeidimų prevencijos projektų ir bendruomenių iniciatyvų gerosios praktikos konkursas. https://vrm.lrv.lt/lt/veiklos-sritys/viesasis-saugumas-1/nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkursas-2/</p>
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Alytus city, Lithuania

Contextual Characteristics	Urban area
Time of implementation	2018.07.18–2018.12.31
Organisations in Charge	<ul style="list-style-type: none"> ▪ Alytus City Community Centre
Priority Area(s)	Public places
Objective(s)	<p>Main objective is to reduce the social exclusion of young people spending time on the streets and increase their active participation in public life.</p> <p>Other objectives:</p> <ul style="list-style-type: none"> ▪ To conduct a study of the situation of young people in the selected area and build relationships based on mutual trust. ▪ To organize activities that increase young people's awareness of addictions and criminal activity and enhance their motivation to change. ▪ To promote inter-institutional cooperation and strengthen staff competencies.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	<p>A workshop was organized with various institutions to discuss the problems faced by young people. The most vulnerable and unsafe areas were identified. Key issues highlighted included the use of alcohol and drugs, a predisposition to criminal activity, and an unsafe environment for teenagers and young adults.</p> <p>Efforts to engage with young people on the streets were conducted in three ways: individual work, group activities, and community involvement. Strong relationships were built with the youth. Various activities, such as sports events, art projects, and other self-expression initiatives, were organized in the pre-identified areas. Information on medical, psychological, social, and other assistance was provided to individuals and groups. Volunteer activities for young people were also organized during various events.</p> <p>Another focus was on community engagement and inter-institutional collaboration. Meetings and workshops were held for community members, police officers, and representatives from social and other institutions that work with youth. These gatherings aimed to exchange experiences and enhance competencies. Regular meetings for street workers were organized to share best practices, address challenges, and learn from one another.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Administration of Alytus city municipality ▪ Prosecutor's Office ▪ Pedagogical psychological service ▪ Probation Service ▪ Police commissariat ▪ Alytus Sports and Recreation Centre ▪ Child Rights Protection Department of Administration of Alytus city municipality ▪ Representatives of communities
Social Innovation Methodology	Methods applied: observation, analysis of situation, conversations and meetings. During observation and building of relationship confidentiality and respect were maintained. Group activities were organised to prevent criminal activities and drugs and alcohol use. Street worker have met with young people at least once per week.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Three places were selected to conduct activities ▪ A total of 50 young individuals aged 14 to 29 participated ▪ 30 group activities for young people were organised ▪ 10 individual activities were led ▪ Meetings with stakeholders were arranged
Sustainability	This project was new for Alytus and innovative for Lithuania. It can also be implemented in other municipalities or urban and rural locations in Lithuania and various countries.

LT-22: Time is now for change

Abstract	The project's key action was the Street Workers Initiative, a joint social programme that brought together various stakeholders. They engaged with at-risk children, their families, and other street workers to provide them with the social network and support vulnerable youth and enhance their security.
Source Material	<ul style="list-style-type: none"> ▪ Kviečiame prisijungti prie šaunios AMBC komandos įgyvendinant INTERREG V-A Lietuvos – Lenkijos programos projektą „Dabar laikas pokyčiams“! https://ambc.lt/?p=790 ▪ Projects description. https://old.lietuva-polska.eu/en/projects.html ▪ Interreg v-a Lietuvos ir Lenkijos programos projektas – 2020 regiostars laimėtojas! https://www.esbendradarbiavimas.lt/interreg-v-a-lietuvas-ir-lenkijos-programos-projektas-2020-regiostars-laimetojas/ ▪ Polish and Lithuanian cities team up to help at-risk youth. https://ec.europa.eu/regional_policy/en/projects/Lithuania/polish-and-lithuanian-cities-team-up-to-help-at-risk-youth
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Alytus county, Lithuania ▪ Elcki Subregion, Poland

Contextual Characteristics	Urban and rural area
Time of implementation	2017–2018
Organisations in Charge	<ul style="list-style-type: none"> ▪ Alytus City Community Centre
Priority Area(s)	Public places
Objective(s)	The primary objective of the project was to initiate and implement a meaningful cross-border social initiative – the street workers programme – with the active involvement of community members from both cross-border countries (Lithuania and Poland). The overarching aim was to address pressing issues such as living in neglected environments, parental unemployment, the rise of substance abuse, escalating rates of violent crime, and the challenges faced by those living or spending time on the streets.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	<p>The project participants, fueled by a commitment to positive change, embraced a problem-solving approach, sharing experiences and knowledge to bring about transformative impact. The key tasks included the implementation of a comprehensive joint social programme for street workers. This encompassed actions like assembling a dedicated street workers team, organizing joint training for team members, and formulating the street workers programme. This project uses the lessons learned from Elk, which was one of the first cities in Poland to implement such a programme. Based on this experience, they trained their Lithuanian counterparts by sharing best practices and experiences. For example, experts from Elk organised practical training on how to deal with difficult youth.</p> <p>Furthermore, the project focused on orchestrating joint events for vulnerable groups, including survival camps for at-risk kids and youth, while actively involving various vulnerable groups susceptible to social exclusion, poverty, and discrimination in cross-border cooperation. A pivotal aspect of the project involved fostering a resilient social cross-border network. This was achieved by engaging cross-border communities in collective action to address challenges. A pivotal aspect of the project involved fostering a resilient social cross-border network. This was achieved by engaging cross-border communities in collective action to address challenges.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ NGO's ▪ Police commissariats ▪ Educational organisations ▪ Probation offices ▪ Social support centres

Social Innovation Methodology	Street workers were selected from communities of Alytus County and Elk Subregion. They participated in trainings or other activities to gain the knowledge and experience in the field of work with vulnerable youth.
Key Outcomes & Lessons Learned	Alytus city community centre and Elk city municipality benefited from cross border cooperation as institutions by shared experience, gained new methods on street working, implemented joint actions for cross border communities. 146 persons participated in joint trainings and 480 persons participated in projects promoting social inclusion, including vocational activation programme, pilot actions in street and street workers' programme. In 2020, the project won the Regiostar competition and was recognized as the best project of all cohesion policy projects.
Sustainability	The experience gained from the implementation of this project was applied to another initiative in Alytus County, specifically in the city of Alytus. The street workers who were trained during this project participated in the "Time for Change in Alytus" programme, where they worked with at-risk youth in the city.

LT-23: Have a safe holiday

Abstract	The project engaged children at-risk during the summer break. Camp was organised. Participants set up a campsite. They participated in various sport activities, presentations of some professions, the possibilities how to spend leisure time meaningfully. Representatives of various organizations participated in the project free of charge.
Source Material	<ul style="list-style-type: none"> Nusikaltimų ir kitų teisės pažeidimų prevencijos projektų ir bendruomenių iniciatyvų gerosios praktikos konkursas. https://vrm.lrv.lt/lt/veiklos-sritys/viesasis-saugumas-1/nusikaltimu-ir-kitu-teises-pazeidimu-prevencijos-projektu-ir-bendruomeniu-iniciatyvu-gerosios-praktikos-konkursas-2/
Location(s) of Implementation	<ul style="list-style-type: none"> Kaunas city, Lithuania
Contextual Characteristics	Urban area
Time of implementation	2018.01-2018.06
Organisations in Charge	<ul style="list-style-type: none"> Prevention Division of the Public Order Board of Chief Police Commissariat
Priority Area(s)	Public places

Objective(s)	<ul style="list-style-type: none"> ▪ Prevention of children among reducing the use of alcohol, tobacco products, narcotics and other psychotropic substances ▪ Organize children's leisure activities during the summer ▪ Form a positive image of the police during the implementation of the project ▪ Form children's legal awareness ▪ Form children's social skills by involving them in the program's activities ▪ Expand and strengthen inter-institutional cooperation that creates a safe environment for children
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Youth
Case Study Description	<p>A camp for children aged from 13 to 16 years old was organized within the framework of the project. Participants of the project were children from families at-risk, children who are provided with minimum childcare measures, young police supporters. Children were introduced to legal responsibility, advised on how to avoid becoming victims of crime, where to turn in case of emergency. When communicating with children, special attention was paid to the prevention of the use of alcohol, narcotics, and other psychotropic substances. Children spent their free time in sports competitions and relay races. Young shooters shared good practices on how to spend their free time creatively and be useful to society with their activities. In the evening, campers talked to each other and with officials around the campfire. They discussed issues of concern to them.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Kaunas Children's Socialization Centre ▪ Children's daycare centres ▪ Families for vulnerable children ▪ Paper "Laikinoji sostinė" ▪ Riflemen's Union ▪ Public Security Service ▪ Fire and Rescue Board ▪ Kaunas City Ambulance Station ▪ National Defense Volunteer Forces
Social Innovation Methodology	<p>Partners from various organisations participated in the project as mentors. They introduced children to various professions: soldier, paramedic, firefighter, let them to try professionals' activities. Participation of specialists was free of charge. The Young Riflemen Team presented their activities and alternative, safe ways to spend free time. Police officers provide legal information and explain individual responsibilities, as well as offer advice on how to behave safely and securely in various environments, especially public spaces.</p>
Key Outcomes & Lessons Learned	<p>15 children participated in the project.</p>

Annex F: Full Case Studies – Poland

PL-01: Intelligent monitoring on a main street in Lodz city

Abstract	A.I. assisted street monitoring to help detect dangerous incidents in Lodz, Poland.
Source Material	<ul style="list-style-type: none"> ▪ https://uml.lodz.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lodz, Poland
Contextual Characteristics	The most popular street in the centre of a large city.
Time of implementation	From 2015 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Lodz city authorities.
Priority Area(s)	Public Places, Transport or Mobility.
Case Study Description	<p>In the section of Piotrkowska Street between Piłsudski Avenue and Liberty Square, 89 cameras, both stationary and rotating, have been installed at 22 points and are connected to the fibre-optic network. The cameras also monitor the blocks of the Lodz pedestrian precinct. The system is operated by operators analysing the surveillance images in real time, whose posts are located at the headquarters of the City Guard, the City and Regional Police Headquarters and the Crisis Management and Security Department of the Lodz magistrate. According to specialists, it is a top-class intelligent monitoring system that can perform a variety of operational tasks, such as recognising people on the street by their clothing, following the trail of a possible perpetrator of a crime, and even reading notices on shop doors. The system has been configured with an older police camera system (command control). One of its innovative elements is the emergency connection to the camera operator – an intercom has been installed on the wall of one of the tenement houses at the junction of Piotrkowska and Andrzej Struga Streets, which enables an immediate connection to the operator and the transmission of information about the threat. Activating the connection also automatically redirects the cameras to the alarm point and records images from its surroundings. The new system is modular in nature and is to be expanded over time to include other elements – first, cameras at intersections are to be connected to it as part of the central control system under construction, and then it will be connected to the planned modern ICT infrastructure of the New Centre of Lodz (NCL). As part of the 'smart city' programme, there will be a total of 92 points with 275 cameras* and a modern viewing centre in the NCL area.</p> <p>*2015 data. Currently 770 devices placed at 281 points around the city</p>

Social Innovation Methodology	The project was funded through the votes of citizens in the civic budget.
Sustainability	The project was developed in the spirit of the 'smart city' concept, which promotes sustainable development through the use of information and communication technologies to enhance public safety and the interactivity and efficiency of urban infrastructure.

PL-02: The "Safe Neighbourhood" project

Abstract	The "Safe Neighbourhood" project brings together residents of Warsaw's districts and law enforcement services for collective participation in shaping the safety of urban spaces.
Source Material	<ul style="list-style-type: none"> ▪ https://bezpieczna.um.warszawa.pl/-/bezpieczna-dzielnica
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Warsaw, Poland
Contextual Characteristics	Large city districts.
Time of implementation	From 2007 to current.
Organisations in Charge	<p>Internal entities:</p> <ul style="list-style-type: none"> ▪ Municipal Guard of the Capital City of Warsaw; ▪ Monitoring System Service Facility; ▪ organisational units of the City Hall of Warsaw; ▪ district offices. <p>External entities:</p> <ul style="list-style-type: none"> ▪ Capital Police Headquarters; ▪ City Headquarters of the State Fire Service of the Capital City of Warsaw; ▪ users, city residents; ▪ community associations and organisations; ▪ Institutions supporting security activities.
Priority Area(s)	Public Places, Transport or Mobility.

Objective(s)	<p>The activities of the neighbourhood groups focus in particular on:</p> <ul style="list-style-type: none"> ▪ cooperation with services and institutions responsible for safety; ▪ promoting safe behaviour; ▪ spreading knowledge on prevention for safety; ▪ counteracting crime and misdemeanour; ▪ sharing experiences in the field of prevention and response to threats; ▪ taking initiatives to eliminate circumstances conducive to dangerous situations; ▪ informing the competent services of dangerous places or phenomena requiring their action.
Case Study Description	<p>The “Safe Neighbourhood” project is aimed at the implementation of activities based on the cooperation of services and institutions influencing the level of security with the local community, i.e. its main addressee. An important element of the project is to build a sense of community among the city's residents and users and an awareness of the assistance provided by services and institutions responsible for carrying out tasks related to maintaining public safety and order. The initiatives undertaken focus on local problems related to public order and security, taking a holistic and comprehensive view of the resident-neighbourhood-district-city relationship. The overarching goal remains to achieve a holistic approach to identifying and solving community problems in public spaces.</p> <p>Residents and users of the neighbourhood form neighbourhood groups on a voluntary basis. The main members of the neighbourhood groups are:</p> <ul style="list-style-type: none"> ▪ a representative of the Capital City Security Centre delegation ▪ a police officer - a district officer ▪ a municipal warden - a district inspector ▪ a representative of the residents - a member of the estate council, housing association, etc; ▪ other people interested in activities to improve safety in the local environment. <p>The role of the neighbourhood groups is to encourage the local community to take an interest in safety issues (in the area where they live, work) and safety measures.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens: residents of districts.
Social Innovation Methodology	<p>Stakeholders, i.e. district residents, are encouraged to participate in neighbourhood safety meetings. The coordinator of the neighbourhood groups is a representative of the Capital Safety Centre delegation, who organises and conducts the meetings and works with representatives of those involved in safety activities.</p>

PL-03: Project Warsaw 19 115

Abstract	<p>The Warsaw 19115 project is a joint contact center for the City Hall, district offices and city units. The aim of the project is to streamline and simplify communication between residents and the Warsaw local government.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://warszawa19115.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Warsaw, Poland
Contextual Characteristics	Large city districts.
Time of implementation	From 2013 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Capital city of Warsaw.
Priority Area(s)	Public Places, Transport or Mobility.
Objective(s)	<p>The specific objectives of the Warsaw 19,115 project are:</p> <ul style="list-style-type: none"> ▪ Facilitate contact with offices and arrange everyday matters without leaving home ▪ Providing full information on services provided by the City Hall and city units ▪ Enabling residents to report a problem that should be addressed by city services ▪ Enabling residents to report initiatives/ ideas for improving the city and the safety of its residents ▪ Providing residents with a tool for ongoing monitoring of the implementation of the reported issue ▪ Promptly providing information to residents or forwarding issues to the appropriate departments
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Residents of the city. ▪ Tourists.

Case Study Description	<p>Warsaw 19115 is a modern system of communication with residents and the first project of this scale in Poland. The project was created so that Warsaw would develop in a harmonious way, and Varsovians would have the most convenient access to public services. Municipal Contact Center Warsaw 19115, is the City open 24 hours a day by choosing the most convenient form of contact. You can choose from the following forms of contact: web portal warszawa19115.pl, free mobile application Warsaw 19115, phone 19115, e-mail kontakt@um.warszawa.pl and chat.</p> <p>Thanks to Warsaw 19115, you can get information about everything that the capital's local government does. You can find out how and where to handle official matters, get information on City transportation. You can also find out about city cultural and sports events, as well as meetings and consultations with residents. Information can also be received through the Warsaw Notification System. Through Warsaw 19115, you can communicate your ideas for improving the city and report any issue that should be addressed by city services. You can report, for example, damage to roads and sidewalks, damaged greenery, broken streetlights, overflowing trash garbage cans and other things that should be repaired in the city. All you need to do is briefly describe the problem and give the place where it occurred.</p> <p>Each report, gets a number that allows you to check at any time who in the city takes care of the reported issue.</p> <p>Through Warsaw 19115, you can sign up for free legal aid and civic advice services. It is also possible to request that information posted on the Electronic Bulletin Board of the Warsaw City Hall be read or emailed to you.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens. ▪ Residents of districts.
Social Innovation Methodology	<p>Social innovation is a form of cooperation between offices and residents to improve the quality of life in Warsaw. Residents have a choice of how to contact the office, but the most innovative way is through a mobile application.</p> <p>The Warsaw 19,115 mobile application improves communication between residents and the capital's local government. It is a modern tool that allows Warsaw residents to quickly and easily report problems and obtain information. Residents can report any problem, such as holes in the road, damaged traffic lights, fallen trees or other irregularities in the city. Problems are solved on an ongoing basis. Residents have an impact on shaping, improving the city in various aspects by submitting their ideas.</p> <p>Through the app, one can view projects on a map and participate in deciding the city's budget. The app allows you to stay up to date with events in the city, planned changes in traffic organization and other information through the Warsaw Notification System.</p> <p>It allows you to check the state of the air in Warsaw and health recommendations.</p> <p>Warsaw 19115 is about building a life-friendly city that responds to the needs of its residents.</p>

Key Outcomes & Lessons Learned	<p>The key results, of the Warsaw 19115 Project, which have contributed to improving the quality of life of Warsaw residents and improving communication between citizens and city authorities, are:</p> <ul style="list-style-type: none"> ▪ Increased interactivity through the mobile application - The application allows residents to report problems and ideas for changes in the city, which increases their involvement in the local community ▪ Improved Reporting Process - The app makes the process of reporting problems quick and intuitive, which encourages more frequent reporting of irregularities ▪ Notification Map - The Notification Map feature allows users to check whether a problem has already been reported, which prevents duplicate reporting and speeds up corrective actions ▪ Supporting Civic Initiatives - The application promotes initiatives such as the Civic Budget, allowing residents to directly influence city spending ▪ Informing about Events and Threats - The Warsaw Notification System informs users about current events, traffic changes and local threats <p>These successes show how technology can support the city's development and engage residents in caring for their shared environment. The Warsaw 19115 project, and the mobile application in particular, are an example of an effective tool that facilitates communication and cooperation between citizens and the city administration.</p>
Limitations	The complexity of the project and the stretch of time in which it is implemented can create a risk of reaching those responsible for the project or residents who could comment on it.
Sustainability	The project was developed in the spirit of the "smart city" concept, which promotes sustainable development through the use of information and communication technologies.

PL-04: Pol'and'Rock Festival

Abstract	Pol'and'Rock Festival (from 1995-2017 Woodstock Festival) - a music festival organized by the Great Orchestra of Christmas Charity Foundation with money raised from sponsors, sales of gadgets and earmarked donations.
Source Material	<ul style="list-style-type: none"> ▪ https://polandrockfestival.pl/ ▪ https://en.polandrockfestival.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Kostrzyn and Odra ▪ Czaplinek-Broczyo, Poland
Contextual Characteristics	Small Town
Time of implementation	From 1995 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ The Great Orchestra of Christmas Charity Foundation

Priority Area(s)	Mass Events & Crowded Places
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Objective(s)	<p>The organisers of Pol'and'Rock Festival attach great importance to the safety of participants. This is one of the largest outdoor events in Poland, so the organisation of such a festival requires the introduction of many procedures and safeguards. The most important safety aspects they pay attention to are:</p> <p>Provision of medical and emergency services</p> <ul style="list-style-type: none"> ▪ There are medical points on the festival site manned by doctors, paramedics and nurses. ▪ Lifeguard patrols are available and move throughout the festival grounds to quickly reach those in need of assistance. ▪ A specialist field hospital is in operation on site for more serious incidents. <p>Public order security</p> <ul style="list-style-type: none"> ▪ The organisers are working with the police, fire brigade and border guards to ensure order in and around the festival area. ▪ There is a so-called Peace Patrol, volunteers trained in first aid and safety rules, who maintain order and assist participants - an aspect of social innovation. <p>Security checks at the entrance to the festival grounds</p> <ul style="list-style-type: none"> ▪ Each participant undergoes a security check at the entrance to the festival site to prevent the bringing of dangerous items, alcohol in glass bottles or other prohibited items. <p>Video surveillance and communication</p> <ul style="list-style-type: none"> ▪ Video surveillance is in place at the festival site to help respond quickly to dangerous situations. ▪ The organisers regularly inform participants about safety rules, e.g. through stage announcements or special mobile apps. <p>Infrastructure-related security</p> <ul style="list-style-type: none"> ▪ The concert areas are equipped with adequate emergency exits and the festival grounds are signposted for easy orientation. <p>Crowd management</p> <ul style="list-style-type: none"> ▪ The organisers take care of the appropriate distribution of people during concerts, including securing so-called buffer zones. ▪ They introduce limits on entry to individual zones if the number of participants would pose a risk of overcrowding. <p>Prevention and education</p> <ul style="list-style-type: none"> ▪ There are educational zones on the festival site, where participants can learn how to take care of their health and safety. ▪ Information activities on avoiding risky behaviour (e.g. excessive alcohol consumption, taking care of hydration) are organised. <p>Emergency response</p> <ul style="list-style-type: none"> ▪ Organisers have an evacuation plan in place in the event of an emergency, e.g. weather, riots or other random events - integrated cooperation of all services with the Peace Patrol. <p>Psychological support</p> <ul style="list-style-type: none"> ▪ There are points at the festival where participants can receive psychological support if they experience stress, anxiety or other difficulties.
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	Thanks to these measures, Pol'and'Rock Festival has earned the opinion of one of the best organised mass events in Poland, which effectively combines good fun with care for the safety of participants.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Festival participants.
Case Study Description	<p>Pol'and'Rock Festival, is a huge summer music festival held in late July and early August in Poland.</p> <p>The Festival is organized by the Great Orchestra of Christmas Charity Foundation, which with this summer concert wants to thank all the volunteers and people who support its January final activities. The first festival was held in 1995 in Czymanowo on Lake Żarnowieckie. For 16 years, the festival was held in Kostrzyn on the Oder River AND hosted artists from Poland and abroad on five stages: Large Stage, Small Stage, Lech Stage, Viva Cultur and Night Stage of the Academy of Fine Arts.</p> <p>Pol'and'Rock Festival is a festival where love, friendship and music reign supreme. The event is friendly to children and people with disabilities. The festival is free and non-ticketed.</p> <p>You can use the public free camping area or paid camping area (with additional amenities) - Rock Camp, Family Camp, Rock Camp Chill.</p> <p>The comfort and safety of Festival participants is taken care of, among others, by the Peace Patrol - a group of volunteers in distinctive red T-shirts. Professional security (Blue Patrol) and the police also watch over safety. The police, in close cooperation with the organizer of the Pol'and'Rock festival, have developed a way to effectively secure the access roads to the festival area, as well as developed procedures in case of an emergency situation resulting in the interruption of a mass event. The cooperation of all groups overseeing the safety of the festival makes the festival the safest mass event in Poland.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Festival organizer. ▪ Volunteers. ▪ Police. ▪ Firefighters.

Social Innovation Methodology	<p>Overseeing the safety of the Festival is the Integrated Command Center in cooperation with the services. Since the first editions, together with the Peace and Medical Patrol, they invariably ensure that every participant feels safe and comfortable on the field. The Integrated Command Center manages the cooperation between medical, information and law enforcement services. It is the one that brings together all the necessary services on the festival field. Volunteers, medics, police and firefighters work together to make every participant feel safe.</p> <p>An important role is played by the volunteers who make up the Peace Patrol. The Peace Patrol is divided into special groups: flying groups, fixed groups, Medical Patrol.</p> <p>All members of the Peace Patrol are equipped with locators that provide the exact position of the volunteers, which speeds up the Patrol's activities.</p> <p>Patrol activities are also supported by an app created for the Peace Patrol. The app is a source of essential information about both the Festival itself and the group's internal workflows. With such support, the Peace Patrol can operate more efficiently and quickly.</p>
Key Outcomes & Lessons Learned	<p>The key organizational innovations of the Poland Rock Festival are:</p> <ul style="list-style-type: none"> ▪ Peace Patrol - a group of volunteers taking care of the peace, safety and comfort of the participants. This is an initiative that has proven itself at the festival for 30 years. ▪ Integrated Command Center - close cooperation of services and coordination of activities by the Integrated Command Center ensures the safety of all participants, artists, guests and organizers. This ensures that participants can feel confident and that the festival runs smoothly and in control. ▪ Depositories - To provide even more comfort to the audience and increase the feeling of security for festival participants, the organizer provides lockable lockers where participants can safely store their belongings. ▪ Procedures developed by the police to ensure the safety of festival participants: anti-terrorism procedure, Heaven section, Shield procedure, Ring procedure.
Limitations	<p>A limitation of the implementation of the case study may be the secrecy of the developed and applied procedures affecting the security of festival participants. Some data may be kept secret by the organizers for security reasons for future festivals.</p>
Sustainability	<p>Poland Rock Festival has been organized for 30 years (until 2017 under the name Przystanek Woodstock) and from the very beginning of the festival the safety of participants was taken care of by the Peace Patrol, consisting of volunteers who worked closely with professional services. The adopted model of cooperation has proven itself and is effective, and from year to year it is modernized through technological innovations that improve communication, e.g. PP app, drones.</p>

PL-05: Intelligent city monitoring in Katowice

Abstract	<p>Katowice's Intelligent Monitoring and Analysis System comprises almost 300 cameras supported by artificial intelligence. Monitoring in the capital of the Silesian Voivodeship includes face recognition software and automatic number plate identification solutions.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://pfrdlamiast.pl/baza-miejskich-innowacji/Inteligentny-monitoring-zmniejsza-przest%C4%99pczo%C5%9B%C4%87.html
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Katowice, Poland
Contextual Characteristics	Large city.
Time of implementation	From 2016 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Katowice
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ The need to improve residents' safety due to the high crime rate in the city. ▪ Increase the effectiveness of monitoring work. ▪ Increase support for law enforcement services. ▪ Reduction of maintenance and development costs of the monitoring system. ▪ Gaining information on incidents for analysis purposes. ▪ Improving ineffective methods of car identification in archive recordings.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Residents of the city. ▪ Tourists.
Case Study Description	<p>Katowice's Intelligent Monitoring and Analysis System comprises almost 300 cameras supported by artificial intelligence. The monitoring in the capital of the Silesian Voivodeship includes, among other things, face recognition software and automatic number plate identification solutions.</p> <p>The system has been operating in Katowice since 2016. At first, it was limited to the city centre, in 16 Family Activity Zones and selected locations elsewhere in the city. Over time, more cameras were installed - in locations selected by the city, but also as part of the civic budget. In addition, the system also includes 10 traffic surveillance points and a checkpoint. The system won first prize in the 'Public Safety' category at the Smart City Expo Poland 2021.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Residents.
Social Innovation Methodology	<p>Residents have a voice in where more cameras will be installed by voting in the civic budget.</p> <p>Both residents and visitors to the city are informed that they are being monitored as they cross the city limits. A map of the location of the cameras can be seen in the Public Information Bulletin of the City of Katowice.</p>

Key Outcomes & Lessons Learned	The implementation of the system has been a real result in terms of the number and detection of crimes – especially car theft – with the number of crimes falling from 377 in 2016 to only 76 in 2020. The detection rate of crimes in this category has also increased significantly – from 17% to as high as 76% in 2020. The overall detection rate has also risen to 67% this year, and has not fallen below 65% since the start of the system. Last year, the Katowice police and municipal guards used nearly 2,500 video surveillance recordings – both for prevention and crime detection. On the basis of video monitoring last year, Katowice's city guards took 2,229 actions, following which, among other things, they fined 289 offenders, applied 163 cautions and brought 25 people to the sobering-up station.
Limitations	Potential difficulties in reaching people associated with the project or stakeholders.
Sustainability	The project was developed in the spirit of the 'smart city' concept, which promotes sustainable development through the use of information and communication technologies to enhance public safety and the interactivity and efficiency of urban infrastructure.

PL-06: Opener Festival

Abstract	<p>A music festival held in Gdynia and the Kosakowo commune since 2003. Its first edition was held in 2002 in Warsaw as the Open Air Festival.</p> <p>The festival organisers place a strong emphasis on participant safety, offering a variety of measures to ensure comfort and protection. Participants have access to maps with evacuation routes and guidelines for responsible behaviour. The need to take care of one's property is also emphasised, and green measures such as waste separation are promoted. To minimise risks, participation in dangerous activities such as crowdsurfing and mosh pits is discouraged. There is a SHELTER support zone on the festival site, where psychological and medical help is available. In addition, the organisers encourage people to follow announcements and work with staff to create a safe and friendly atmosphere for all participants.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://opener.pl/bezpieczenstwo ▪ https://kultura.onet.pl/muzyka/wywiady-i-artykuly/opener-2022-dzien-trzeci-zdjecia-ewakuacja-z-festiwalu/0d15lyw
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Babie Doły – Kosakowo airfield (now Gdynia-Kosakowo airport)
Contextual Characteristics	Airport. The festival site has grown from 3 ha in 2002 to 75 ha in 2011.
Time of implementation	From 2002 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Alter Art Festival Sp. z o.o. ▪ YOUROPE Association (www.yourope.org)
Priority Area(s)	Mass Events & Crowded Places

Objective(s)	<p>Festival organisers are distributing maps with evacuation routes and guidance on how to behave in the event of an emergency. Important announcements are also displayed on telebims in the festival area.</p> <p>Festival organisers highlight some of the most important security issues at the festival:</p> <ul style="list-style-type: none"> ▪ Safety and security of property: Take only essential items, don't leave valuables in the tent and use the deposits at the festival site. ▪ Ecology: Report wasps that damage festival infrastructure or property, do not litter, separate waste and consciously use eco-friendly solutions at the festival. ▪ Personal safety: Avoiding dangerous behaviour such as mosh pits and crowdsurfing, not driving under the influence of alcohol, keeping hydrated and rested, reporting dangerous situations to security. ▪ Awareness of surroundings: Familiarise yourself with the site map, location of medical points, emergency exits and toilets. Keeping up to date with the organiser's information. ▪ Health protection: Taking care of your hearing, avoiding crowds, protecting yourself from the sun and weather changes. Using condoms to protect against unwanted pregnancy and sexually transmitted diseases.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Festival participants.
Case Study Description	<p>Open'er Festival, has been held annually in Gdynia and the Kosakowo municipality since 2003 (first in Warsaw as Open Air Festival). Initially a one-day event, it has grown over the years, moving to Babie Doły-Kosakowo airfield in 2006 due to increasing attendance. The festival spearheaded innovative solutions that are popular today, such as the introduction of festival wristbands, a cashless payment system and the provision of free transport for participants.</p> <p>The festival emphasises safety and security, offering maps with evacuation routes and guidelines on appropriate behaviour. Participants are encouraged to protect their belongings, engage in environmentally friendly practices (segregating waste) and avoid unsafe behaviour such as mosh pits and crowdsurfing.</p> <p>A dedicated support area called SHELTER offers psychological and medical assistance, ensuring festival-goers feel safe and supported. The festival also encourages attendees to stay up to date with announcements and social media and to work with festival staff to ensure a safe and enjoyable experience.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Festival organizer ▪ Volunteers ▪ Police ▪ Firefighters

Social Innovation Methodology	<p>Open'er Festival is not only a model of scale, but also a pioneer of festival solutions emulated by other events in Poland. It was the first to introduce festival wristbands for which tickets are exchanged.</p> <p>In 2006, when the festival moved to Babie Doły airport (Kosakowo), special free buses were organised in cooperation with the city of Gdynia, taking participants from the railway station to the festival grounds.</p> <p>It was also on the occasion of Open'er that the cashless settlement system was used for the first time at festivals – festival vouchers and the Mastercard PayPass card, which can still be used at the festival today.</p> <p>There is a special place on the festival grounds: the SHELTER. It offers support from experienced psychotherapists, law enforcement services and medical assistance.</p> <p>Any festival-goer who feels in any way threatened by the behaviour of strangers, acquaintances or loved ones, or who is a witness or victim of inappropriate behaviour or harassment, or who simply feels they need psychological help, can seek it. Shelter is located to the right of the Alter Stage (vis a vis Festival Village 3) and next to the medical point in the camping area. You can go there on your own or with the help of information service staff.</p> <p>The aim of the project is to provide psychological support to Open'er Festival participants, crisis intervention, to define and implement an assistance plan, as well as to cooperate with festival services in order to minimise the risks for people attending the mass event.</p>
Key Outcomes & Lessons Learned	<p>The organisers of Open'er Festival have implemented comprehensive solutions to ensure the safety of event participants. Detailed information materials were prepared, including maps with evacuation routes and guidelines for dealing with emergency situations. An integrated approach was applied covering both personal safety and the protection of participants' property. Special attention was also given to promoting health awareness and environmentally friendly behaviour.</p> <p>A 'SHELTER' support zone was set up on the festival site, offering professional psychological and medical assistance, an innovative approach to managing participants' wellbeing. In addition, the organisers actively collaborated with security personnel and emergency services to minimise potential risks. All of these activities were aimed at ensuring a high level of safety and promoting responsible behaviour among event participants.</p>
Limitations	<p>A limitation of the implementation of the case study may be the secrecy of the developed and applied procedures affecting the security of festival participants. Some data may be kept secret by the organizers for security reasons for future festivals.</p>
Sustainability	<p>Open'er Festival organisers are trying to encourage participants to behave in an environmentally friendly way by encouraging waste segregation and the use of green solutions available at the festival site. The festival tries to minimise carbon emissions, including by organising free buses for participants, which reduces the number of cars on the road and the burden on the environment.</p>

PL-07: National Map of Safety Threats

Abstract	The National Map of Safety Threats is an application through which, using a computer or phone, users can easily and anonymously contribute to improving safety. Reports entered on the map are forwarded to police officers, who deal directly with solving the indicated problem.
Source Material	<ul style="list-style-type: none"> ▪ https://policja.pl/pol/aktualnosci/212506,Krajowa-Mapa-Zagrozen-Bezpieczenstwa-wirtualne-zgloszenia-realne-dzialania.html ▪ https://www.policja.pl/pol/mapa-zagrozen-bezpiecze/33880,dok.html ▪ https://mapy.geoportal.gov.pl/iMapLite/KMZBPublic.html
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ A nationwide project.
Time of implementation	From 2016 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Police Headquarters ▪ Central Office of Geodesy and Cartography
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Increased reporting of security incidents. ▪ Increase and speed up the response of services to security incidents. ▪ Increase the sense of security in the community. ▪ Acquisition, storage of public safety-related information in police information systems.
Vulnerable Populations Targeted	N/A
Case Study Description	<p>“A sense of security is one of everyone’s basic needs and has a decisive impact on the functioning of any community. The National Safety Threat Map is a tool that proves to be a practical communicator between the public and the Police. Let us remember that one of the Police’s objectives is to learn about the expectations of the public in terms of perceived safety threats and the expected ways of eliminating them. In addition, the National Safety Threat Map uses information obtained on the basis of its own findings, i.e. by using police statistics, information obtained from non-police entities and on the basis of the results of opinion polls. It is thanks to the information provided by the public that the Police can even better ensure safety by responding to the threats indicated on the map. As a reminder, by downloading the application to our phone, we can inform the police anonymously about threats occurring in our area without leaving home. This method of contact, in the current pandemic situation, is 100% safe for the reporting person. We approach each report diligently and verify it and, if necessary, pass it on to other non-police entities.”</p>

Stakeholders Involved	Users have the opportunity to submit ideas and comments on how the app works and the app continues to be improved based on this, updates can be seen on the police website.
Social Innovation Methodology	<p>The National Safety Threat Map is based on information catalogued at three levels:</p> <ul style="list-style-type: none"> ▪ information collected in police information systems, ▪ information collected from the public during: <ul style="list-style-type: none"> ▪ direct contacts with citizens, with representatives of local self-government, non-governmental organisations, etc; ▪ during ongoing community debates on public safety, ▪ information collected from citizens (internet users) using an information exchange platform. <p>The information presented on the maps will include both selected categories of crimes and offences and threats that, in the subjective perception of the inhabitants, negatively affect their sense of security.</p>
Key Outcomes & Lessons Learned	The National Safety Threat Map is a tool that supports the activities of the Police and increases the level of public safety. The application acts as a communication bridge between citizens and law enforcement services, enabling a more effective response to local threats. Thanks to easy access and the possibility to report problems anonymously, the NSTM has improved the effectiveness of the Police's activities, as well as building greater public trust and a sense of security among citizens.
Limitations	Difficulty in obtaining feedback from app users.

PL-08: The "Rescue" application

Abstract	The 'Rescue' app enables precise location of the user in emergency situations, with an accuracy of up to 3 metres. It monitors location and battery status, and automatically sends an SMS with the location in case of poor coverage. It also allows key medical data to be stored, which it sends to rescuers when needed.
Source Material	<ul style="list-style-type: none"> ▪ https://katowice.policja.gov.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ All of Poland, especially tourist, mountain and waterside locations.
Contextual Characteristics	A nationwide project.
Time of implementation	From 2014 to current.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Emergency services. ▪ Mobile network Plus.
Priority Area(s)	Public Places, Transport or Mobility

Objective(s)	<ul style="list-style-type: none"> ▪ Improving the efficiency of rescue operations: Providing emergency services with precise location of casualties and real-time monitoring of their condition, reducing response times and increasing the chances of effective assistance. ▪ Increase user safety: Enabling a quick and reliable call for help in emergency situations, even with poor network coverage, by automatically sending an SMS with the location. ▪ Improving medical procedures: Gathering and transmitting key medical information to emergency responders, allowing for a more personalised and effective intervention. ▪ Increase the availability of assistance: Enabling a wide range of users, including tourists and travellers, to access a tool that can save lives in emergency situations, wherever they are.
Case Study Description	<p>The 'Rescue' application is an advanced rescue support tool, particularly useful during emergencies while travelling. Its functionality is based on precise geolocation of the user, enabling emergency services to determine his or her location with an accuracy of up to 3 metres. The application also offers dynamic monitoring of changes in the victim's location and the battery status of the device from which the call is sent.</p> <p>In the event of limited network coverage, the app automatically attempts to send an SMS message containing the user's geographical coordinates, increasing the chances of effective intervention. In addition, 'Rescue' allows key medical data to be entered into what is known as the Medical Booklet, including name, date of birth, emergency contact information, blood type and medical condition. This information is only sent to rescuers when a call for help is activated, with the aim of optimising rescue procedures and minimising response times to an incident.</p>
Social Innovation Methodology	<p>Installation and configuration: Users install the application by entering their medical and contact details in the Medical Booklet.</p> <p>Emergency use: Users activate the app in emergency situations, enabling emergency services to intervene quickly.</p> <p>Data update: Regular updating of medical data ensures relevance when needed.</p> <p>Education and promotion: Users can promote the app, increasing its reach and impact.</p> <p>Feedback: Users provide feedback to developers, helping to improve the app.</p> <p>The project combines modern precision geolocation technology with societal needs, reducing the communication barrier that a phone call can be, creating an effective rescue tool and involving citizens in improving safety.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Improved intervention efficiency: Precise location and monitoring of the phone's battery status improve rescue operations. ▪ Reliability through automation: Automatic sending of location SMS in case of poor coverage improves communication in difficult conditions. ▪ Data protection builds trust: Secure storage of emergency-only medical data increases trust in the application. ▪ Streamlining rescue through data integration: Communicating key medical information speeds up rescue intervention. ▪ Importance of education and promotion: Increasing awareness of the app improves its effectiveness and public safety.
Limitations	<p>Difficulty in getting feedback from app users.</p>

PL-09: LEDNICA2000 Youth Meeting

Abstract	<p>The National Youth Meeting LEDNICA 2000 (colloquially 'Lednica') - Poland's largest annual meeting of Catholic youth from Poland and abroad.</p> <p>The venue is Pola Lednickie, which has been a separate town since 1 January 2013. Pola Lednickie is located on Lednica Lake, near the route from Poznań to Gniezno. The site was chosen because, according to some historical accounts, the baptism of Poland took place on Ostrów Lednicki. Meetings have been held regularly since 1997. Initially on the eve of Pentecost, and since 2005 on the first Saturday in June. Each of them has its own motto, which determines the programme points.</p> <p>On the Lednice Fields are: The Fish Gate, known as the Gate of the Third Millennium, and the Saint John Paul II House (where the Saint John Paul II Museum is located). Lednica gathers thousands of young people every year. For several years, special Lednica scholarships have also been awarded for special achievements for young people or to help them develop their talents.</p> <p>The Security Group is a key element of the Youth Meeting at Lednica, ensuring the safety and smooth organization of the event. This team works closely with medical services, uniformed services, and the Scouts, forming a reliable foundation for a secure environment. Volunteers in the Security Group must be of legal age, have no criminal record, maintain a good reputation, and demonstrate high personal culture. Their primary responsibilities include responding to participants' needs, addressing potential threats, and maintaining order throughout the event.</p>
Source Material	<ul style="list-style-type: none"> ▪ http://lednica.gdan.pl/led1997.htm ▪ https://spotkanielednica2000.pl/spotkanie-mlodych ▪ https://lednica.dominikanie.pl/ ▪ https://www.lednica2000.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland
Contextual Characteristics	<p>"village"</p> <p>Pola Lednickie - part of the village of Imiołki in Poland, situated in Greater Poland Voivodship, Gniezno County, Kiszkowo Municipality.</p>
Time of implementation	<p>From 2017 to current.</p>
Organisations in Charge	<ul style="list-style-type: none"> ▪ Dominikańska Fundacja Lednica2000
Priority Area(s)	<p>Mass Events & Crowded Places</p>

Objective(s)	<p>Security during the LEDNICA 2000 events is a key aspect of the organisation of this mass meeting of Catholic youth. Over the years, the approach to providing security has evolved, responding to changing requirements and threats.</p> <p>In the first years of LEDNICA (1997–2000), the number of participants was relatively smaller compared to later years, which meant that security measures could be less extensive. Security was mainly based on cooperation with local law enforcement and fire brigades. Organisers focused on basics such as crowd control, medical security and traffic management.</p> <p>As the popularity of the event grew (2001–2010) and the number of participants (reaching up to 100,000 people), security requirements also increased. At the beginning of the 21st century, more advanced measures began to be implemented. Specialised security companies were hired and worked together with the police and fire brigade. Video surveillance and better communication systems between organisers, security and emergency services were introduced. More detailed control of entrances to the event site was introduced to prevent the bringing in of dangerous items.</p> <p>Between 2011 and 2024, LEDNICA's approach to security evolved in response to global and national threats such as terrorism and the COVID-19 pandemic. Several key changes were implemented. In the face of increased terrorist threats, organisers strengthened cooperation with the police and special forces, introducing additional control and monitoring measures. More advanced crisis management procedures have been developed, including large-scale evacuation and first aid. The COVID-19 pandemic forced the introduction of additional protective measures such as participant restrictions, social distance, masks and disinfection points. In some years, the event was hybrid or online to minimise the risk of infection. Educational activities targeting participants were intensified to raise awareness of safety and emergency procedures.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Polish citizens ▪ Tourists ▪ Volunteers
Case Study Description	<p>The National Youth Meeting LEDNICA 2000, Poland's largest annual gathering of Catholic youth, has been held since 1997 attracting thousands of young people.</p> <p>Security is a crucial aspect of LEDNICA 2000, with approaches evolving over the years to address growing attendance and emerging threats. Initially, security focused on basic measures such as crowd control and cooperation with local services. However, as the event's popularity grew, more advanced systems were introduced, including video surveillance, specialized security companies, and detailed entry controls.</p> <p>From 2011 to 2024, the approach adapted further in response to global concerns like terrorism and the COVID-19 pandemic, incorporating strengthened security protocols, crisis management procedures, and health safety measures. The event relies heavily on volunteers, especially in key roles like the Security Group, medical services, and traffic management, all essential for ensuring the smooth and safe conduct of the Meeting. These volunteers work closely with professional services to provide a secure environment for all participants.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens. ▪ Young participants.

Social Innovation Methodology	<p>LEDNICA 2000 could not take place without volunteers.</p> <p>An extremely important mission is to ensure security at the Meeting. The Security Group plays a vital role in ensuring that the event runs smoothly and safely and is a key element of the Youth Meeting at Lednica. It collaborates with the medical services, uniformed services and the Scouts, creating a solid foundation for a safe Meeting environment.</p> <p>To join the Security Group, one must be of legal age and have no criminal record, a good reputation and high personal culture. You must also have a willingness to work with other services to ensure the safety of Meeting participants. Volunteers in Security ensure the safety of participants by responding to any needs or potential threats.</p> <p>Medical security is also an extremely important mission. As a member of the medical group, the volunteer has a key role in providing first aid and responding to the medical needs of participants. To join this group, you must be at least 17 years old and have the relevant qualifications: be a paramedic after the KPP course, a paramedic, a nurse, or a student of medicine, paramedic, nursing. Another possibility to join this group is to work on a daily basis in units of the State Emergency Medical Service system or in units cooperating with the State Emergency Medical Service system.</p> <p>Volunteer in the Emergency Medical Services group: is on duty at the medical points on the event site, provides first aid and medical support to participants as needed, takes an active role in coordinating medical safety activities, works with other volunteers and professionals to provide effective and timely assistance.</p> <p>Another important group of volunteers in the light of event security is the Security Service. The Security Group plays an important role in ensuring that the event runs smoothly and safely. It cooperates with the medical services, uniformed services and the Scouts.</p> <p>There is also a volunteer group called 'Traffic', which plays a key role in ensuring traffic flow and safety around Lednickie Pole. Their work begins on Friday evening and continues throughout the day of the Meeting when the first pilgrims arrive.</p>
Key Outcomes & Lessons Learned	<p>The great emphasis of the organizers on the training of volunteers with the success of proper security of mass events. The evolution of the approach to ensuring security at LEDNICA reflects the changes that have taken place in society and in the global environment. Organisers are constantly adapting their strategies to new challenges, working with professionals and services responsible for order and security. This allows participants to feel safe, even during such large gatherings.</p>
Limitations	<p>A limitation of the implementation of the case study may be the secrecy of the developed and applied procedures affecting the security of the participants of LEDNICA2000. Some of the data may be kept secret by the organizers for security reasons for future meetings.</p>

PL-10: Grand Finale of the GOCC

Abstract	<p>The Grand Finale of the Great Orchestra of Christmas Charity (WOŚP) is an annual one-day public collection organized by the WOŚP Foundation. It is traditionally held on the last Sunday of January. The first finale took place in 1993, and since then the event has become one of the largest and most recognizable charity events in Poland.</p> <p>During WOŚP finals, money is collected in traditional cans by volunteers and through online collections and auctions. Collections are conducted throughout Poland and in many places around the world.</p> <p>An important social innovation associated with the WOŚP is the Peace Patrol – a group of volunteers who undergo specialised training culminating in an exam to ensure the smooth and safe conduct of events organised by the Foundation. Thanks to their involvement, the GOCC finals and other Foundation events are considered to be among the best organised and safest in Poland, as confirmed by evaluations of professional services.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.wosp.org.pl/final/final ▪ https://en.wosp.org.pl/final/final
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland
Contextual Characteristics	<p>All types</p> <p>“Urban Area”, “Small Town”, “Low SES-Neighbourhood”</p>
Time of implementation	<p>From 1993 to current.</p>
Organisations in Charge	<ul style="list-style-type: none"> ▪ The Great Orchestra of Christmas Charity Foundation
Priority Area(s)	<p>Mass Events & Crowded Places</p>

Objective(s)	<p>Specifics of the GOCC finale:</p> <ul style="list-style-type: none"> ▪ During the finale, money is collected in traditional cans by volunteers and through online collections and auctions ▪ During WOŚP finals in major cities in Poland (and in various parts of the world), numerous accompanying events are organized, e.g. concerts, happenings, auctions. ▪ One of the most well-known elements of the finale is the “Race to Cheat Diabetes” organized in Warsaw for 17 years, as well as the “Light to Heaven”, which takes place at 8:00 p.m. on finale Sunday in many places in Poland and around the world. <p>The grand finale of WOŚP is a large-scale event both in terms of the number of venues where it takes place and the number of people involved in its organization.</p> <p>The organizers of the WOŚP finals take a number of measures to ensure the safety of the participants. Security is taken care of by the Peace Patrol and a number of professional services. Unfortunately, despite the professional security of the 2019 finale event in Gdansk, there was a tragic event in which the Mayor of the city of Gdansk, Pawel Adamowicz, lost his life. In order to increase security and prevent similar tragedies in the future, the organizers have introduced a number of changes, including:</p> <ul style="list-style-type: none"> ▪ The presence of law enforcement has been increased: More police officers and security guards are present at GOCC finals to provide better security for participants ▪ Stricter controls: More thorough checks of people entering the event area have been introduced, including baggage checks and metal detectors. ▪ Training for security personnel: Security guards are receiving more intensive emergency response training. ▪ Better coordination with local authorities: GOCC organizers are working more closely with local authorities and emergency services to ensure a quick response when needed.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Polish citizens. ▪ Tourists. ▪ Artists. ▪ Volunteers.

<p>Case Study Description</p>	<p>The GOCC Finale, is an annual nationwide entertainment and media event of a charitable nature. Approximately 1,700 local GOCC Staffs take part in the event, coordinating the work of nearly 120,000 volunteers of the Orchestra, who are active not only in Poland, but all over the world.</p> <p>The Finale consists of events organized by the Staffs for local communities (such as concerts, fairs, artistic performances, workshops, meetings, and sports events), public collections on the streets of cities and villages, online collections, auctions, and a TV and Internet broadcast lasting the entire day of the WOŚP Finale.</p> <p>Each GOCC finale has a specific goal, related to health care. The foundation raises funds to purchase medical equipment for hospitals and health facilities throughout Poland.</p> <p>Organizers of GOCC finals take a number of steps to ensure the safety of participants. Here are some of the key steps they take:</p> <ul style="list-style-type: none"> ▪ Cooperation with Services: The organizers, Peace Patrol work with the police, fire department, ambulance service and other services to ensure that the event is properly secured ▪ Professional Security: Professional security companies are hired who are experienced in managing security at large events. ▪ Barriers and Fencing: Barriers and fences are deployed at the event site to help control crowd flow and separate different areas of the event. ▪ Medical Security: Paramedics and nurses are present on site, ready to respond immediately in case of medical emergencies. ▪ Security Plan: A detailed security plan for the event is prepared that covers all aspects of security, from logistics to possible threats. ▪ Signage and Information: Important areas, such as entrances, exits, restrooms and first aid stations, are properly marked so that participants can easily find them. <p>These measures ensure that GOCC finals can take place in a safe environment, providing comfort and peace of mind for participants.</p>
<p>Stakeholders Involved</p>	<ul style="list-style-type: none"> ▪ Citizens.

Social Innovation Methodology	<p>The GOCC finals could not take place without volunteers, who come out in large numbers to participate in finals and fundraisers on the streets of many towns and villages. Public trust in the Foundation plays a big role here. According to social research conducted by IQS Group in 2021, the WOŚP Foundation enjoys the highest social trust among the organizations and institutions surveyed – as many as 84% of Poles trust the Great Orchestra of Christmas Charity.</p> <p>Poles associate WOŚP with help and support, as well as good atmosphere, openness to people and community. Importantly, trust in the Great Orchestra of Christmas Charity is so high that commitment and donations are declared regardless of the purpose of the Finale. Poles support WOŚP because it allows them to fulfill their need to help others. 71% of respondents indicated that they are happy that by supporting the Foundation they can help someone, with the important fact that 69% of respondents said that WOŚP collects for very important causes. Not insignificant is the trust in the organization and confidence that the funds raised will be put to good use, which 65% of survey participants indicated as a motive for supporting the WOŚP Finale.</p> <p>Thanks to the invaluable commitment of volunteers from the Peace Patrol, all events organized by the GOCC Foundation are perfectly conducted and the safest in Poland – according to professional services.</p> <p>Those willing to volunteer in the Peace Patrol must undergo training ending with an exam. The training, includes a number of integration tasks, a practical first aid course and original lectures on the safety of mass events. The purpose of each such meeting is to get to know each other and integrate – as the organizers emphasize, thanks to the training activities, the subsequent activities go very smoothly. The knowledge, skills and principles that are passed on during the training are the basis for working at the Finals of the Great Orchestra of Christmas Charity, as well as the Poland Rock Festival.</p>
Key Outcomes & Lessons Learned	<p>The key findings of the described case study are:</p> <ul style="list-style-type: none"> ▪ The high importance of public trust on the participation and involvement of citizens in the finals of the GOCC. ▪ The great emphasis of the organizers on the training of Peace Patrol volunteers with the success of proper security of mass events. ▪ Close cooperation of the Organizers and the Peace Patrol with professional services, increases the safety and sense of security of the participants of the issues and accompanying events.
Limitations	<p>A limitation of the implementation of the case study may be the secrecy of the developed and applied procedures affecting the security of the participants of the GOCC finals. Some of the data may be kept secret by the organizers for security reasons for future finals.</p>

Sustainability	<p>The GOCC Finale is a cyclical event organized since 1993. Each Finale has its own goal, realized through the purchase of equipment that will allow medical personnel to solve a specific medical problem.</p> <p>The WOŚP Finale is made up of citizens who can be divided into two groups:</p> <ul style="list-style-type: none"> ▪ Volunteers who collect and collect money in cans, Peace Patrol volunteers, and ▪ Donors who financially support these charitable actions. <p>The organizers of the GOCC finals, wanting to ensure safety, to all participants of the fundraising and accompanying events, cooperate with professional services and the authorities of the cities where the events are held. The adopted model of cooperation works, and its effectiveness is confirmed by the recognition by professional services that the WOŚP Finale is the most professionally prepared and safest mass event in Poland.</p>
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PL-11: EPIC (EUROPEAN PLATFORM FOR INTEGRATING CITIES)

Abstract	<p>The European Platform of Integrating Cities (EPIC) is a 3-year project funded by the European Union – Asylum, Migration and Integration Fund (AMIF) which aims to improve the integration of migrants at local level by creating an European network of Local Authorities (LAs) and their implementing partners (NGOs) that will A) share knowledge and best practices of TCN's integration, B) engage in peer-to-peer exchanges based on common priorities and different expertise, C) implement efficient integration practices within local territories and D) develop capacities to counter the negative narratives on migration.</p> <p>Based on the transfer of knowledge and competences among Local Authorities and NGOs with different degrees of experience, EPIC supports a direct and gradual practical learning to improve integration practices in each city targeted by the project.</p> <p>The successor of the EPIC project is EPIC-UP, which will benefit from the know-how generated by the EPIC project. EPIC-UP project aims to improve migrants' integration and inclusion at local level in both rural and urban areas, by designing an enhanced model of multi-actor collaboration.</p> <p>This methodology fosters partnerships among stakeholders, including migrants and migrants-led organisations, public authorities, and civil society organisations, so that the integration strategies are user-centred and more effective.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://epicamif.eu/ ▪ https://epicamif.eu/epic-project/ ▪ https://www.metropoliagdansk.pl/ ▪ https://www.metropoliagdansk.pl/ 2 ▪ https://www.alda-europe.eu/epic-2/ ▪ <i>FINAL PUBLICATION</i>, European Platform for Integrating Cities, The European Association for Innovation on Local Development (AEIDL) on behalf of the EPIC consortium - https://epicamif.eu/wp-content/uploads/2023/05/EPIC_FP_Report_FINAL-compressed.pdf ▪ Javid Aleokzai, Mariia Tkachenko, Olga Gulińska, <i>Integration in Pomerania: what are the experiences and recommendations of refugee women and refugees in the metropolitan area?</i>, European Platform for Integrating Cities, Metropolitan area Gdańsk Gdynia Sopot - https://www.metropoliagdansk.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Brescia, Italy ▪ Gdansk, Poland ▪ Ioannina, Greece ▪ Lisbon, Portugal ▪ Alcorcon, Spain ▪ Oberhausen, Germany ▪ Sisak, Croatia ▪ Zagreb, Croatia
Contextual Characteristics	Urban Area.
Time of implementation	From 01/01/2020 to 30/06/2023.
Organisations in Charge	<ul style="list-style-type: none"> ▪ European Association for Local Democracy (ALDA) ▪ Brescia Municipality ▪ Lisbon Municipality ▪ SOLIDARIDAD SIN FRONTERAS “SSF” ▪ Jesuit Refugee Service Croatia ▪ Jesuit Refugee Service Portugal ▪ Ioannina Municipality ▪ European Association for Innovation in Local Development – AEIDL ▪ University College London
Priority Area(s)	Integration of migrants at local level.

Objective(s)	<p>Objectives:</p> <ul style="list-style-type: none"> ▪ Form a network including Local Authorities (LAs), NGOs, and European-wide Associations and their Members ▪ Understand the priorities of LAs on migrant integration ▪ Promote a LA-driven peer-to-peer exchange of knowledge and practices through meetings and job shadowing that pairs LAs with different experiences ▪ Equip LAs with expertise to implement pilot projects in their territories ▪ Promote networking beyond EPIC with partners that can support migration integration ▪ Promote local-to-local cooperation among LAs ▪ Address issues of media and negative narratives on migration, and develop the capacities of LAs to counter them with evidence-based and impactful discourses ▪ Improve the integration of migrants at local level ▪ Create a European dimension of migrant integration.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Migrants. ▪ Local administration. ▪ Local citizens.
Case Study Description	<p>LAs and NGOs of the EPIC project will reach a more efficient management of TCNs' integration thanks to a permanent and sustainable EU-wide network for the exchange of best practices on migrants' integration beyond the EPIC project. The project will ensure the improvement of services for migrants on the ground of each targeted LAs, and finally the bottom up approach of the project will involve local citizenship to reflect about what was learned and will bring to a mind-set change towards a more inclusive society.</p> <p>During 2020-21 the EPIC partner University College of London (UCL) led a baseline analysis to explore the diversity of responses to migration and refuge across eleven European urban spaces and the different strategies put in place by migrants to navigate and learn the city.</p> <p>Security is not just about having property but also creating a home and a sense of place and ownership within a territory.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Schools ▪ Metropolitan area Gdańsk Gdynia Sopot

Social Innovation Methodology	<p>In Poland: As part of the project, Małgorzata Chachaj, Education Coordinator in the area of integration and migrant support in the EPIC project, designed and coordinated the implementation of six complementary activities. Their aim was to comprehensively support schools in the Metropolis in the face of challenges related to the education of foreign children; i.e. learning Polish as a foreign language, increasing conflicts in multicultural classrooms, teachers' professional burnout, lack of diagnostic tests for foreign children and effective management of a multicultural school.</p> <p>Activities have resulted in numerous publications and webinars to support school staff in their daily work with foreign students:</p> <ol style="list-style-type: none"> 1. Two support methods for teachers working with multicultural classrooms: 2. Intervention Toolbox I 'Circle of Friends - as a means of conflict resolution in the intercultural classroom'. 3. Intervention Toolbox II 'The common cause method - as a way of solving conflicts in the intercultural classroom' 4. Each toolbox contains a toolbox (document), reflection cards and an instruction (in the form of a recording). 5. Professional burnout - a guide for school staff working in a multicultural environment'. Includes a toolbox with a self-reflection form, reflection cards - to be used by the teacher, instruction (in the form of a recording). 6. Support for teachers of Polish as a Foreign Language (JPJO) - 8 online trainings 'Elements of methodology and sketchnoting when working with migrant pupils' (each 3 didactic hours) and a workbook for classes VII-VIII and an instructional webinar. 7. Diagnostic tests - 16 diagnostic tests to enable correct diagnosis of migrant children, taking into consideration language barriers, cultural differences and traumas experienced by children. 8. Information leaflet for parents and children of migrants. 9. Conference 'Pomeranian multicultural school - how to improve schools from below in cooperation with local authorities'.
Key Outcomes & Lessons Learned	<p>The EPIC project, funded by AMIF, aims to improve the integration of migrants and strengthen their sense of security through multi-phase activities in different European cities.</p> <p>The EPIC project focused on promoting integration by organising pilot activities and educational campaigns in different cities. The project carried out numerous interventions, including an anti-discrimination workshop in Alcorcón, where young people had the opportunity to develop awareness about interculturalism and empathy towards immigrants. In Oberhausen, on the other hand, a social campaign and a digital integration platform aimed to counter misconceptions about immigrants and promote access to local services for different social groups.</p> <p>The EPIC project highlights the importance of cooperation between local authorities and NGOs to promote inclusive and sustainable solutions. The joint activities have enabled the creation of diverse initiatives that promote inclusion and understanding of migrants, which translates into a greater sense of security and increased mutual trust between urban residents and migrants. In addition, the project identified systemic challenges, such as the need for more integrated migration management structures and the involvement of migrants as partners in integration processes.</p> <p>The EPIC project has shown that collaborative pilot activities can effectively promote a sense of security in local communities.</p>

Sustainability	For Poland: The support materials for schools developed as part of the project are available for download on the website of the institution involved in the project.
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PL-12: SAFE STADIUM - Integrated large sport facilities protection system supporting the CBRN security of mass events

Abstract	The project was developed in response to a major decline in procedures and training for preventing and responding to CBRN (chemical, biological, radiological/nuclear) threats in sports facilities.
Source Material	<ul style="list-style-type: none"> ▪ https://safe-stadium.eu/about-the-project/ ▪ https://www.uni.lodz.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland ▪ Germany ▪ Italy ▪ Spain ▪ Slovakia
Contextual Characteristics	Sport stadiums, urban area, big towns.
Time of implementation	From 2021 to currently.
Organisations in Charge	<ul style="list-style-type: none"> ▪ University of Lodz, Dynamic Safety Corporation ▪ International Security and Emergency Management Institute ▪ National Institute of Aerospace Technology (INTA) ▪ Fondazione Policlinico Universitario Agostino Gemelli IRCCS ▪ Universita Cattolica del Sacro Cuore ▪ City Arena of Culture and Sport in Lodz (MAKIS) ▪ Lech Poznan ▪ MŠK Žilina ▪ Real Madrid C.F. ▪ Hochschule für den öffentlichen Dienst in Bayern ▪ Seris Konsalnet ▪ The Regional Police Headquarters of Lodz ▪ Spanish National Police ▪ Warsaw Metropolitan Police
Priority Area(s)	Security at stadium events.

Objective(s)	<p>The activities undertaken within the Safe Stadium project will focus primarily on:</p> <ul style="list-style-type: none"> ▪ Conducting research and analysis – identifying good practices, vulnerability and risk assessment; ▪ Development of system elements – adequate procedures, tools, plans and guidelines; ▪ Development of elements of the system – infrastructure, ICT, equipment; ▪ Development of elements of the system – training materials and eLearning platform; ▪ Preparing a system for an epidemiological enquiry.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ security staff members (i.e. Safety and Security Manager) ▪ stewards ▪ private and public security services ▪ sport associations’ officials and trainers
Case Study Description	<p>EUROPOL TE-SAT reports signal that there has been a general increase in terrorist propaganda on the use of CBRN threats in attacks and guidance on how to carry out such attacks. In addition, COVID-19 showed how easily biological agents can spread in such an environment – stadiums (e.g. UEFA match in Bergamo).</p> <p>There is a need to strengthen CBRN security at sport facilities, especially, that the biggest object may host up to 80 000 spectators. The project will result in preparing the integrated CBRN protection system for sport facilities in accordance with Good Practices to support the protection of public spaces.</p> <p>The project’s concept is based on enhancing the implementation of the COMMISSION STAFF WORKING DOCUMENT called Good Practices to support the protection of public spaces through development of the integrated CBRN protection system for sports facilities, offering measures indicated in the document.</p> <p>Those measures include:</p> <ul style="list-style-type: none"> ▪ methodology and tools for vulnerability assessments; risks identification; ▪ development of security plan; training and joint workshops of security staff with private and public security agencies; ▪ recommendations for infrastructure improvement and equipment; procedures for prevention, detection, response and manage the consequences of CBRN attacks. <p>Moreover, the Safe Stadium project activities support two EU action plans:</p> <ol style="list-style-type: none"> 1. the EU action plan on improving the protection of public spaces and 2. the EU Action Plan to enhance preparedness against chemical, biological, radiological and nuclear security risks. <p>The aims of these plans meet the project’s objectives in the areas of increasing cross-sectoral preparedness for a terrorist attack against public spaces, which include development of cross -border, cross- sectoral cooperation and coordination mechanisms for first responders in the immediate response to terrorist attacks, including trainings, exercises and exchange of best practice and lessons learned; and in particular increasing preparedness – in cooperation with law enforcement – of operators of confined public spaces against CBRN threats.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Universities ▪ Police ▪ Sports clubs ▪ Enterprises
Social Innovation Methodology	The system will be implemented by a series of training (face-to-face and online) as well as a pilot of large-scale exercises at the sport facilities. Mainstreaming and EU-wide impact will be enhanced by dissemination activities including several events, seminars and meetings to inform decision makers and other relevant stakeholders.
Key Outcomes & Lessons Learned	<p>The most important outcome of the project is to equip end users' consortium partners from MAKIS, SERIS, MSK Zilina, Real Madrid and Lech Poznan with knowledge, training and raising awareness materials, procedures and tools that they will use them in real life during sport and mass events at their stadium after project to be able to prevent, protect, response to CBRN Incidents or Attacks in close cooperation with Law Enforcement Agencies.</p> <p>The project will initiate and support the cooperation of public and private sector with sport facilities working in the area of security as well as will promote knowledge and awareness related to protection of stadiums and public spaces against CBRN threats. Thus, to maximise the chances of success, apart from the end users (football clubs and sport arenas operators), the consortium includes local police forces, private security sector, as well as medical service and technology providers. The system will be implemented by a series of training (face -to-face and online) as well as a large – scale exercises at the sport facilities. Upon successful completion, the project results are supposed to be picked up by the football associations and would be included in the official security recommendations for the clubs and stadiums operators.</p>
Sustainability	The project involved training and large-scale practical exercises in sports stadiums. Team representatives also promoted the project at thematic conferences.

PL-13: Don't give up on life – Crisis Aid on Warsaw's bridges

Abstract	In the 10th edition of the Civic Budget of the City of Warsaw for 2024, the inhabitants selected the project 'Crisis Assistance on Warsaw bridges' by Mr Karol Bąkowski. The aim of the project is to support people experiencing mental crises by installing special placards on Warsaw bridges containing motivating slogans and information about available forms of help, including telephone numbers of psychological support institutions. The project responds to the growing need to address mental health crises in public spaces and promotes the idea of mutual care and safety. By reminding people that help is close by, the initiative aims to reduce self-destructive behaviour and strengthen the sense of community in Warsaw.
Source Material	<ul style="list-style-type: none"> ▪ Tabliczki suicydalne na warszawskich mostach – „Nie rezygnuj z życia” – Wsparcie (um.warszawa.pl) ▪ Pomoc kryzysowa na warszawskich mostach - Projekty - na rok 2024 - NOWA - Budżet obywatelski w Warszawie (um.warszawa.pl)
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Warsaw, Poland

Contextual Characteristics	Large city districts.
Time of implementation	From 2024 to current.
Organisations in Charge	The project was created by a Warsaw resident as part of the civic budget. The project contributed to the establishment of a team of specialists. On the initiative of the Mayor of the City of Warsaw, a Team was created to which representatives of scientific circles, specialists in working with people in life crises, suicidologists, representatives of city offices and non-governmental organisations and specialists from the Warsaw Crisis Intervention Centre were invited. Municipal Roads Authority, Warsaw Crisis Intervention Centre.
Priority Area(s)	Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Supporting people in mental crisis - by placing 'don't give up on life' placards on Warsaw's bridges, together with the telephone number of a support institution, the aim is to help people struggling with emotional crises. ▪ Prevention of self-destructive behaviour - the slogan on the placard carries a motivational message and a reminder of the forms of support available. Such a plaque has primarily a preventive function and is intended to help reduce the risk of self-destructive behaviour. ▪ Raising awareness of available forms of support - the project aims to inform people about institutions and support lines, such as telephone crisis lines, which offer psychological help. ▪ Build a sense of safety and community - placing placards on bridges can reinforce a sense of caring in public spaces, as well as raise awareness among residents about the need for mutual support. ▪ Promoting mental health - the project aims to draw attention to the issue of mental health. It aims to generate discussion about mental health and counteract the stigmatisation of people who need help by building openness and acceptance of the topic of mental health. ▪ Increase the sense of safety for Warsaw residents - through signage on bridges, residents can feel that the city actively cares about their mental health, which reinforces the feeling that they live in a supportive community.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Residents of the city.

Case Study Description	<p>In the 10th edition of the City of Warsaw Civic Budget for 2024, residents selected the project 'Crisis assistance on Warsaw bridges', by Karol Bąkowski. The project involves the installation of 'don't give up on life' placards on seven Warsaw bridges, aiming to counter suicide attempts by placing the number of a 24-hour support line for people in crisis on them. The aim of the project is to effectively counteract mental crises and help people in difficult moments in their lives. The project aims to draw attention to the mental health of the people of Warsaw and to increase an individual's sense of security through information on where to get help.</p> <p>The grassroots initiative found support among Warsaw residents, who selected the project for funding from the Civic Budget. It was also supported by city officials and authorities. On the initiative of the Mayor of Warsaw, a Team of Specialists was set up to develop 'Recommendations for supporting people in life crises', recommending that the project be extended to all bridges in Warsaw (84 placards). The placards include the telephone number 511 200 200 operated by specialists from the Warsaw Crisis Intervention Centre.</p> <p>The implementation of the recommendations is taking place through the following activities:</p> <ul style="list-style-type: none"> ▪ The launch of the city telephone 511 200 200 for adults in suicidal crisis. The phone operates around the clock and is manned by specialists of the Warsaw Crisis Intervention Centre - psychologists, therapists and social workers; ▪ Development and implementation of response and intervention schemes and planning for long-term assistance and support in life crises in the field of education and social assistance; ▪ Increase camera monitoring on bridges. Cameras currently cover 10 bridges; ▪ Increasing the number of police river patrols.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Residents of districts.

Social Innovation Methodology	<p>The social innovation of the project is the fact that it is a problem recognised by the inhabitants and implemented thanks to the cooperation with the city authorities, specialists working with people in crisis, representatives of the scientific community, suicidologists, employees of NGOs. The 'Crisis Assistance on Warsaw Bridges' project uses a range of innovative methods and social approaches to effectively counteract mental crises and prevent suicide attempts in public spaces. The implementation process in the project consisted of:</p> <p>Identification of social needs</p> <ul style="list-style-type: none"> ▪ Increase in suicides on Warsaw bridges by 34%. ▪ Lack of visible assistance in high-risk areas. <p>Establishment of an interdisciplinary team</p> <ul style="list-style-type: none"> ▪ A team of specialists (researchers, suicidologists, NGOs) developed recommendations for support. ▪ Plaques with motivational slogans ▪ Slogan 'don't give up on life' and support phone number on placards. ▪ Innovative use of urban space to promote mental health. <p>Extension of the project's reach</p> <ul style="list-style-type: none"> ▪ Initially seven bridges, extended to all bridges in Warsaw (84 placards). <p>Introduction of a 24-hour support line.</p> <ul style="list-style-type: none"> ▪ A telephone number 511 200 200, manned by specialists and available 24/7, was established. ▪ Increased monitoring and patrols ▪ More cameras and police river patrols on bridges. ▪ Faster response from services in emergency situations. <p>Increased public awareness</p> <ul style="list-style-type: none"> ▪ Promotion of mental health and sense of security for residents. <p>Evaluation and adaptation</p> <ul style="list-style-type: none"> ▪ evaluation of the effectiveness of placards, support lines, patrols and monitoring, will be monitored
Key Outcomes & Lessons Learned	<p>A key outcome of the project 'Crisis support on Warsaw bridges' is the way in which many actors (citizens who noticed the problem, city authorities, professionals, academics, NGO representatives, law enforcement) collaborate and engage. The social innovation is the combination of psychological support, thoughtful use of public space and interdisciplinary cooperation, which together create effective support for people in crisis and change the perception of mental health problems in the community. The project increases residents' sense of safety by caring for a citizen in crisis.</p>
Limitations	<p>The project is a new initiative, so contacting those responsible for its implementation should not be a problem. However, the lack of information on the effects of the solutions used and the lack of validated data on the effectiveness of the placards can be a challenge.</p>

Sustainability	The project responds to the need for mental health support, which is a key element of sustainable development seeking to ensure a high quality of life and wellbeing for residents.
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PL-14: Municipal safety improvement programme TARCZA in Jaworzno

Abstract	The TARCZA municipal security improvement programme, which has been implemented in Jaworzno for 20 years, involves not only the police and municipal guards, but also the entire local community. The result of the cooperation is an increased sense of security among residents and improved crime statistics. The programme includes subsidising police stations, neighbourhood policing advice points and increasing the number of patrols through additional officer hours. TARCZA also places a strong emphasis on education, organising initiatives such as the Safety Academy with workshops and lectures and the 'See each other at the lanes' campaign, which promotes caution for pedestrians and drivers in the area of pedestrian crossings.
Source Material	<ul style="list-style-type: none"> ▪ https://mckis.jaworzno.pl/tarcza-bezpieczenstwo-poziom-wyzej/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Jaworzno, Poland
Contextual Characteristics	Large city districts.
Time of implementation	From 2004 to current.
Organisations in Charge	The project was created in response to the needs of citizens, who responded to surveys that they do not feel safe in their neighbourhoods. The TARCZA project involves police officers, municipal guards and the entire urban community.
Priority Area(s)	Public Places
Objective(s)	<p>The municipal safety improvement programme TARCZA in Jaworzno was established to pursue the following objectives:</p> <ul style="list-style-type: none"> ▪ Increase residents' sense of security - through community involvement and prevention activities. ▪ Improving crime statistics - by monitoring and reducing crime in the city. ▪ Strengthening inter-service cooperation - integrating the activities of the police, municipal guards and other institutions. ▪ Subsidising police activities - financial support for police stations and district posts, increasing their effectiveness. ▪ Increasing the number of police patrols - through additional working hours of officers, which affects visibility and prevention. ▪ Educating residents - organising workshops, lectures and safety awareness campaigns. ▪ Promoting responsibility in traffic - campaigns such as 'We see each other in the lanes', which raise awareness of the need to be careful on the roads. ▪ Supporting local initiatives - encouraging residents to actively participate in safety activities.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Residents of the city.

Case Study Description	<p>The TARCZA programme, which has been implemented in Jaworzno since 2004, aims to improve the safety of residents by involving the entire local community and municipal services such as the police and municipal guards. The initiative came about in response to worrying survey results, which showed that more than 60% of residents did not feel safe in their neighbourhoods. With the introduction of the programme, the feeling of safety has increased rapidly, with only 3% of respondents rating it negatively in 2023.</p> <p>TARCZY has increased the number of patrols, more patrols. Mixed patrols with city guards, motorised or bicycle patrols. Police officers and guards control squares, parks, cycle paths and recreational areas, where Jaworzno residents and visitors like to relax in the summer. As part of the programme, police stations have been subsidised and a monitoring system introduced, which has contributed to a decrease in crime.</p> <p>The programme also includes educational activities, such as the Safety Academy and the 'We see each other in the lanes' campaign, which aim to make residents aware of the dangers and safety rules.</p> <p>The 'We see each other in the lanes' campaign was preceded by conducted lectures in all 22 Jaworzno primary schools under the slogan 'Be safe on the road'. A total of 1,350 pupils took part in the meetings with representatives of the City Council and the Municipal Police Station.</p> <p>The aim of the 'See each other at the zebra crossings' campaign is to remind pedestrians travelling on the road of the need to wear reflective elements in a way that is visible to other road users and to make vehicle drivers aware that they are always obliged to be extra careful when approaching a pedestrian crossing.</p> <p>Over 20 years, TARCZA has carried out many initiatives, including the purchase of new equipment for the services and the organisation of safety-promoting events, making Jaworzno one of the safest cities in the region. The programme has proven to be effective and cooperation between services and residents is at a very high level.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens. ▪ Residents of districts.

Social Innovation Methodology	<p>The social innovation of the TARCZA project in Jaworzno is the comprehensive involvement of the entire local community in activities to improve safety. The TARCZA programme involves the cooperation of various institutions: the police, the municipal police, local organisations and citizens. The integration and cooperation of institutions with citizens fosters the creation of coherent security strategies.</p> <p>The TARCZA programme places a strong emphasis on educating residents through the organisation of workshops, lectures and information campaigns, such as the Safety Academy and the 'We see each other in the lanes' campaign. This innovative approach enables residents to actively participate in creating a safer environment.</p> <p>Active citizen participation increases the sense of security. The possibility to report threats, problems anonymously through the tool National Safety Risk Map, increases the involvement of residents and their sense of responsibility for safety in their environment.</p> <p>The programme has the advantage of responding to the specific needs of residents by identifying security problems in a neighbourhood, which promotes better adaptation of the strategy to local conditions.</p> <p>The implementation of urban monitoring systems and patrols using new technologies increases the effectiveness of prevention and intervention activities, which is an innovative approach to security management.</p> <p>Social participation is prominent in the TARCZA programme. Involving residents in various activities, such as joint patrols or preventive actions, strengthens their sense of belonging and responsibility for local security.</p>
Key Outcomes & Lessons Learned	<p>The TARCZA programme is an example of social innovation that not only improves safety, but also builds stronger ties in the local community.</p> <p>Among the most important results/conclusions from the programme we can include:</p> <ul style="list-style-type: none"> ▪ Improved sense of security for Jaworzno residents - effective adaptation of activities to the current needs of the residents ▪ Reduction in crime - since the start of the programme the percentage of vandalism, hooliganism and misdemeanours in Jaworzno has decreased, which demonstrates the effectiveness of prevention and intervention activities ▪ Increase in Reports from Residents, indicating greater community trust in city services and more active involvement of residents in security issues. ▪ Increased awareness in the effectiveness of community education - positive results from the Safety Academy and See You in the Lanes campaigns. ▪ An increase in the Number of Patrols, thanks to the funding of police stations and additional officer hours, has had a positive impact on the perception of safety in public spaces. ▪ The high level of cooperation between different municipal services, local organisations and residents has contributed to a more effective implementation of the programme's objectives, which shows the importance of integrating actions.
Limitations	<p>Details of the technologies used, the activities of municipal services may be limited or classified.</p>

Sustainability	The TARCZA programme in Jaworzno can be seen as an example of activities that not only improve safety, but also contribute to the sustainable development of the city by building strong social ties, promoting education and long-term community benefits that increase the safety and sense of security of residents and tourists.
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PL-15: PUBLIC TRANSPORT PASSENGER COUNCILS

Abstract	The activities of Passenger Councils are an integral part of the German model of public transport management, characterized by deliberative methods of cooperation with the local community, which contributes to better matching the transport offer to the needs of residents. Similar initiatives are being undertaken in Polish cities, but their number and scope of activity are limited. Compared to German passenger councils, Polish counterparts are only just developing their structures and the extent of their influence on public transportation decisions.
Source Material	<ul style="list-style-type: none"> ▪ Tomaszuk, M. (2016). Examples of measures by Polish and German public transport organisers for the participation of city residents in the day-to-day coordination and management of the urban transport network. <i>Political Science Review</i>, (4), 207–228. https://doi.org/10.14746/pp.2016.21.4.16 ▪ https://warszawa19115.pl/-/rada-warszawskiego-transportu-publicznego ▪ https://www.wtp.waw.pl/rada-wtp/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland (Warsaw, Krakow, Tricity) ▪ Germany (Berlin, Leipzig, Stuttgart)
Contextual Characteristics	Large urban centers and metropolitan areas.
Time of implementation	In Stuttgart, the Passenger Council has existed since 1997. The Warsaw Public Transport Council was established in 2018.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Public Transport Authority (Warsaw) ▪ Verkehrsverbund Berlin-Brandenburg (Berlin) ▪ Municipal Infrastructure and Transport Authority (Krakow) ▪ Smart Infrastructure Hub Leipzig (Lipsk) ▪ Metropolitan Transport Union of the Gulf of Gdansk (Gdansk)
Priority Area(s)	Public transport

<p>Objective(s)</p>	<p>The primary objectives of the passenger councils (Fahrgastbeirat) in German public transport systems include:</p> <ul style="list-style-type: none"> ▪ Quality Monitoring: Regularly assess and monitor the quality of public transport services, ensuring that they meet passenger expectations and maintain high standards of operation. ▪ Route and Network Planning: Engage in discussions and consultations about the planning of routes and transport networks, ensuring that these align with the needs and demands of the public. ▪ Fare and Ticketing Policies: Advise on fare adjustments, ticketing policies, and the overall accessibility of fare structures, facilitating equitable and practical pricing for various passenger segments. ▪ Service Improvement Feedback: Provide feedback on potential improvements to passenger information systems and overall service reliability, helping to enhance the user experience in public transport. ▪ Public Representation and Advocacy: Act as a liaison between transport authorities and the community, advocating for public concerns and representing passenger interests in decision-making processes. <p>These objectives aim to improve transparency, promote public participation, and ensure that public transport services are responsive to the community's evolving needs.</p>
<p>Vulnerable Populations Targeted</p>	<ul style="list-style-type: none"> ▪ Passengers
<p>Case Study Description</p>	<p>The case study analyzes public transportation management in major metropolitan areas in Poland and Germany, focusing on cities like Berlin, Leipzig, Stuttgart, Warsaw, Kraków, and the Tri-City area (Gdańsk-Gdynia-Sopot). These cities implement coordinated transit systems across urban and regional boundaries, emphasizing public safety and the role of citizen participation. Through social consultations, advisory councils, and feedback channels, transit authorities aim to align transportation services with residents' needs and enhance public engagement.</p> <p>In terms of public safety, smart mobility initiatives play a crucial role, incorporating advanced technology solutions like mobile applications and real-time information systems. These tools not only improve user convenience but also enhance safety by offering timely updates on travel conditions and disruptions. In Germany, transit associations like VBB (Berlin-Brandenburg) facilitate regional integration, ensuring seamless, safe, and reliable transit options. Polish cities, while individually organized, prioritize safety through comprehensive planning and citizen feedback. This study underscores the balance between public involvement, digital innovation, and sustained safety measures as foundational elements in modern urban mobility solutions.</p>
<p>Stakeholders Involved</p>	<ul style="list-style-type: none"> ▪ Passengers ▪ Citizens, public transport provider

<p>Social Innovation Methodology</p>	<p>The essence of the functioning of public transport passenger councils is based on the assumption of participation in transportation policy. They innovate by including passengers in deciding the shape of public transportation and not limiting the group of decision-makers to the administration and transportation companies. The demand for socialization also refers to a paradigm shift in urban management toward caring public policy with gender differences – urban feminism.</p> <p>The document described a methodology for social innovation by applying the ideas of smart governance and smart mobility. A key element was the involvement of citizens and community organizations in decision-making processes related to public transportation, which was implemented as follows:</p> <p>Public consultation: Urban transportation organizers held public consultations to solicit residents' opinions on transportation offerings and tailor them to their needs. Examples include open meetings held in Berlin, where residents were able to comment on schedules, fares and planned connections.</p> <p>Passenger councils: Many German cities, such as Berlin and Stuttgart, established passenger councils that met regularly to monitor the quality of service, give opinions on fare changes and advise on the purchase of rolling stock. In this way, city authorities were able to better tailor public transportation to the real needs of residents.</p> <p>Use of technology: Mobile applications and electronic customer contact tools were introduced, such as the “jakdojade.pl” platform and the VVS App in Stuttgart, allowing residents to purchase tickets, access real-time connection information and make comments, among other things.</p>
<p>Key Outcomes & Lessons Learned</p>	<p>Enhanced Public Participation: In cities like Berlin and Stuttgart, public transport management emphasizes engaging citizens through regular consultations, advisory councils, and feedback sessions. These initiatives foster trust and create a more responsive transit system, tailored to the actual needs of residents.</p> <p>Technological Integration: Advanced technological tools, such as mobile apps and digital feedback forms, play a crucial role in Germany's transit systems, providing real-time data, fare integration, and communication with passengers. This digitization supports better service management and customer satisfaction.</p> <p>Regional Coordination for Integrated Transport: In both Poland and Germany, there is a trend toward greater coordination between urban and suburban transport networks. Examples include integrated ticketing systems and inter-agency cooperation, which simplifies passenger experience across regions.</p> <p>Smart Mobility and Governance: Embracing smart mobility and governance frameworks has led to improved service delivery and more sustainable urban mobility options. This includes developing intermodal hubs, enhancing transit convenience, and addressing sustainability issues, particularly in large metropolitan areas.</p> <p>Challenges of Standardization: One lesson from the document is the challenge of achieving standardization across diverse cities and regions with varying regulatory frameworks and local needs. This diversity requires adaptable management models that respect regional specifics while aiming for coherent transport policies across broader metropolitan areas</p>

Limitations	<p>The study identifies several limitations related to the methodology and implementation of the case study:</p> <p>Legal and regional differences: Due to differences in legal bases and regulations between Poland and Germany, there are significant discrepancies in the operation of transportation entities. Polish cities tend to organize public transportation more independently, while integration at the level of municipal associations is more common in Germany.</p> <p>Lack of standardization: Introducing uniform solutions in such diverse urban environments was a challenge, especially in terms of fare integration and inter-city cooperation. Each location required adapting methods to specific needs and local conditions.</p> <p>Limited technological accessibility: Although mobile applications and information systems have been introduced, not all units in Poland have reached the same level of technological advancement that can be observed in German cities. This limited the ability to evenly implement smart city innovations and technologies.</p> <p>Implementation costs: The implementation of comprehensive management systems and smart city technologies is costly, limiting full implementation in smaller cities or less-resourced regions.</p>
Sustainability	<p>Long-term Engagement with Technology and Smart Systems: Cities like Berlin and Stuttgart have embedded technological integration in public transport management, including real-time passenger information, ticketing, and passenger counting systems. This continued technological support is aimed at maintaining and improving service quality long after initial project phases.</p> <p>Continued Public Consultation and Participation: Stakeholder engagement is sustained through regular consultations with residents, using tools such as passenger councils and feedback applications. For example, in Berlin, ongoing forums and advisory groups ensure that public transport policies remain aligned with user needs and expectations, supporting the longevity of project outcomes.</p> <p>Policy and Regulatory Integration: By establishing regional transport authorities and coordination bodies, such as Verkehrsverbund Berlin-Brandenburg (VBB) and Metropolitalny Związek Komunikacyjny Zatoki Gdańskiej (MZKZG), the cities promote lasting integration across municipal boundaries. These organizational structures help maintain consistent service standards and fare systems across regions, reinforcing the sustainability of improvements in public transportation.</p>

PL-16: Smart city competition

Abstract	<p>The 'Intelligent Crossing' competition organised by Orange Polska allows residents of selected cities to co-determine the installation of modern safety solutions at the most dangerous pedestrian crossings. In the three cities selected by the citizens' vote, Orange Polska has installed active smart crossings, which, thanks to the use of advanced technologies such as motion sensors and illumination systems, have significantly improved the visibility and safety of pedestrians. According to statistics from the Police Headquarters, more than 2,300 accidents occurred at pedestrian crossings in Poland in 2021. In them, 153 people were killed and 2 275 were injured. Most of them took place in autumn and winter, when visibility with early dusk severely deteriorates. Therefore, the citizens' voice in the competition becomes a key element for improving safety in local communities.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://nasz.orange.pl/ ▪ https://nct.global/ ▪ https://www.telix.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland, Świdwin, Łława i Rybnik
Contextual Characteristics	Large city districts, "Small Town".
Time of implementation	2023
Organisations in Charge	<p>Orange Polska, together with NCT, has announced the 'Smart Passage' competition. Forty cities entered the competition by having their municipal representatives fill in a special form. Only three cities could win the competition.</p> <p>The three cities that won were decided by the residents' votes. It was the residents who voted. All towns, regardless of the number of inhabitants, had an equal chance, as individual votes were assigned appropriate weights, depending on the population of each town. The voting process was fully transparent, and the results could be followed in real time on the website.</p>
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<p>The main objective of the Smart Crossings competition was to increase safety at pedestrian crossings - minimising accidents by using smart technology to increase pedestrian visibility and warn drivers of their presence more quickly.</p> <p>A goal worth highlighting is the involvement of local communities - it was the townspeople who had the opportunity to actively participate in selecting the locations most in need of safety improvements. By casting their vote, they influenced the outcome and were jointly responsible for their local surroundings.</p> <p>The competition educated residents and raised public awareness of the dangers of reduced visibility.</p> <p>The competition also aimed to promote modern technological solutions as an effective way to improve road safety. Popularising smart solutions, which could be the future of urban infrastructure, will make cities safer and more liveable. Reducing the number of road accidents, thanks to accurate pedestrian detection and active warning systems, will increase the safety of residents as well as their sense of security in the community.</p> <p>The long-term goal is to create a safer and more sustainable urban environment through the implementation of intelligent solutions in public spaces.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Residents of the city.

Case Study Description	<p>The 'Intelligent Crossing' competition organised by Orange Polska is an initiative aimed at increasing pedestrian safety at crossings through the use of advanced technologies. Forty cities from all over Poland took part in the competition. Residents, through voting, decided which three locations would receive modern pedestrian crossings equipped with smart crossing technology. These cities selected through voting were Świdwin, Rybnik and Ława, which received the most votes. Each of these cities won in its category based on population, securing the installation of 'smart crossings' at sensitive points on the city map. The residents of the cities competing for victory showed great commitment, uniting around a common goal. Many local organisations, institutions, schools and even parishes got involved in promoting the competition, publishing information about the vote, making videos and mobilising the community to vote. Local media, local authorities, sports clubs and various community groups played a key role by engaging on social media and informing residents about the details of the competition. Worth highlighting is the technology used in the Smart Crossings, which uses motion detection systems. The systems detect an approaching pedestrian from just a few metres away. Sensors immediately activate light and sound warning signals, increasing visibility and safety for pedestrians. In addition, a special illumination system makes the pedestrian clearly visible to drivers, which particularly improves safety after dark and during periods of reduced visibility. The entire system is managed remotely by the City Management Platform from Orange, allowing, among other things, the lighting to be adjusted according to traffic and to save energy during low-traffic hours.</p> <p>The 'Smart Crossing' competition not only ensured the installation of modern pedestrian crossings, but also drew residents' attention to safety issues and to the opportunities offered by smart city technology. The project demonstrated that smart solutions can directly improve quality of life and safety, and that public involvement is key to the implementation of such initiatives.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Residents ▪ Polish city authorities ▪ Local organisations ▪ Entrepreneurs ▪ Church parishes ▪ Local media ▪ Schools ▪ Municipal services ▪ Fire brigade ▪ Police

Social Innovation Methodology	<p>The social innovation in the Smart Transition competition was to involve local communities in the decision-making process and to promote modern urban solutions that respond to the real needs of residents. A key role was played by the residents themselves, who had a direct influence on the outcome of the vote by casting their vote. The mechanism of the competition was based on equal opportunities, as the number of votes cast was weighted according to the population of the city, which ensured that smaller towns had an equal chance in the competition with larger cities.</p> <p>There was also an educational dimension to the citizen involvement, with residents learning more about crossing safety issues and the potential of smart city technology. In many cities, the competition generated a remarkable sense of community by involving diverse groups including officials, local businesses, NGOs, parishes and the local media. As a result, residents have experienced how joint action can contribute to real change in their environment, fostering a sense of empowerment and shared responsibility for city development.</p> <p>The Smart Crossing competition was therefore an example of social innovation that combined road safety technology with the activation of citizens and the promotion of co-determination about the common environment, which can serve as a model for future smart city initiatives.</p>
Key Outcomes & Lessons Learned	<p>The “Smart Transition” competition demonstrates the importance of involving communities in decisions about safety in public spaces and the potential of modern technology in urban spaces.</p> <p>Among the key findings we can include:</p> <ul style="list-style-type: none"> ▪ Increased public awareness and involvement. The competition has shown that residents are willing to actively participate in initiatives to improve security. Involvement in voting, public campaigns, as well as various forms of promotion, such as through social media, local media and campaigns promoting grassroots initiatives, have united communities and increased awareness of the dangers at pedestrian crossings. ▪ Using technology to improve safety. Smart crosswalks in the winning cities - Swidwin, Rybnik and Ilawa - use advanced technologies such as motion sensors, automatic traffic lights and sound signals, and lighting management systems to protect pedestrians. These innovations not only reduce the risk of accidents but also exemplify the use of smart city solutions that can be adopted elsewhere. ▪ The importance of cross-sector cooperation. The success of the competition was due to the cooperation of local authorities, community organizations, schools, businesses and residents. In many cities, local companies, institutions and the media joined forces to promote voting, which underscored the importance of acting together for the good of the community. ▪ Direction for future smart city initiatives. The competition has shown that the introduction of smart city solutions gains more public support if residents can co-determine the changes. The opportunity to vote for projects that directly affect everyday life can become a model for future activities, building trust and interest in modern solutions in public space.
Limitations	<p>The competition has now ended, so there may be problems in reaching the people who were responsible for implementing and running the competition.</p>

Sustainability	The Smart Passage competition promotes sustainability by supporting solutions that enhance safety while involving local communities in decisions about public spaces.
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PL-17: Advanced protection systems for the Tour de Pologne

Abstract	The Tour de Pologne is a prestigious cycling race, held annually since 1928 and part of the UCI World Tour cycle since 2005. It attracts top riders and teams from all over the world, leading the route through picturesque areas of Poland, including towns, villages and mountains. The race not only promotes cycling, but also involves local communities and volunteers who play a key role in its organisation. Residents actively participate in the event by creating fan zones and decorating the routes, which gives the event a unique atmosphere. Volunteers support the organisers in directing traffic, providing information and logistics, which contributes to the smooth running of the race and increases the feeling of safety. In addition, the race places a strong emphasis on the safety of participants and spectators, implementing innovative solutions such as the SafeR system developed by the UCI. This system analyses data from previous editions, identifying risky sections of the route and recommending preventive measures such as the installation of safety barriers. In addition, the Tour de Pologne has an official app that facilitates organisation and access to information for fans and participants. The app allows the purchase of tickets for fan zones, gives access to the race schedule, current results and a route map, which supports better logistics management. Additionally, apps such as Eventbrite and crowd monitoring tools help coordinate spectator movement and enable dynamic management of spectator zones, which improves safety and comfort for participants. A real-time mobile notification platform also gives users instant access to alerts on potential hazards, reinforcing a sense of security at the event.
Source Material	<ul style="list-style-type: none"> ▪ http://www.tourdepologne.pl/ ▪ http://boplan.com/ ▪ http://www.uci.org/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland
Contextual Characteristics	"Urban Area", "Small Town", "Low SES-Neighbourhood".
Time of implementation	The race has been organised since 1928 and modern developments since 2021.
Organisations in Charge	Lang Team as the main organiser of the Tour de Pologne, the company Boplan responsible for supplying and installing the protection systems. The cooperation also includes logistics partners, such as DRUTEX, supporting the transport and installation of barriers and totems along the race route.
Priority Area(s)	Public Places, Transport or Mobility

Objective(s)	<ul style="list-style-type: none"> ▪ Maximising rider safety through the use of innovative barriers and protective systems. ▪ Reducing the risk of accidents in high-risk areas such as road islands and intersections. ▪ An example of professional organisation of a mass event using the latest safety technology.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Cyclists at risk of collisions with road obstacles. ▪ Spectators gathering near race routes.

Case Study Description	<p>The Tour de Pologne is one of the most prestigious cycling races in Europe and its organisation combines sporting excitement with modern security solutions. Thanks to cooperation with Boplan, a company specialising in security technologies, innovative security systems such as protective barriers, bumpers and totems have been implemented on the race route. These elements are made of advanced plastics that absorb the force of impacts, minimising the risk of injury for both riders and spectators. These barriers are strategically placed in areas considered to be the riskiest, such as sharp corners and descents, where collisions can occur.</p> <p>Rider safety is also supported by the International Cycling Union (UCI), which has introduced SafeR, an advanced incident and accident analysis tool, to provide organisers with recommendations on how to improve safety. The SafeR system enables risk analysis and recommendations to be made based on data collected from various races, allowing for continuous improvement of safety procedures.</p> <p>In addition to the security barriers, the Tour de Pologne uses advanced monitoring systems that include cameras, motion sensors and drones to keep track of the situation on the route. Such a monitoring system allows for a quick response in an emergency situation and an accurate analysis of the route in real time, enhancing the safety of both riders and spectators. An important element of safety is close cooperation with local law enforcement, fire brigade and paramedics, who support the security of the route and respond to possible incidents. An example of good practice is the central command centre, which oversees the race route and coordinates the services at high-risk locations. Emergency teams are on duty at strategic locations along the route, which reduces response times in an emergency situation. The organisers' cooperation with the services, based on ongoing communication and coordination, is a good example of an exemplary partnership that can be transferred to other mass events to increase their level of safety.</p> <p>Inhabitants of the regions through which the Tour de Pologne passes engage in grassroots initiatives to increase safety, such as information campaigns on the rules for safe football fans. Local communities, supported by the authorities, run educational campaigns that remind spectators of the need to keep their distance from the route and to behave responsibly. Such initiatives, often promoted on social media, create greater awareness and a sense of shared responsibility among residents and fans, which has a positive impact on the safe conduct of the event. Volunteers play an important role in the event, supporting the organisation and emergency services. They are responsible for managing pedestrian traffic in the fan zones, providing information on safety rules, assisting with the organisation of the zones and providing logistical support along the race route. Thanks to their presence, a quick response to unforeseen situations is possible and fans can be kept informed of the rules of the road in the designated zones. The involvement of volunteers increases the efficiency of the services and supports the positive image of the race as a safe and well-organised event.</p>
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Stakeholders Involved	<ul style="list-style-type: none"> ▪ Lang Team ▪ Boplan (supplier of barriers and protection systems) ▪ DRUTEX (logistical support) ▪ UCI (co-developer of the SafeR system) ▪ Local authorities ▪ Policing services ▪ Volunteers
Social Innovation Methodology	<p>In the organisation of the Tour de Pologne, social innovations are being introduced to not only promote the sport, but also to strengthen social ties, involving local communities. The social innovation is:</p> <ul style="list-style-type: none"> ▪ Involving local communities in the organisation of accompanying events along the race route. Local communities prepare fan zones, decorate the route and organise various festivities, which helps integrate residents and promote local traditions and products. ▪ The involvement of volunteers who help organise the event. They support the organisers but also shape civic responsibility. ▪ The race plays an educational role in the topics of safety and healthy lifestyles. Various educational campaigns are organised, which encourage physical activity and raise awareness of cyclists' safety in road traffic. ▪ The use of digital technology through the use of social media and mobile apps that allow direct interaction with fans, enhancing the sense of belonging to the cycling community. Apps provide up-to-date information about the race, allow fans to follow the competition and facilitate the organisation of spectator areas. ▪ Collaboration with local NGOs, schools and institutions, which fosters the development of social and educational programmes.

Key Outcomes & Lessons Learned	<p>Key results from organising the Tour de Pologne include:</p> <ul style="list-style-type: none"> ▪ Increased involvement of local communities – The Tour de Pologne attracts not only professional athletes, but also the inhabitants of the towns and villages through which the route passes. Thanks to their enthusiastic support, the race takes on a unique character and local communities have the opportunity to promote their regions. ▪ Strengthening the role of volunteers – Volunteers play a vital role in ensuring the smooth running of the race. Their work in logistics, directing traffic and supporting the organisers significantly increases the safety and comfort of both competitors and spectators. ▪ Improved safety standards with SafeR – The introduction of the innovative SafeR system developed by the UCI has led to a better understanding of the risks on the course. SafeR identifies risky sections of the route, allowing preventive measures to be taken, such as the installation of safety barriers. This has significantly reduced the risk of accidents, increasing the overall safety level of participants. ▪ Positive impact on promotion of healthy lifestyle and road safety – Tour de Pologne is not only a sporting event, but also an opportunity to promote healthy lifestyle and safety of cyclists. Educational campaigns accompanying the race increase the awareness of fans and participants about road safety. ▪ Building a lasting tradition and sporting values – As one of the oldest cycling events in Europe, the Tour de Pologne continues to build a sporting tradition and values of teamwork, discipline and perseverance.
Limitations	The Tour de Pologne is a large-scale mass event involving many people and institutions, so it can be difficult to reach the right respondents.
Sustainability	<p>The Tour de Pologne subscribes to the principles of sustainability on several levels, both through the actions of the organisers and the involvement of local communities, among others:</p> <p>The race organisers are taking steps to minimise their environmental impact by using biodegradable materials and promoting recycling.</p> <p>Promotion of cycling supports the idea of sustainable transport, encouraging physical activity and reducing emissions.</p> <p>Education on healthy lifestyles, by organising educational campaigns that encourage physical activity, sport and healthy eating.</p>

PL-18: The Warsaw Marathon

Abstract	The Warsaw Marathon Study is an example of efficient organisation of a mass sports event in the centre of a large city. The organisers work closely with local services such as the police, fire brigade and medical services to ensure the safety and comfort of both runners and spectators. Key elements of this are the medical points located along the entire route, state-of-the-art monitoring and crowd management systems and the involvement of local volunteers. The aim of the marathon is not only to promote physical activity, but also to integrate the community and develop joint activities for the safety and comfort of Warsaw residents and visitors.
Source Material	<ul style="list-style-type: none"> ▪ https://nnmaratonwarszawski.com/ ▪ https://warszawa.naszemiasto.pl/tag/maraton-warszawski

Location(s) of Implementation	<ul style="list-style-type: none"> Poland, Warsaw
Contextual Characteristics	<p>“Urban Area”</p> <p>The Warsaw Marathon takes place entirely in urban space, running through the central districts of Warsaw. Due to the nature of the event, it involves the local community and the people of Warsaw who support the runners. The urban environment poses a unique challenge for the organisers, as it is necessary to obtain permits to close streets and redirect traffic in such a way as to minimise inconvenience to local residents. Hosting a marathon in a city as large as Warsaw is conducive to promoting the event and physical activity among residents, but at the same time requires advanced risk management and multi-service cooperation.</p>
Time of implementation	Since 1979 - a regular event.
Organisations in Charge	<ul style="list-style-type: none"> Warsaw Marathon Foundation City of Warsaw Polish Running Federation Uniformed Services (police, fire brigade, medical services)
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<p>The aim of the Warsaw Marathon is to create a safe space where participants can take part in an international sporting event. The main objectives include:</p> <ul style="list-style-type: none"> Enhancing participant safety - priority is given to protecting runners, both during the race and at the start and finish line, through extensive cooperation with local services. Participation of the Peace Patrol at the Marathon improving safety and enhancing the feeling of security during the run Improving the sense of security - taking care of the psychological comfort of participants, who should feel protected and reassured through a well-organised support system. Optimising logistics and traffic management - effectively managing traffic along the run route, as well as reducing the impact of the event on everyday traffic in Warsaw. Promoting a healthy lifestyle - the Warsaw Marathon focuses on promoting physical activity, which has a positive impact on the health of local residents. Involving local communities - volunteers and supporters from Warsaw and the surrounding areas support the runners, which strengthens the sense of community.

Vulnerable Populations Targeted	<p>During the Warsaw Marathon, no specific vulnerable group is identified as the main target group. However, the organisers ensure that medical assistance is available along the route to support all runners, including those who are less fit, senior citizens or runners with health problems. Volunteers, emergency services and specially designated points along the route support people in difficult situations.</p>
Case Study Description	<p>The Warsaw Marathon is a mass participation event that has been one of the most important running events in Poland since 1979. It attracts both professional athletes and amateurs from all over the world, with the number of participants reaching around 8,000 in recent editions. The run takes place in picturesque locations in the capital, such as the Royal Łazienki Park, the Old Town and the boulevards along the Vistula River, making it attractive in terms of both sport and tourism.</p> <p>Participant safety and effective crowd management are key elements of the marathon's organisation. The organisers, in cooperation with the local authorities, take a number of measures to protect the runners and ensure that the event runs smoothly. Each participant is given a start number and an emergency number that can be used in the event of an emergency. Medical and checkpoints are placed along the route, as well as volunteers to support the organisation and ensure safety. CCTV cameras and GPS systems are placed at key points along the route, allowing runners' movements to be monitored and quick responses to possible emergencies. The organisers also introduce special procedures for emergency situations, such as the possibility of a quick evacuation and the availability of defibrillators at medical points.</p> <p>The organisation of the Warsaw Marathon requires the cooperation of various institutions, such as the police, municipal guards and medical services, which ensures the smooth flow of traffic and the safety of both participants and spectators. The police and municipal guards monitor street closures and the safety of those attending the event. The model of cooperation developed in Warsaw can serve as a model for other cities organising mass events, combining efficient logistics with a high level of security. Modern technologies support both organisers and participants. Each runner, by registering on the official website, receives a dedicated profile through which he or she can manage his or her start, collecting a start number and an entry card. On the day of the event, runners use QR codes, allowing quick and contactless entry to the start area. Mobile apps also enable live monitoring of runners' locations and results, increasing audience engagement.</p> <p>The marathon involves the people of Warsaw, who support the participants as spectators and volunteers. Informal fan zones are organised along the route, which creates a friendly atmosphere and strengthens the sense of community. Volunteers play a key role in the organisation of the event, manning checkpoints, handing out refreshments, managing safety zones and supporting the medical services. Their presence and involvement contributes to the quality and safety of the marathon.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ The organisers of the event - Warsaw Marathon Foundation ▪ Volunteers ▪ Order and Emergency Services who secure the route and assist in case of emergencies ▪ Sponsors and partners ▪ Local community

Social Innovation Methodology	<p>The Warsaw Marathon, is one of the most important running events in Poland that introduces social innovations. Examples of social innovations are:</p> <ul style="list-style-type: none"> ▪ The involvement of Local Communities and volunteers in the organisation of the event. Volunteers help at checkpoints, distribute refreshments, ensure safety and support the runners. ▪ Participation of the Peace Patrol, i.e. volunteers of the GOCC Foundation, who secure the Warsaw Marathon along the route of the race. Their task is to take care of safety, direct traffic and provide information. The Peace Patrol is a team who gained their skills and experience during training at the GOCC Volunteer Centre and during numerous events and projects implemented by the Foundation. ▪ Implementing sustainable practices, reducing plastic waste and using biodegradable beverage cups ▪ Education and Promotion of Physical Activity by organising accompanying events for example a children's run or running workshops, ▪ Use of modern technology, such as mobile applications to monitor the location of runners and track live results ▪ Initiatives Supporting People with Disabilities by offering them the opportunity to participate in the run ▪ Charity initiatives in which runners participate, for example a run to support specific foundations or NGOs ▪ Collaboration with NGOs to provide support to groups in need, for example by setting up health or sports programmes.
Key Outcomes & Lessons Learned	<p>An important outcome of the Warsaw Marathon is the improvement of safety and the integration of the local community. Experience from each edition shows that well-organised security and cooperation with local services have a significant impact on the smooth running of the event. In addition, increasing community involvement and the promotion of physical activity are other positive aspects of the event.</p> <ul style="list-style-type: none"> ▪ Monitoring technologies. The use of GPS and CCTV cameras to monitor the route enables rapid response in emergency situations. This allows the organisers to keep track of the runners and respond to possible emergencies in real time. ▪ Medical points. Deployed at regular intervals along the route, medical points are key to participant safety. Equipped with defibrillators and medical staff, they provide quick assistance if needed. ▪ QR codes and mobile apps. QR codes and mobile apps make it easy to register and collect race packets, and give quick access to results. This enhances the runners' experience and improves organisation. ▪ Volunteer involvement. Volunteers play a key role in the logistics of the marathon and support the runners emotionally. Their presence improves the atmosphere and the feeling of safety. ▪ Bottom-up community support. The organisation of fan zones and local initiatives to support runners engage the community, which creates a positive atmosphere and increases the motivation of participants.
Limitations	<p>The Warsaw Marathon is a large mass event involving many people and institutions, so it can be difficult to reach the right respondents.</p>

Sustainability	The Warsaw Marathon has been organised annually for more than 40 years and its sustainable development is based on strengthening cooperation with local organisations, services and the Warsaw community. Thanks to the support of sponsors and the constantly developed infrastructure, the marathon is a permanent part of the city's calendar of events and contributes to the promotion of a healthy lifestyle.
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PL-19: UEFA Euro 2012

Abstract	<p>UEFA EURO 2012, one of the biggest sporting events in Europe, took place in June and July 2012 in Poland and Ukraine. Preparations for the event began as early as 2008, when the Organising Committee and the European Championship Security Committee were established. Preparations included a number of infrastructure investments, including the expansion of stadiums, the strengthening of monitoring systems and the modernisation of roads and public transport. The Championships required advanced solutions for public safety, including an integrated monitoring system, modern technologies and cooperation between services at different levels.</p> <p>EURO 2012 was organised in large cities, which became a place of increased tourist traffic. This required the preparation of both the urban space and the transport and accommodation infrastructure to meet the needs of the many fans. The introduction of special fan zones, the deployment of security personnel at strategic points and crisis communication were crucial to the success of the event.</p> <p>The organisers implemented a number of special solutions to enhance security, including video monitoring of the stadiums and fan zones, alarm systems and a crisis management system that allowed the coordination of the activities of the police, border guards, medical services and local and government administration. The use of modern technology, such as CCTV, significantly increased the sense of security for participants and allowed potential threats to be identified more quickly.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://cejsh.icm.edu.pl/ ▪ https://odpowiedzialnybiznes.pl/ ▪ https://ctr.pl/ ▪ https://policja.pl/ ▪ https://bip.msit.gov.pl/ ▪ https://www.kul.pl/ ▪ https://www.nik.gov.pl/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Poland: Warsaw, Gdansk, Poznan, Wroclaw. ▪ Ukraine: Kyiv, Lviv, Donetsk, Kharkiv.
Contextual Characteristics	Large city districts.
Time of implementation	From 2008 to 2012.

Organisations in Charge	<ul style="list-style-type: none"> ▪ EURO 2012 Organising Committee ▪ the Ministry of the Interior ▪ the Police ▪ the Border Guard ▪ the Government Security Centre, and local government units and health services. The cooperation was coordinated by the Security Committee, which was responsible for the implementation of the 'Integrated Security Organisation and Management Plan'.
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<p>The main objectives were:</p> <ul style="list-style-type: none"> ▪ Ensuring the safety of participants and host city residents through the introduction of an integrated monitoring and communication system. ▪ Effective crowd management and infrastructure to ensure fan comfort and minimise risk. ▪ International cooperation between Polish and Ukrainian services and UEFA to create uniform standards. ▪ Emergency response - rapid intervention in crisis situations and increased security awareness among participants and residents.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ International fans ▪ older people ▪ families with children and people with disabilities

Case Study Description	<p>Since 1960, the European Football Federation (UEFA) has organised the UEFA EURO European Football Championship every four years. The tournament is one of the most important sporting events in Europe, attracting millions of fans both in the stadiums and in front of their televisions. The best national teams from Europe take part in the tournament, with the number of spectators reaching tens of thousands at a single match. The championships take place in various countries. EURO 2012 was organised by Poland and Ukraine, which required a great deal of cooperation and intensive preparation. The organisers focused on an integrated monitoring system, cooperation between national and local services and innovative crowd management methods, ensuring the safety of both participants and residents of the cities hosting the matches.</p> <p>In order to ensure security during EURO 2012, the UEFA EURO 2012 European Football Championship Security Committee was established, which coordinated the activities of all institutions and services involved in ensuring security during the tournament. The cooperation included, among others, the Police, Border Guard, State Fire Service and the Government Security Centre. An 'Integrated Security Concept' was developed, which included a video surveillance system (CCTV), crisis management centres, and a crowd control system. Access control systems based on bar-coded tickets and badges were used, which allowed verification of entitlements to enter sports facilities. The advanced crisis management systems implemented, allowed rapid exchange of information between services and coordinated action in emergency situations. Numerous exercises and simulations were also conducted, preparing the services to respond to a variety of threats. Specialised training was conducted for police officers and other services, focusing on ensuring security during mass events. These trainings included crowd management, communication with supporters and responding to terrorist incidents. Thanks to the implementation of the above-mentioned solutions and the close cooperation between the various actors, UEFA EURO 2012 went without major security incidents, which was considered an organisational success by both Poland and Ukraine.</p>
Stakeholders Involved	<p>Representatives of the Polish and Ukrainian state authorities, UEFA, local authorities, law enforcement, rescue and medical services, as well as the private sector responsible for transport and accommodation.</p>
Social Innovation Methodology	<p>Social innovations during the organisation of the UEFA EURO 2012 European Football Championship in Poland and Ukraine were initiatives:</p> <ul style="list-style-type: none"> ▪ UEFA's Respect Programme: UEFA initiated the Respect Programme, which promoted the values of tolerance, diversity and social inclusion. This programme included campaigns against racism and efforts to increase access for people with disabilities. ▪ The 'Orlik 2012' project: A programme for the construction of publicly accessible sports pitches, known as 'Orlik', was implemented in Poland. The aim of the project was to promote physical activity among young people and to integrate local communities through sport. ▪ Social and educational campaigns: The tournament organisers, in cooperation with non-governmental organisations, conducted educational campaigns promoting responsible football fans, countering racism and promoting the values of fair play. These activities were aimed at raising public awareness and integrating different social groups.

Key Outcomes & Lessons Learned	<p>The integrated crisis management system and effective cooperation between services helped to minimise incidents and ensure the smooth running of the event. The infrastructure preparation and monitoring of the stadiums were also positively evaluated. Key technologies and innovations implemented during EURO 2012 were:</p> <ul style="list-style-type: none"> ▪ Advanced video surveillance (CCTV) in stadiums and public spaces, which enabled real-time monitoring of crowds and rapid response to potential threats. ▪ Access control systems to reduce the risk of fraudulent tickets and reduce waiting times at entrances. ▪ the UEFA EURO 2012 mobile app, developed by Orange in collaboration with UEFA, which provided users with tournament news, live match reports, video interviews with players and social features such as sharing on Facebook and Twitter platforms. ▪ Crisis management centres and international cooperation between Polish and Ukrainian services, which allowed for smooth operations and information sharing in crisis situations.
Limitations	<p>The European Championships ended in 2012, so it can be difficult to reach the people who were responsible for preparing the activities to support the security system and the organisation of the Championships. As two countries were the organisers of the Championships, a large number of people were involved in the activities, hence knowledge can be very scattered.</p>
Sustainability	<p>The organisation of the UEFA EURO 2012 European Football Championship in Poland and Ukraine had a significant impact on sustainable development in both countries. Preparations for the tournament included numerous infrastructure investments, which contributed to the long-term development of the regions. A number of infrastructure projects were carried out in preparation for EURO 2012, such as the construction and modernisation of stadiums, the development of the transport network, including roads, motorways and railways, and the expansion of airport infrastructure. These investments were not only aimed at ensuring the smooth organisation of the tournament, but also the long-term benefits for the economy and society. These investments have improved the quality of life of the population through better transport infrastructure, making it easier to move around and making the regions more accessible. In addition, the development of sports infrastructure has created new opportunities for local communities in terms of recreation and physical activity.</p>

Annex G: Full Case Studies – Portugal

PT-01: Safer Leiria – A Collaborative Intervention Method

Abstract	The city of Leiria has seen a decline in general crime but an increase in feelings of insecurity among inhabitants due to various urban issues. Through the <i>UrbSecurity</i> project, the Municipality initiated a collaborative approach involving public authorities and citizens to address security and safety concerns. This involved the creation of an Integrated Action Plan focusing on the city centre and train station area, using methods like collaborative processes, citizen involvement, and Crime Prevention Through Environmental Design (CPTED) to enhance urban security.
Source Material	<ul style="list-style-type: none"> ▪ https://urbact.eu/sites/default/files/2022-12/UrbSecurity%20Leiria%20IAP.pdf ▪ Urbact – UrbSecurity Project
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Leiria, Portugal
Contextual Characteristics	Urban area, Historical city centre, Small Town, located among the two main cities of Portugal, Lisbon and Porto.
Time of implementation	05/06/2019 - 08/08/2022
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Leiria
Priority Area(s)	Security and security behaviour in public places, public transport, or mobility.
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security, ▪ Enhance Security Perception ▪ Improving sustainable mobility ▪ Improving social inclusion
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens

Case Study Description	<p>Leiria has a population of approx. 128.000 inhabitants, of which 5.8% of foreign population. While over the course of the years there is been a decrease in general crime, the way the city has been developing has impacted on the inhabitants' feelings of insecurity, caused by different reasons (urban voids, vacant buildings or buildings occupied by drug addicts, poor lighting, decline of population in the centre, etc). To address these aspects, the Municipality of Leiria, thanks to the participation in the project UrbSecurity, decided to apply a collaborative and participatory method for realising interventions in the city, involving public authorities and citizens. It was decided to develop an Integrated Action Plan (IAP) that would focus on two main areas of the city. To develop it, an Urbact Local Group (ULG) was created, involving residents, schools, security forces, industries and other organisations.</p> <p>The main pillars of the IAP - were:</p> <ul style="list-style-type: none">▪ Implementation of a collaborative process to promote security and safety in public space.▪ Involvement of the population in the identification of problems and intervention in the public environment. The ULG members, were asked to take part in "serious games", during which participants were invited to discuss, identify problems, and find joint solutions to improve urban security in the city, elaborating proposals for urban planning.▪ Use of the method CPTED - Crime Prevention Through Environmental Design.
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<p>Stakeholders Involved</p>	<ul style="list-style-type: none"> ▪ UrbanLocal Group, Other UrbSecurity Partner ▪ ACILIS - Commerce, Industry, Services and Tourism Leiria Association; ▪ IPL -P Polytechnic Institute of Leiria; ▪ PSP Leiria – Public Safety Police, District Command; ▪ GNR – National Republican Guard, Detachment of Leiria; ▪ Portuguese Association of the Disabled – District Delegation of Leiria, IPJ – Portuguese Youth Institute; ▪ CIMRL – Intermunicipal Community of the Region of Leiria; ▪ ACAPO – Association of the Blind and Visually Impaired of Portugal – Delegation of Leiria; ▪ D. Dinis Schools Grouping, Domingos Sequeira Schools Grouping, Nossa Sra. de Fátima School, Marrazes Schools Grouping; ▪ Local press newspapers: Diário de Leiria, Region of Leiria and Jornal de Leiria; ▪ NERLEI – Leiria Business Association; Union of Parishes of Leiria, Pousos, Barreira e Cortes, ▪ Union of Parishes of Marrazes and Barosa, ▪ ADLEI - Association for the Development of Leiria ▪ InPulsar – Community Development Association; ▪ NEL – Leiria Speleology Center; ▪ Colectivo A9))))), ▪ Parish of Leiria, ▪ Parish of Marrazes, ▪ Evangelical Church, ▪ Leiria Mosque, ▪ Athletic Club of Sismaria, ▪ Volunteer Firefighters from Leiria, ▪ Sapadores Firefighters from Leiria, ▪ Plastidom/domplex, ▪ Casa Iglesias, ▪ Atlas Hostel, ▪ Crossfit from Quinta do Alçada ▪ And others...
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Social Innovation Methodology	To address the main aspects contributing to the sense of insecurity among inhabitants, a collaborative and participatory approach was employed. The creation of an Urbact Local Group, composed of different representatives of the society, and their participation in dynamics games [serious games], allowed the city community to discuss, identify problems, and find joint solutions to improve urban security in the city of Leiria.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The participatory approach has enabled the inclusion of diverse perspectives, and the needs and preferences of different stakeholders were acknowledged. ▪ Involving local communities has facilitated the identification of concrete aspects to tackle, with the aim of increasing the sense of security (for ex. improved lighting system, increased presence of the police in the streets) This process was new to the city and proved to bring good results and a practice that was recognised by the mayor as a good practice to be used in future projects. ▪ The use of the CPTED - Crime Prevention Through Environmental Design led to the draft of a Good practices Guide on Criminal Prevention and training for municipal technicians on local safety
Limitations	Part of the project took place during the pandemic: several activities were moved online and the number of participants in the collaborative activities was reduced.
Sustainability	<p>The Project was funded by URBACT programme, whose budget comes from the European Regional Development Fund (ERDF) and the national contribution. In January 2019, the partnership " Security in Public Spaces" was established including the members of the " Urban Agenda for the EU" and the partners of the Urbact network (including representatives of the UrbSecurity project).</p> <p>The project results can be an example to other municipal services to develop their own integrated action plans through an active engagement of citizens</p>

PT-02: Foot Patrol - Community Policing to Promote Safer Communities in Lisbon, Portugal

Abstract	This "Foot Patrol" in Lisbon, Portugal case presents an example of collaboration between the police and local communities. The case focuses on foot patrol community policing in Lisbon, Portugal. This model of policing is based on the intention of citizens and local partners to promote safer communities, and to identify and solve common problems through cooperation based on a relationship of trust.
Source Material	Community Policing in Lisbon: creating trust for building https://www.youtube.com EC, 2022, Security by Design: Protection of public spaces from terrorist attacks https://www.cuttingcrimeimpact.eu/ https://www.cuttingcrimeimpact.eu/toolkits/community-policing-in-lisbon/cml/
Location(s) of Implementation	Lisbon, Portugal
Contextual Characteristics	Urban area, City of Lisbon.

Time of implementation	2019-ongoing
Organisations in Charge	Police of Lisbon
Priority Area(s)	Security and security behaviour in public places, public transport, or mobility.
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security, ▪ Enhance Security Perception ▪ Improving sustainable mobility ▪ Improving social inclusion
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens
Case Study Description	<p>The model involves two police officers foot patrolling the same districts daily and having monthly meetings with local partners and residents. The group's activities are guided by a co-devised annual programme, which addresses problems such as littering, vandalism, discomfort in public spaces, parking, and so forth. Community police officers cooperate with the population, based on the idea that security depends on everyone and that it is rooted in community support. Such a model can be instrumental in informing the terrorism risk assessment process for public spaces, as well as in planning and designing protective measures that will not be negatively perceived by the community.</p> <p>This system is designed to more effectively engage key decision-makers in the delivery of Community Policing – in particular, senior police officers.</p>
Stakeholders Involved	Police of Lisbon; citizens in the Community.
Social Innovation Methodology	A collaborative and participatory approach enables citizens and police to engage in dialogue about key issues, fostering joint and cooperative efforts to protect the city. If policing is about implementing the rule of law, Community Policing can be considered a collaborative, citizen-focussed and consensual means of achieving this.

Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ This policing approach requires close cooperation between the police, partners and residents, through regular partnership meetings and daily patrolling on foot by dedicated police teams assigned to specific neighbourhoods. This enables Community Policing teams to gain recognition and acceptance by the population, facilitating a trusting relationship between police and citizen ▪ The system addresses the problem of Community Police teams being frequently redeployed from their assigned neighbourhoods to other policing tasks. This leaves officers unable to carry out the activities expected of them by partners and residents in their assigned neighbourhood, and so negatively impacts police-community relationships and citizens' trust in policing. ▪ The system helps decision-makers and senior police officers in managerial positions better understand and recognise the value of Community Policing, so they support Community Policing teams remaining dedicated to their role in their designated neighbourhoods.
Limitations	<ul style="list-style-type: none"> ▪ Perception of police fairness and trust in policing ▪ Stigmatisation of areas ▪ Discretion of front-line officers: · Community Policing brings front-line officers into close contact with the public and often involves dealing with less-serious crimes and incivilities. Hence, front-line officers must apply their discretion and take appropriate action so as to maintain the trust of communities.
Sustainability	<p>The Project is funded by an EU project. Sustainability in terms of future funding will need to be explored.</p>

PT-03: Norma 003/2023 de 10/05/2023 – Preparação e resposta em eventos de massas

Abstract	<p>A norm has been promulgated by the General Directorate of Health, to regulate health and public health risk management at mass events.</p> <p>The norm provides a form for registering mass events in mainland Portugal, with the aim of improving intervention in the areas of health promotion and public health risk management.</p> <p>The norm and the registering form apply to events with an expected attendance of over 1,000 people (in improvised venues) or over 3,000 people (in fixed venues not equipped with permanent and reserved seating for spectators).</p> <p>Everyone involved in the event is asked to collaborate with all stakeholders involved: the organizers are invited to register the characteristics of their events and submit contingency plans, facilitating communication with the Directorate-General of Health, the territorially competent Health Authority, and, simultaneously, with INEM – the National Institute of Medical Emergency.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.inem.pt/2023/05/17/registo-de-eventos-de-massas/ ▪ despacho-revogacao-norma-0032023-pdf.aspx (dgs.pt)
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Portugal (mainland)

Contextual Characteristics	Portugal, mainland.
Time of implementation	2023
Organisations in Charge	General Directorate of Health (DGS)
Priority Area(s)	Security in mass events
Objective(s)	<ul style="list-style-type: none"> • Improving and protecting public health and risk management • Improving intervention in health promotion
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens attending mass events
Case Study Description	The norm for registering mass events in Portugal mainland is applicable to any event with an estimated capacity of more than 1,000 people (in improvised venues) or 3,000 people (in fixed venues without permanent seating for spectators), imposes a set of obligations on the organisers, depending on organisers according to the risk weighting associated with the event. The event organiser must fill in a form and send it by email, to the General Directorate of Health, to the territorial competent health authority and INEM, simultaneously.
Stakeholders Involved	Event organizers; General Directorate of Health; territorial competent health authority and INEM – National Institute of Medical Emergencies.
Social Innovation Methodology	A collaborative and participatory approach enables event organizers and health authorities to engage in dialogue about key issues, fostering joint and cooperative efforts to protect and improve public health and risk management in mass gatherings. The increased collaboration among stakeholders (organisers, health authorities) allows a better planning of the event and implementation of all procedures and means to meet the health needs of all people present, but “without compromising the needs to provide health care for the population residing there.
Key Outcomes & Lessons Learned	The norm has not been implemented yet, as it was agreed to revise some aspects related to its implementation. Key outcomes are therefore not yet available.
Limitations	Due to uncertainties regarding certain aspects of the norm's application, it was decided to revoke the norm in order to clarify it in all respects. It has been agreed that the Directorate-General of Health (DGS) will establish a new working group to review and reformulate the norm, engaging the key stakeholders involved in its implementation as part of an inclusive process.
Sustainability	Following a first phase of implementation, it emerged that the norm in the first form was likely to create uncertainty regarding the set of obligations applicable. Therefore, to ensure safety and legal certainty, the norm was revoked but with the intent of starting a reviewing process involving the key stakeholders in its application.

PT-04: Os Bravos de Santo António [The Braves of Santo António]

Abstract	This project intends to create a corps of civil protection volunteers – safety delegates within the community of Santo Antonio. These volunteers look after the safety, health and protection of the parishioners. Staff and parishioners are trained in first aid and basic life support to be prepared for emergency situations, both in terms of safety and security. Thus, the aim is to create a body of civil protection delegates, integrated into their community, who, with a specific training, become a body of volunteers with the experience and the capacity of to report incidents and take action in their community.
Source Material	<ul style="list-style-type: none"> ▪ https://www.jfsantoantonio.pt/index.php?option=com_sppagebuilder&view=page&id=438 ▪ https://www.jfsantoantonio.pt/index.php/projetos ▪ https://www.jn.pt/pais/noticias/lisboa/lisboa/cidadaos-vao-ser-agentes-de-protecao-civil-em-freguesia-lisboeta-16271896.html/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Parish council of Santo António, Lisbon, Portugal
Contextual Characteristics	Urban Area in Lisbon, Portugal.
Time of implementation	2023
Organisations in Charge	Parish council of Santo António, Lisbon, Portugal.
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security ▪ Enhance Security behaviour for an emergency situation
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens
Case Study Description	The parish provides training, in first aid and basic life support, to the staff and parish citizen volunteers, to prepare them for emergency situations, such as a supporting a person with a health emergency or an alert about the imminent risk of flooding. This project has also developed a digital application (App). An unexpected situation can be communicated through the App to the area manager, that will give instructions about the procedures to undertake or will call for help. The App provides multimedia training and information content, an occurrence registration service and warnings and alerts, allowing the "Bravos" to always be up to date with information in a timely manner, and to be able to report occurrences in the parish area that pose a danger to people and goods, such as falling structures, fires, or public health risks, among others. The project operates 24 hours a day.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Parish of Santo António ▪ Citizens ▪ Retired members of fire brigades, police and other frontline forces
Social Innovation Methodology	The project is based on volunteers, citizens who actively decide to provide their time and experience at the service of their community.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Involving local citizens has facilitated the identification of practical aspects to tackle, with the aim of increasing the sense of safety and security. ▪ This project led to the creation of a digital application that helps citizens to act in an emergency situation.
Limitations	The project is based on volunteers.
Sustainability	The project results can be an example to other parish councils to develop their own emergency action plans through an active engagement of citizens.

PT-05: Lagoa 2025: Strategic Plan for the Sustainable Development of the Municipality of Lagoa

Abstract	The Municipality of Lagoa developed a Strategic Plan for Sustainable Development (PED LGA) as part of revising its Municipal Master Plan (PDM). This plan used a participatory approach, which helped identify areas of perceived insecurity. Between 2014 and 2015, eight public forums and meetings with Parish Councils took place, highlighting key concerns such as accessibility, mobility, and transport. Building on this participatory method, a public forum was held to further refine the plan, allowing residents to provide input on local decisions, including pavement colour, traffic flow, and parking arrangements.
Source Material	<ul style="list-style-type: none"> ▪ https://lge.ces.uc.pt/files/LGE_seguranca_prevencao_violencia_digital.pdf (page 36) ▪ https://lge.ces.uc.pt/files/LGE_mobilidade_e_transportes_digital.pdf (page 29) ▪ https://www.sulinformacao.pt/2017/08/lagoa-tem-um-guiao-para-o-desenvolvimento-futuro/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lagoa, Algarve, Portugal
Contextual Characteristics	Lagoa Municipality
Time of implementation	2017 (presentation)-2025
Organisations in Charge	Municipality of Lagoa
Priority Area(s)	Public Places, Transport or Mobility

Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security ▪ Enhance Security Perception ▪ Improving sustainable mobility ▪ Improving social inclusion
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens
Case Study Description	<p>The proposal “Lagoa 2025 – Planning and developing Lagoa council” encompasses the strategic development plan, the municipal masterplan, the urban regeneration plan and the sustainable urban mobility plan and aims to make Lagoa a sustainable, inclusive and accessible council for all.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Lagoa ▪ Citizens ▪ Parish councils ▪ Community Organisations ▪ Local Businesses ▪ Local Political Parties ▪ Foreign Citizen representatives ▪ Teachers and Students
Social Innovation Methodology	<p>To address the main aspects contributing to the sense of insecurity among inhabitants, a collaborative and participatory approach was employed. The city community discussed, identified problems, and found joint solutions to improve urban security/safety in the city of Lagoa. In particular, eight public participation forums and meetings with the Parish Councils were held:</p> <ul style="list-style-type: none"> ▪ 1st Forum – 40 participants (individual citizens and representatives of Associations, Community Organizations, and the Business Sector of the Municipality). ▪ 2nd Forum – 15 participants (individual citizens and representatives of Associations, Community Organizations, and the Business Sector of the Municipality). ▪ 3rd Forum – 9 participants (citizens representing the CDU and BE parties with seats in the Lagoa Municipal Assembly). ▪ 4th Forum – 50 participants (Municipal staff from Lagoa, both residents and non-residents, from all areas of the Municipality's work). ▪ 5th Forum – 10 participants (citizens representing the PSD party with seats in the Lagoa Municipal Assembly). ▪ 6th Forum – 21 participants (citizens representing the PS party with seats in the Lagoa Municipal Assembly). ▪ 7th Forum – 10 participants (citizens representing the resident foreign community in the municipality). ▪ 8th Forum – 30 participants (teachers and students from the Public Secondary School of the municipality).

Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The participatory approach has enabled the inclusion of diverse perspectives and the needs and preferences of citizens and parishes. ▪ Involving local communities has facilitated the identification of concrete aspects to tackle, with the aim of increasing the sense of security
Sustainability	The project results can be an example to other municipal services to develop their own integrated action plans through an active engagement of citizens.

PT-06: PediBus

Abstract	<p>The Pédibus consists of a group of children who walk to and from school, accompanied by one or more adults, following a designated route.</p> <p>It is essentially a "human bus," with a set route and schedule, making stops along the way to pick up passengers. It follows a defined path, stopping at specific points to collect or drop off children according to a pre-established timetable.</p> <p>The Pedibus aims to encourage children to walk to school, increasing their autonomy. Parents and family members take it in turns to walk the children to school. Among other advantages, it allows children to walk to school in a safe environment, practice regular physical exercise, gain independence and a sense of responsibility and become familiar with the neighbourhood. It is also a safe and secure transport, accessible and sustainable for all, increasing the urban mobility with public engagement in the public space.</p>
Source Material	<ul style="list-style-type: none"> ▪ http://www.lasics.uminho.pt/ojs./index.php/cecs_ebooks/article/view/3262 ▪ https://www.apsi.org.pt/pt/noticias/85-o-pedibus-ja-comecou ▪ https://escolaamiga.pt/projetos/bf566e68-8dc3-4cc8-af55-ed75271e084a?category=&school=&name=&offset=40&total=50 ▪ https://www.imt-ip.pt/sites/IMTT/Portugues/Planeamento/Documents/ManualPedibus.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Braga, Portugal ▪ Castelo da Maia, Portugal ▪ Lisbon, Portugal
Contextual Characteristics	Urban Area
Time of implementation	Since 2007
Organisations in Charge	<ul style="list-style-type: none"> ▪ City of Lisbon ▪ Any member of the school community (e.g. school council coordinator, teachers, parent's associations, or even a relative or guardian of the student).

Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	Promote mobility and security in the public space.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Children/students
Case Study Description	The Pédibus is a walking initiative where a group of children travels to and from school on foot, accompanied by one or more adults, following a designated route. Functioning like a "human bus," it has a set path, schedule, and specific stops for picking up or dropping off children. The program encourages children to walk to school, promoting autonomous mobility. Parents and family members take turns escorting the group, ensuring a safe and supportive environment. Benefits include regular physical exercise, enhanced independence and responsibility, and greater familiarity with the neighbourhood. Additionally, the Pédibus is a safe, secure, accessible, and sustainable mode of transport that fosters urban mobility and public engagement with community spaces.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ school council coordinator ▪ teachers ▪ parent's associations ▪ Relative/guardian of School Children ▪ Schools ▪ Children
Social Innovation Methodology	This practice represents a participatory approach to safety. It entails a collaborative effort to ensure safety and security for children.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ This project led to the creation of groups that safely walk children to school. ▪ Promotes children's independence and prevents insecure situations in the public space. ▪ Children learn the rules of road safety in a practical and supervised way.
Limitations	Further research is needed.
Sustainability	The project results can be an example to other councils to develop their own PediBus projects through an active engagement of parents, children and school.

PT-07: Combina

Abstract	<p>This case is about a pilot project promoting a cycling accompaniment and mentoring service, on the first journeys, with a route designed to be practical and safe, with the aim of giving students autonomy when travelling home-school-home.</p> <p>The idea is to offer the opportunity to all third cycle and secondary school students from participating schools (ages around 12-18) the chance to cycle safely to school on their own, promoting active mobility habits in public spaces and to get acquainted. At the end of the projects, the students will be assessed according to the proposed objectives.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://www.lisboa.pt/temas/mobilidade/escolar/combina
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal
Contextual Characteristics	Urban Area
Time of implementation	School year 2023/2024
Organisations in Charge	Municipality of Lisbon
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Promoting safe mobility in the public space.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Students (School Children)
Case Study Description	<p>ComBina is a pilot project that complements the Municipal Bicycle Train Program of the Lisbon City Council. Through this project, students in the 3rd cycle of basic and secondary education from participating schools have the opportunity to transition from riding accompanied by adults to riding independently.</p> <p>The young participants receive initial guidance from experienced tutors, who study the surrounding area to help define personalized, practical, and safe home-to-school-and-back routes for cycling.</p> <p>Using the existing infrastructure, the students will learn, with supervision, how to safely share road space and the applicable traffic rules.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Lisbon, schools and students
Social Innovation Methodology	A collaborative and participatory approach enables schools, parents, students and the municipality to promote mobility in a safe and independent way.
Key Outcomes & Lessons Learned	The project is a pilot, the outcomes will be studied at a later stage. This project is dedicated to increase safety and sense of security, and this will be need to be verified at a later stage.
Limitations	Not yet clear, case study is in a pilot stage.
Sustainability	Not yet clear, case study is in a pilot stage.

PT-08: Comboio de Bicicletas [Bicycles Train]

Abstract	Comboio de bicicletas is a municipal mobility programme that aims to raise awareness and promote the adoption of active and sustainable mobility habits when travelling to and from school. Students go to school on a bicycle accompanied by monitors. Just like a normal “train”, it has a line/route and set timetables.
Source Material	<ul style="list-style-type: none"> ▪ https://www.lisboa.pt/temas/mobilidade/escolar/comboio-de-bicicletas
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal
Contextual Characteristics	Urban Area
Time of implementation	2015–ongoing
Organisations in Charge	Municipality of Lisbon
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Safe and secure transport ▪ Improving sustainable mobility
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ School children (able to ride a bike independently)
Case Study Description	<p>The project started almost 10 years ago and has undergone several developments. It started as CicloExpresso do Oriente program, which began on May 25, 2015, with 12 children participating on its first day. Organized with the support of parents, volunteers, and members of the Parque das Nações Parish Council, this initiative has successfully continued almost every Friday, transporting children to the Escola do Parque das Nações. The program aims to raise awareness and encourage the adoption of active and sustainable mobility habits for school commutes, empowering children to use bicycles independently in urban environments.</p> <p>By the 2021/2022 school year, the program expanded to 15 schools, with 24 routes and 222 active participants. Between March and June 2022, the CicloExpresso facilitated 220 train trips, covering 802 kilometers and transporting 1,465 children, resulting in a total of 3,189 passenger-kilometers. This initiative not only promotes sustainable transportation but also teaches children valuable skills for navigating city streets safely by bicycle, getting acquainted to the neighbourhood.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Lisbon ▪ Schools ▪ Students (School children) ▪ Parents of school children as volunteers
Social Innovation Methodology	A collaborative and participatory approach enables schools, parents, students and the municipality to promote mobility in a safe and independent way.
Key Outcomes & Lessons Learned	Over the years, the project proved to be successful with more students, more schools and more kilometres of riding route available.
Limitations	To be explored.
Sustainability	The success of the project and its increasing number of participants indicate the institutional support of the city as well as the growing interest of the population.

PT-09: PomBus – Pombal Urban Transport

Abstract	<p>PomBus is a sustainable mobility project run by the municipality of Pombal. It aims to improve the quality of life and economic development of the population and preserve the environment. It was created to provide a more efficient, accessible and environmentally conscious way of travelling to and around the city of Pombal, increasing the sense of security.</p> <p>The city of Pombal organised collaborative workshops (2019) to hear from the public about extending the PomBus network. Following a set of questionnaires and feedback forms distributed to all who were using the transport network, the Municipality collected diverse suggestions.</p> <p>The municipality decided to create additional bus stops in open spaces, where they were more easily detectable. The Municipality decided also to run Gender Audits in Transport.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://lge.ces.uc.pt/ (page 36). ▪ https://www.cm-pombal.pt/ ▪ https://pombalmove.cm-pombal.pt/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Pombal, Portugal
Contextual Characteristics	Urban Area
Time of implementation	Since 2008-Ongoing
Organisations in Charge	Municipality of Pombal

Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security ▪ Enhance Security Perception ▪ Improving sustainable mobility
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens
Case Study Description	PomBus is a sustainable urban mobility project in the municipality of Pombal. Questionnaires were carried out with the population about the choice of routes, timetables and journeys. Collaborative workshops were then held in the municipal library for the public to discuss/participate in the development of the PomBus network. The aim was to listen to the population to identify critical factors for the development of mobility in the area. One of the municipality concerns when creating PomBus was to create stops in open spaces with good visibility.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens
Social Innovation Methodology	A series of (at least 2) collaborative workshops were organized with Citizens to collect opinions on how to 'expand the network', with an aim to generate requirements.
Key Outcomes & Lessons Learned	To be explored at a later stage.

PT-10: The "safe summer" programme in the Algarve

Abstract	<p>This case highlights an initiative led by the Algarve Civil Protection Operational Coordination Centre (OCC) to address the significant population surge during the summer holiday season in the region. The initiative, supported by the region's civil protection services, ensured that risk prevention measures were implemented by the organizers. Institutional coordination in the Algarve was managed by a multi-agency team comprising representatives from relevant entities, tasked with overseeing the operational involvement of each force or service in rescue operations as needed for specific incidents.</p> <p>This initiative serves as a compelling example of a participatory process and effective multi-agency coordination, offering a transferable model to enhance perceptions of security.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.sulinformacao.pt/ ▪ https://www.sulinformacao.pt/ ▪ https://observador.pt/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Algarve region, Portugal

Contextual Characteristics	Algarve is a summer holiday region in southern Portugal.
Time of implementation	2022-ongoing
Organisations in Charge	Coordinated by the National Emergency and Civil Protection Authority
Priority Area(s)	Security in public space, mass events and crowded places
Objective(s)	<ul style="list-style-type: none"> ▪ Preventing and protecting citizens in public spaces and risk management ▪ Promoting an adequate answer to emergency's ▪ Increase the population's sense of security during the summer season
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space, crowded places or attending mass events in summer beach areas
Case Study Description	Each week, various organizations have met regularly to review the previous week and, following a risk assessment, to plan for the week ahead with necessary preventive measures. All parties worked to ensure a safe summer in the Algarve region, emphasizing effective resource coordination for emergency response. Consequently, gathering and sharing strategic information was essential for protection and rescue operations. A unified command structure enabled continuous monitoring of incidents and ensuring timely and appropriate responses. Furthermore, given the fire risk, coordination and intervention mechanisms within the Special Rural Fire Fighting System were reinforced.
Stakeholders Involved	Ministry of Internal affairs; National emergency; Civil Protection; Liaison officers from the National Maritime Authority; the Fire Brigades Federation; the Armed Forces, the National Republican Guard; the Institute for Nature Conservation and Forests; the National Institute for Medical emergency; the Public Security Police, the Judiciary Police, as well as other co-operating entities such as AFOCELCA, E-REDES and the Algarve Intermunicipal Community – AMAL.
Social Innovation Methodology	A collaborative and participatory approach enables security and civil protection authorities to engage in dialogue about key issues, fostering joint and cooperative efforts to prevent, protect and improve security in public spaces and risk management in the summer season.
Key Outcomes & Lessons Learned	The "Safe Summer" programme used to take place only in the Algarve, but in 2023 it was extended to Lisbon, Porto and beaches with greater tourist pressure, due to the increase in tourists and World Youth Day. The National Republican Guard (GNR) will reinforce patrols in holiday and nightlife spots and the Public Security Police (PSP) will concentrate on bathing, tourist and shopping areas to increase the feeling of security.
Limitations	Currently, no clear limitations are outlined.

Sustainability	The " Safe Summer" programme is ongoing. This year it occurred between 15 June to 15 of September 2024. Since 2023 this programme has been extended to Lisbon, Porto and the beaches with the greatest tourist pressure.
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PT-11: O Programa ReSist (The ReSist Programme)

Abstract	Lisbon is an area where earthquakes are more likely to occur, therefore, the Municipality of Lisbon has implemented the "ReSist Programme", which aims to Increase Lisbon's seismic resilience of private and municipal buildings and urban infrastructures. In addition, the App "LxReSist", will soon be launched, to enable citizens to obtain information on the seismic risk of the buildings they inhabit.
Source Material	<ul style="list-style-type: none"> ▪ https://expresso.pt/opiniao/2024-09-04-os-sismos.-a-sociedade.-ha-um-programa-de-acao--1e7ca444 ▪ https://expresso.pt/sociedade/2024-08-26-lxresist-camara-de-lisboa-lanca-aplicacao-sobre-risco-sismico-esta-semana-fa88054d ▪ https://informacoeseeservicos.lisboa.pt/prevencao/resiliencia-urbana/projetos/resist
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal
Contextual Characteristics	Lisbon Municipality
Time of implementation	2021-Ongoing
Organisations in Charge	Municipality of Lisbon
Priority Area(s)	Public Space
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Security ▪ Enhance Security Perception ▪ Enhance Security behaviour for an emergency situation (earthquake)
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens

Case Study Description	<p>The ReSist Programme was first implemented in 2021 and defines a set of 47 actions aimed at promoting the seismic resilience of the City of Lisbon, based on the following strategic objectives:</p> <ul style="list-style-type: none"> ▪ The standardization of technical standards and methodologies for assessing the city’s seismic vulnerability. ▪ The development of operational actions to effectively promote resilience, realised through inspection campaigns, projects and structural reinforcement works that focus on the building stock and vulnerable infrastructures; ▪ Carrying out awareness-raising and dissemination campaigns to involve society, with the aim of empowering the general population; ▪ Developing information management systems to streamline the tasks of sharing knowledge and implementing the programme between the various municipal structures; ▪ The definition and implementation of alert criteria and prioritisation of intervention to guide the actions of municipal services ▪ The definition of strategic partnerships to be established with external entities to optimise actions. <p>The Municipality of Lisbon announced in August 2024 the launch of the app “LxReSist”, to be used by any citizen with a mobile phone. The app will help citizens to assess the seismic risk of buildings. It should list the probable seismic vulnerabilities of a given building taking into account when it was built, as well as the actions that can be taken to prevent this risk. I haven’t found any information on when this application will be launched.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Lisbon ▪ Universities ▪ State Institutes ▪ Professional Associations ▪ Citizens
Social Innovation Methodology	<p>The programme has been realised with the collaboration of universities, state institutes and professional associations. Among the different measures, there is a specific action dedicated to carrying out awareness-raising and dissemination campaigns to involve society, with the aim of empowering the general population; specific actions are addressed to schools.</p> <p>The ReSist programme led to the creation of a digital application that helps citizens to obtain information on the seismic risk of the buildings they inhabit.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Involving local citizens, by using the “LxReSist” application, will facilitate the identification of concrete aspects to tackle, with the aim of increasing seismic resilience, and the sense of safety and security ▪ Through a collaborative and participatory approach involving the municipality of Lisbon, universities, State Institutes, Professional Associations and Citizens, several measures were implemented to enhance security behaviour for an emergency situation (earthquake). ▪ Increased awareness and behavioural adoption may also generate impact on security measures.
Limitations	<p>The “ReSist Programme” has, so far, only been implemented in Lisbon.</p>

Sustainability	The "LxReSist App" was announced in august 2024, This application will list the probable seismic vulnerabilities of a given building, taking into account its age, and what actions can be taken to prevent this risk. It is important to be proactive rather than reactive. The project results can be an example to other municipalities to develop their own programmes through an active engagement of municipalities, universities, public services and citizens.
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PT-12: VOXPOP – Lisbon Mobility Goes Digital

Abstract	VOXPOP was a project for the digital transformation of Lisbon mobility system, that aims to respond to a series of non-technological challenges of digital innovation in the mobility sector. It aims to create mobility solutions, through a collaborative process, to create ways of overcoming the non-technological barriers to sharing data between organisations and that meet the needs of those who live, work and visit Lisbon. One of the projects purposes was to promote safer mobility for everyone one who comes to Lisbon.
Source Material	<ul style="list-style-type: none"> ▪ https://informacoeseeservicos.lisboa.pt/informacao-administrativa/projetos-cofinanciados/mobilidade ▪ https://www.voxpoplisboa.pt/ ▪ https://www.voxpoplisboa.pt/opencall.html ▪ https://www.voxpoplisboa.pt/sobre.html ▪ https://smart-cities.pt/smn/programa-de-inovacao-no-sector-da-mobilidade-cria-solucoes-para-populacoes-vulneraveis-13-07/ ▪ https://24.sapo.pt/atualidade/artigos/lisboa-e-segunda-cidade-europeia-com-sistema-de-dados-abertos-e-inclusiva-para-pessoas-com-limitacoes
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal
Contextual Characteristics	Lisbon (Urban area), Portugal.
Time of implementation	2019-2023
Organisations in Charge	The project was led by the Municipality of Lisbon, with the Lisbon Mobility and Parking Company (EMEL) responsible for the overall management of the project.
Priority Area(s)	Safe/Secure mobility and transport in the public space.
Objective(s)	<ul style="list-style-type: none"> ▪ Promoting secure transport and mobility solutions centred on the people who benefit from it ▪ Promoting community solutions for more inclusive mobility ▪ Improving the accessibility and safety of the local mobility ecosystem

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in the public space
Case Study Description	<p>Lisbon has more than 500.000 residents and everyday thousands of inhabitants from neighbouring municipalities and tourists enter the city. Therefore, it was necessary to accelerate the digital transition of the city's mobility system by developing a more collaborative management model based on digital tools that make planning, operation and maintenance of the transport infrastructure more efficient. One of the project's key points was the creation of mobility solutions centred on the people who actually use them. VOXPOP started in 2019 and mobilised the various players in the local innovation ecosystem through an Alliance of Innovators, which enabled a more efficient planning in the collection and sharing of public and private data, with a view to creating mobility solutions that meet the needs of those who live, work and visit Lisbon. The open call, launched in 2022, focused on solving six challenges: journey planning, autonomous navigation, inclusive ticketing services, promoting safer mobility, full enjoyment of public spaces and community solutions for more inclusive mobility.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Lisbon ▪ EMEL ▪ CARRIS ▪ Lisbon Metropolitan ▪ Metropolitan Transport of Lisbon ▪ ArmisGroup ▪ Beta.i ▪ Delloitte ▪ Citizens
Social Innovation Methodology	<p>This project has an innovative collaboration and participation aspect: an open call to the innovators' community, invited to develop solutions that promote accessibility and security for the city's most vulnerable citizens and involve those who will benefit from the solutions. By doing so, it also promotes community solutions for more inclusive mobility.</p>
Key Outcomes & Lessons Learned	<p>The "Urban Mobility Innovators Open Call", was an initiative of the VOXPOP project and presented 18 digital solutions to improve accessibility and safety for all people, including any vulnerable group whose mobility experience is restricted – people with disabilities, older people, children, pregnant women, etc.</p> <p>By working closely with Non-Governmental Organisations representing the target groups of the solutions, the main challenges faced by transport users with reduced mobility in their daily lives were identified. Therefore, the project developed inclusive tourist routes and a search engine with hotels, restaurants and museums in Lisbon with details on accessibility for people with some kind of limitation or disability.</p>
Limitations	<p>The area of implementation was the city of Lisbon, Portugal.</p>

Sustainability	The Italian start-up Willeasy (one of the winners of the VOXPOP open call), has been working to support the city of Lisbon to be recognised as a European city with an open data system that is inclusive of people with disabilities. The project developed inclusive touristic routes and a search engine with hotels, restaurants and museums in Lisbon with details on accessibility for people with some kind of limitation or disability. Any person, company or institution can participate and propose adding new spaces to the search engine free of charge.
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PT-13: The “Safe Village / Safe People” programmes

Abstract	The “Safe Village / Safe People” are two programmes that came about following the tragic fires of 2017 in Portugal. They were created by the Council of Ministers Resolution n°. 157-A/2017, of 27 October, which aim to protect people located in the urban-forest interface, by implementing and managing protection zones and places of refuge in settlements, as well as raising awareness among the population to prevent risky behaviour, and to adopt self-protection and preparedness measures to tackle rural fires, in order to reinforce their safety.
Source Material	<ul style="list-style-type: none"> ▪ https://prociv.gov.pt/pt/prevencao-e-preparacao/programas-e-projetos/aldeia-segura-pessoas-seguras/ ▪ https://prociv.gov.pt/media/u52ldl2m/aldeia-segura-pessoas-seguras-guia-de-apoio-%C3%A0-implementa%C3%A7%C3%A3o.pdf ▪ https://www.researchgate.net/publication/375800277 ▪ https://aldeiasseguras.pt/ ▪ https://www.parlamento.pt/Parlamento/Documents/oti/Estudotecnico-aldeia-segura-dezembro2020.pdf page 58 ▪ https://www.portugal.gov.pt/download-ficheiros/ficheiro.aspx?v=%3D%3DBAAAAB%2BLCAAAAAAABAAzNbc0AwC5PKsGBAAAAA%3D%3D
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Portugal
Contextual Characteristics	The urban-forest interface in Portugal.
Time of implementation	2018-Ongoing
Organisations in Charge	The implementation of the programmes was defined by the Ministry of Internal Affairs (MAI).
Priority Area(s)	Security of the population in the public space.
Objective(s)	<ul style="list-style-type: none"> ▪ Protecting citizens in public space and risk management ▪ Promoting security and preparing the population ▪ Promoting the participation of the population and reinforce the collective awareness that safety and security are everyone’s responsibility

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space
Case Study Description	<p>The “Safe Village” programme was elaborated for the protection of the forests. It establishes structural measures for the protection of people, property and buildings in the urban-forest interface, with the implementation and management of protection zones for settlements and strategic infrastructures, identifying critical points and places of refuge.</p> <p>The “Safe People” programme promotes awareness-raising actions to prevent risky behaviour, self-protection measures and evacuation plan drills, in conjunction with local authorities.</p> <p>The role of Village Security Officer was created, charge with the task of transmitting warnings to the population, organising the evacuation of the settlement in the event of need, raising awareness among the population.</p> <p>The programme also includes the creation of an automatic network of warnings to the population in case of high-risk fires, such as prohibiting the use of fire, as well as other risky activities, and prompting the adoption of elf-protection measures. In general, it aims to implement measures to increase the safety of the population.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Ministry of Internal Affairs (MAI); ▪ The National Emergency and Civil Protection Authority (ANEPC); ▪ The National Association of Portuguese Municipalities (ANMP); ▪ National Association of Parishes (ANAFRE).
Social Innovation Methodology	<p>Following the major fires in mainland Portugal in 2017, several studies were conducted, resulting in recommendations that were adopted by the Government and implemented through Council of Ministers Resolutions to prevent and mitigate the impact of rural fires. One key recommendation was to foster greater citizen involvement by promoting public participation and strengthening collective awareness around protection and safety as a shared responsibility.</p> <p>Therefore, a collaborative and participatory approach has enabled municipalities and local population to engage in dialogue about key issues, fostering joint and cooperative efforts to prevent, protect and improve security in their localities, due to the high risk of fire. The municipalities and the parishes, due to the proximity to citizens, mobilize the local communities, identifying and preparing collective and individual actors.</p>
Key Outcomes & Lessons Learned	<p>Both programmes are important in preparing the population to the risks of rural fires, but there are some limitations to their management and implementation.</p> <p>Achieving the objectives of these programmes requires a stable management structure at the municipal level, one that can engage in continuous work with the community and is subject to regular monitoring and evaluation.</p> <p>It would be important to evaluate potential repercussion on security issues.</p>
Limitations	<p>A technical study concluded that a specific evaluation methodology should be created in order to analyse the development of the programme and its effects, particularly on past fires.</p>

Sustainability	Having achieved relevant results in terms of organisation (more than 2346 agglomerations involved; 2194 settlements with a local security officer; 991 evacuation plans; 532 drills; 1503 shelter sites; 1493 places of refuge) It is expected that the programmes will continue.
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PT-14: Security and mobility plans for World Youth Day Lisbon 2023

Abstract	<p>On July 14, 2023, security, mobility, and transport plans were presented for the largest gathering of young people with the Pope, scheduled to take place from August 1 to 6 in Lisbon.</p> <p>The security plan included security measures for roads, trains, airports and pedestrian routes. The security plan also stipulated the reinforcement of telecommunications networks, an increase in the response capacity and resilience of emergency communication circuits and 500 priority mobile phone numbers for control and command. More than 16.000 security, civil protection and emergency medical personnel were available to guarantee safety during WYD Lisbon 2023.</p> <p>The mobility and transport plan was subdivided into a transport plan, a parking plan, a traffic and circulation plan and a communication and information plan.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.lisboa2023.org/pt/artigo/divulgados-planos-de-seguranca-e-mobilidade ▪ https://www.portugal.gov.pt/download-ficheiros/ficheiro.aspx?v=%3d%3dBQAAAB%2bLCAAAAAABAAzNLYwMgMApERPsAUAAAA%3d ▪ https://www.portugal.gov.pt/pt/gc23/comunicacao/noticia?i=planos-de-mobilidade-e-seguranca-para-a-jornada-mundial-da-juventude ▪ https://comum.rcaap.pt/bitstream/10400.26/51420/1/Ana%20Leite_Disserta%C3%A7%C3%A3o%20de%20Mestrado%20-%20Vers%C3%A3o%20Final.pdf page 73 ▪ https://www.rtp.pt/noticias/pais/seguranca-da-jornada-mundial-da-juventude-avaliada-como-exemplar_v1505729 ▪ https://sicnoticias.pt/especiais/jmj/2023-08-07-Forcas-de-seguranca-fazem-balanco-da-JMJ-793ebe26
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal
Time of implementation	From 1 to 6 August 2023
Organisations in Charge	World Youth Day (WYD) 23 Project Group
Priority Area(s)	Security in public space, mass events and crowded places, transport, mobility.
Objective(s)	<ul style="list-style-type: none"> ▪ Protecting citizens in public spaces, mass events, crowded places. ▪ Increasing the population's security during the World Youth Day 2023. ▪ Promoting an adequate answer to possible emergency's.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space, crowded places or attending mass events
Case Study Description	<p>The security plan involved 33 organisations and 16.000 members of the security forces, civil protection and emergency medical services. The plan was based on the principle of “maximum security, minimum disruption”, with the intent of ensuring the highest level of security with limited impact on ordinary services.</p> <p>Papal security was carried out by the public security police (PSP) in collaboration with the Vatican gendarmerie. One of the security measures was a “<i>juvepapa</i> exercise” involving 60 elements in multi-threat, low probability and high impact scenarios. The coordination and control structure consisted of a coordination and control centre, an information and international cooperation centre, a communication coordination cell and a crisis office.</p>
Stakeholders Involved	Ministry of Internal Affairs; Portugal Government; National emergency; Civil Protection; Maritime Police; Portuguese Civil Aviation Authority; The Municipality of Lisbon; the National Institute for Medical emergency; the Public Security; Europol; Interpol as well as other co-operating entities.
Social Innovation Methodology	A collaborative and participatory approach, between the various entities involved in the security plan, enabled all parties to conduct joint and cooperative efforts to prevent, protect and improve security in mass events, crowded and public spaces.
Key Outcomes & Lessons Learned	Considering the size of the event and that no significant risks or accidents occurred, it is recognised that the collaboration among different security forces and the plan worked effectively.
Limitations	The event was exceptional; hence it is difficult to draw replicable lessons or practices.
Sustainability	The event was one-off, hence all measures were established specifically for that event only.

PT-15: The “White Night” Security Coordination Plan 2022

Abstract	<p>The Security Coordination Plan for “Noite Branca/White Night” in the city of Oliveira de Azeméis, was aimed to standardise, organize, guide, facilitate and speed up the actions required for a rapid e response in case of dangers.</p> <p>The Plan also defined the guidelines for several Civil Protections Agents and support organisations on the subjects of protection and rescue operations.</p> <p>The plan included all the prevention and safety measures and procedures, ensuring that all participants, visitors and those who worked at the event were informed and trained to comply by the rules established by the National Civil Protection Authority and health authorities.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.cm-oaz.pt/imagem/NB%20Plano%20de%20Seguranca.pdf ▪ https://www.cm-oaz.pt/imagem/Noite%20Branca%20Normas.pdf ▪ https://azemeisnet.sapo.pt/noite-branca-2022-oliveira-azemeis-60-mil/ ▪ https://www.cm-oaz.pt/noticias.6/concelho.14/a12245.html

Location(s) of Implementation	Oliveira de Azeméis, Portugal
Contextual Characteristics	Urban centre.
Time of implementation	From 8:00 p.m. on 17th to 03:00 am on 18th September 2022
Organisations in Charge	Municipality of Oliveira de Azeméis, Portugal
Priority Area(s)	Security in public space, mass events and crowded places.
Objective(s)	<ul style="list-style-type: none"> ▪ Protecting citizens in mass events, crowded places, public space. Promoting an adequate answer to possible emergency's, to minimise the adverse effects of a serious accident or disaster.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space, crowded places or attending mass events.
Case Study Description	The security coordination plan defined a number of guidelines for action for the different organisations, services and structures to be involved in civil protections operations. The general security guidelines were drafted according to principle of coordination and effectiveness.
Stakeholders Involved	Municipality of Oliveira de Azeméis; National Republican Guard (GNR); Fire Brigades; National Institute of Medical Emergencies (INEM); The Health Delegation; 47 local associations.
Social Innovation Methodology	<p>A collaborative and participatory approach among the various entities involved in the security plan facilitated dialogue on critical issues, encouraging joint and coordinated efforts to prevent incidents, enhance protection, and improve security in mass events, crowded areas, public spaces, and risk management.</p> <p>The plan also prioritised public awareness by promoting information campaigns aimed at fostering preparedness, cultivating a culture of self-protection and integrating individuals into the emergency response framework.</p>
Key Outcomes & Lessons Learned	With an estimated 125,000 visitors over the two nights, the White Night 2024 was one of the most attended events. The plan was implemented smoothly and successfully.
Limitations	Currently no limitations can be outlined.
Sustainability	The "White Night" in Oliveira de Azeméis has been taking place since 2012 and, since then, it has been running smoothly and without any collective incidents that could have caused constrains for the crowds attending the event.

PT-16: Security in Bairro Alto

Abstract	<p>Bairro Alto is one of Lisbon's oldest and most characteristic neighbourhoods and is currently a nightlife area with Fado houses, bars, restaurants, and it is highly frequented.</p> <p>Residents and associations have been concerned about the increasing crime in the neighbourhood. In particular, there were complaints of vandalism, acts against public and private property, assaults and thefts, the sale of illicit substances on the public highway, brawls, aggression and violence between gangs for control of sales spaces, and also complaints about the right to silence and rest from residents due to the loud noise at night. Bairro Alto was the first area of Lisbon to have a video surveillance system implemented in 2014.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://expresso.pt/opiniao/2024-05-20-10-anos-de-videovigilancia-no-bairro-alto-entre-a-ausencia-de-dados-e-os-potenciais-usos-discriminatorios-3fef601e ▪ https://www.am-lisboa.pt/documentos/1651503127B71YX2ir5Ye48NE3.pdf ▪ https://sicnoticias.pt/pais/2022-05-04-policiamento-nas-ruas-do-bairro-alto-tem-como-objetivo-garantir-seguranca-dos-moradores ▪ https://www.facebook.com/angelofpereira/posts/pfbid0iw3oPedXYGecV6FGkUtQ2aX3dcYHXCY2Pb1duebedisLzGNvcfnyQtsMANfYXCQI ▪ https://cnnportugal.iol.pt/bairro-alto/videovigilancia/videovigilancia-no-bairro-alto-em-lisboa-autorizada-ate-2025/20221104/636522fb0cf2ea367d56e3f6 ▪ https://www.jf-misericordia.pt/viver/cultura/noticias/noticia/estudo-sobre-percecoes-da-videovigilancia-no-bairro-alto ▪ Percepções da videovigilância no Bairro Alto
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal.
Contextual Characteristics	Urban area of Lisbon.
Time of implementation	22/05/2014-ongoing
Organisations in Charge	PSP (Public Security Police) Lisbon Metropolitan Command
Priority Area(s)	Security in public space and crowded places.

Objective(s)	<ul style="list-style-type: none"> ▪ Protecting citizens in public spaces and crowded places ▪ Increase the population's sense of security ▪ Fighting crime
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space, crowded places.
Case Study Description	<p>In 2009, the Public Security Police (PSP) requested for the first time that video surveillance cameras be installed in Bairro Alto, Lisbon. Based on two assumptions: that was frequented by young people from sensitive urban municipalities of Amadora, Sintra, Oeiras and Loures and that 'among the resident population and passers-by, there has been a growing feeling of insecurity as a result of an increase in crime, both real and perceived, a scenario that becomes more worrying at night. Bairro Alto's video surveillance cameras were installed on 22 May 2014, a decade ago. The municipality of Lisbon finances the installation and maintenance of the cameras and the PSP's Lisbon Metropolitan Command is responsible for managing the system.</p>
Stakeholders Involved	Municipality of Lisbon; PSP Lisbon Metropolitan Command; Lisbon's Municipal Police.
Social Innovation Methodology	<p>2024 marks 10 years since the video surveillance system was installed. In order to study the perceptions and experiences of Bairro Alto residents with this system, a public survey was launched, as part of a study on perceptions of video surveillance in Bairro Alto. This survey was part of the post-doctoral research carried out at the Communication Institute of the New University of Lisbon. The research is financed by national funds through the FCT - Foundation for Science and Technology, under the project Reference: UIBD/05021/2020. A strong collaboration among the municipality, the police and the residents enabled them to engage in dialogue about key issues, fostering joint and cooperative efforts to prevent, protect and improve security crowded and public spaces in Bairro Alto.</p>
Key Outcomes & Lessons Learned	While according to the PSP considers video surveillance cameras in Bairro Alto are very important to reduce criminality, Street policing and checks on the opening hours of establishments should could represent an additional
Limitations	<p>In 2022, the municipality of Lisbon established that the installation of video surveillance cameras had proved to be insufficient to prevent an increase in crime. This led to the consider necessary to increase neighbourhood policing, through the Lisbon municipal police, by means of more foot patrols and by staying in areas with a greater influx of people during the night. In addition, it is also considered necessary to monitor the opening hours of establishments in Bairro Alto.</p>
Sustainability	<p>Video surveillance in Bairro Alto was authorized until 2025 and the video surveillance system will operate uninterruptedly, twenty-four hours a day, every day of the week' and, whenever there is a situation of concrete danger to the safety of people and property, 'sound capture and recording is allowed.</p>

PT-17: Security at the “São João” festivities in Porto and Vila Nova de Gaia

Abstract	The São João night celebration, between June 23rd to 24th, is one of Porto’s most cherished events. The city buzzes with music, fireworks, and vibrant entertainment, drawing thousands of attendees who celebrate until dawn. In 2024, the Public Security Police (PSP) ensured heightened security in key areas hosting the festivities. They focused on mitigating risks and preventing crimes commonly associated with large gatherings, such as pickpocketing and vehicle theft. To enhance safety and manage traffic effectively, several streets were closed or restricted.
Source Material	<ul style="list-style-type: none"> ▪ https://www.jpn.up.pt/2024/06/21/sao-joao-no-porto-psp-garante-reforco-de-seguranca-stcp-e-metro-vao-ter-operacoes-especiais/ ▪ https://www.amn.pt/ ▪ https://www.cm-gaia.pt/pt/noticias/sao-joao-porto-e-gaia-com-plano-de-mobilidade-e-seguranca/ ▪ https://www.porto.pt/pt/noticia/porto-e-gaia-preparam-noite-de-sao-joao-com-plano-de-mobilidade-e-seguranca ▪ https://expresso.pt/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Porto and Vila Nova de Gaia, Portugal.
Contextual Characteristics	Urban areas of Porto and Vila Nova de Gaia, Portugal.
Time of implementation	23/24 of June 2024
Organisations in Charge	The Municipality of Porto and the Municipality of Vila Nova de Gaia.
Priority Area(s)	<ul style="list-style-type: none"> ▪ Security in public space and crowded places. ▪ Security of citizens attending mass events.
Objective(s)	<ul style="list-style-type: none"> ▪ Preventing and protecting citizens in public spaces. ▪ Increase the population’s sense of security. ▪ Promoting a balance between security in public space and night-time entertainment.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space.

Case Study Description	The cities of Porto and Vila Nova de Gaia have drawn up a mobility and safety plan for the “São João” night celebrations in 2024. The PSP reinforced policing in various areas of the city where the festivities are concentrated. The local command of the Douro Maritime Police ensured the control and regularisation of navigation on the river Douro, close to where the festivities took place. The members of the Maritime Police worked in strict collaboration with the crew of the Douro Life-Saving Station, ensured the safety of the people attending the festivities on the banks of the River Douro in Porto and Vila Nova de Gaia, remaining ready to act in the event of an accident.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Public Security Police (PSP). ▪ National Maritime Authority. ▪ Municipal Police. ▪ National civil aviation authority. ▪ The Municipalities of Porto and Vila Nova de Gaia.
Social Innovation Methodology	The police recommended the citizens attending the event, to use public transport or leave the cars near a public transport, and adopt self-protection measures, such as not leaving valuables in vehicles and keeping an eye on their personal belongings. Therefore, this collaborative and participatory approach between the police and the citizens, seemed to be relevant for the success of the event.
Key Outcomes & Lessons Learned	The plan to ensure security was implemented smoothly.
Limitations	No clear limitations. The participatory approach with different security forces may need to be better explored.
Sustainability	From a security point of view, everything went smoothly.

PT-18: Security at the Web Summit 2018

Abstract	WS 2018 (the 9th edition of WS) was organised by the WS company itself and took place in Lisbon from 3 to 10 November 2018. This case study is focused on the security planning carried out for the main event, which took place in the Parque das Nações. Due to its size, complexity and threat, the Public Security Police (PSP) has adopted additional security measures for the international technology and entrepreneurship conference ‘Web Summit’ (WS) in 2018. In October 2018, after two editions held in Portugal, the WS and the Portuguese government announced the renewal of their partnership for a further 10 years, which will keep the conference in the Portuguese capital until 2028.
Source Material	<ul style="list-style-type: none"> ▪ https://arquivos.rtp.pt/conteudos/seguranca-na-web-summit-em-lisboa/ ▪ https://comum.rcaap.pt/bitstream/10400.26/31637/1/TESE_PLANEAMENTO%20DE%20SEGURAN%C3%87A%20GRANDES%20EVENTO%20S.pdf page 45
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Lisbon, Portugal

Contextual Characteristics	Mass events in Lisbon, Portugal
Time of implementation	From 3 to 10 November 2018
Organisations in Charge	WS Company
Priority Area(s)	Security in public space, mass events and crowded places.
Objective(s)	<ul style="list-style-type: none"> ▪ Protecting citizens in mass events, crowded places, public space. <p>Promoting an adequate answer to possible emergency's, to minimise the adverse effects of a serious accident or disaster.</p> <ul style="list-style-type: none"> ▪ Promoting security at mass events and public space.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens in public space, crowded places or attending mass events.
Case Study Description	<p>In preparation of the event, a prior assessment of threats and risks was conducted, keeping into account the size and high visibility of WS 2018, the large number of participating countries and, , the organisations involved, both public and private, and the public interest attributed to the event, the entity responsible for assessing the degree of threat (SIS - Security Information Service) classified the event as Grade 3- Significant. The police considered fundamental to define a detailed security plan, according to the degree of threat attributed to the event. An inspection was carried out of the technical galleries in the basement of Parque das Nações, by police from the Explosive Device Inactivation and Security Centre (CIEXSS), in order to detect any type of explosive or incendiary device in these areas as a result of the event. After the searches and security checks at the venue, the police ensured that the venue was continuously policed until the end of the event. A delimited external security perimeter was created with access control for people and vehicles, where only accredited people and vehicles authorised to access the venue were given access to it; and an interior security perimeter to delimit access and circulation routes, as well as a buffer zone between the perimeter and the perimeter zone between the outer perimeter and the inner perimeter to manage the flow of participants. Police officers searched people and their belongings, using metal detectors, X-ray machines and gantries, in order to prevent weapons, objects and/or prohibited substances from entering the venue. There was no need to strengthen border security or restore effective border control. As for security outside the event, there was an airspace ban prohibiting the flight of low-flying aircraft and unmanned aerial vehicles (drones) in the area where the event took place. A temporary no-go area of navigation was set up in the area adjacent to Parque da Nações in order to prevent irregular entry by individuals wishing to access the event, regardless of their intentions.</p>

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Public Security Police (PSP) ▪ National Civil Aviation Authority (ANAC) ▪ National Aviation Authority (AAN) ▪ National Maritime Authority (AMN) ▪ National Institute of Medical Emergencies (INEM) ▪ National Civil Protection Authority ▪ Municipality of Lisbon ▪ Municipal Police ▪ Security Intelligence Service (SIS) ▪ ESEGUR ▪ STRONG ▪ PROSEGUR
Social Innovation Methodology	<p>The organisation of appropriate private security for the event has been defined and validated by the authorities. At WS 2018, three private security companies collaborated in the event's security, responsible for protecting the event's infrastructures and controlling access to and from the venue, in the following areas: ESEGUR - at the Altice Arena premises; STRONG - at the FIL premises and PROSEGUR - around the site.</p> <p>An exercise called 'TableTop' was organised by the event's promoter, with the participation of the PSP and all the entities involved in the event - the National Civil Protection Authority (ANPC), INEM, CML, Municipal Police, PM, SIS, RSB, FIL, Altice Arena and representatives of the various private security companies. This exercise consists of simulating various scenarios that could occur at the event, in terms of safety and security, in which each of the organisations/groups responds to how they would react and with what means.</p> <p>Therefore, a collaborative and participatory approach, between the various entities involved in the security plan, enabled them to engage in dialogue about key issues, fostering joint and cooperative efforts to prevent, protect and improve security in mass events, crowded and public spaces and risk management.</p>
Key Outcomes & Lessons Learned	<p>The event was a success due, namely, to a participatory approach that led to a better coordination and co-operation.</p>
Sustainability	<p>The assessment of the level of threat attributed to the event by SIS (Level 3 - Significant) called for the adoption of additional security measures to reinforce the security of the area and facilities, which contributed to the event taking place safely and without any incidents.</p> <p>In October 2018, after two editions held in Portugal, the WS and the Portuguese government announced the renewal of their partnership for a further 10 years, which will keep the conference in the Portuguese capital until 2028.</p>

PT-19: Gabinete de Apoio à Víctima (GAV) do Alto Alentejo Oeste (“Victim Support Office of Alto Alentejo Oeste”)

Abstract	This case is about the "GAV of Alto Alentejo Oeste", a support office for victims of violence. This GAV is peculiar, as thanks to its mobile office, it can reach more victims and provide more accessible support.
Source Material	<ul style="list-style-type: none"> ▪ https://inovacaosocial.portugal2020.pt/project/gabinete-de-apoio-a-vitima-gav-do-alto-alentejo-oeste/?doing_wp_cron=1730900424.0244679450988769531250 ▪ https://issuu.com/apav_online/docs/miscellanea_apav_06/s/42166 ▪ https://www.cm-pontedesor.pt/wp-content/uploads/plano_iiaao_2018-2021.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Alto Alentejo Oeste, area of Evora
Contextual Characteristics	The Alto Alentejo region is characterised by a vast size and geographic dispersion, high level of isolation of the population, and limited or even non-existent public transportation network.
Time of implementation	From 2017-ongoing
Organisations in Charge	Association APAV, Apoio a Victimas https://apav.pt/apav_v3/index.php/pt/
Priority Area(s)	Public Places, Transport or Mobility
Objective(s)	<p>The Victim Support Office (GAV) is a local office that aims at:</p> <ul style="list-style-type: none"> ▪ providing support services to citizens who are victims of crime and their families within their communities. ▪ developing close and consistent relationships within local organisations ▪ ensuring maximum optimization of available resources to provide the best possible response to victims of crime in that community.
Vulnerable Populations Targeted	Crime victims
Case Study Description	APAV is, in Portugal, the largest private non-profit organization providing support services to victims of crime. On May 10, 2017, the headquarters of the Victim Support Office (GAV) of Alto Alentejo Oeste (AAO) was inaugurated in the city of Ponte de Sor, the 16th GAV of APAV. Given the geographical structure of the Alto Alentejo territory, the GAV AAO is equipped with an itinerant component, making support more accessible to all victims. The staff at the GAV, together with the victim, identifies the location for the service/support process that best guarantees the victim's safety and privacy.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ APAV, association of support to victims. ▪ Police (PSP – Polícia de Segurança Pública and GNR – Guarda Nacional Republicana). ▪ Hospitals and Health Centers. ▪ Câmaras Municipais (Municipal Chambers).
Social Innovation Methodology	<p>The large size (3601 km²) and geographical dispersion of the Alto Alentejo Oeste territory continue to justify the commitment to providing support and protection services for victims in this region. With its physical headquarters and regular opening hours every working day in Ponte de Sor, the GAV of Alto Alentejo Oeste also includes a mobile component, offering its support services to victims of crime once a week in each of the other seven registered municipalities. The advantages of a mobile GAV are not limited to promoting the population's access to this type of response, as a methodology that contributes to real equality of opportunities in accessing services that promote the rights of citizens who are victims of crime, which are normally concentrated in district capitals or areas with higher population density.</p> <p>The intervention of GAV in Alto Alentejo Oeste is grounded in strong collaboration with registered entities and other informal partners within the Alto Alentejo Oeste territory.</p>
Key Outcomes & Lessons Learned	<p>The impact of the GAV seems to be remarkable. According to the APAV 2017 Statistics – Victim Support Office of Alto Alentejo Oeste, during the period between May and December 2017, the GAV of Alto Alentejo Oeste recorded a total of 70 victim support cases and 61 direct victims of crime and other forms of violence. Additionally, 219 crimes and other forms of violence were identified, with crimes against persons accounting for approximately 88.1% of the total. Among these, domestic violence stood out, particularly in the form of physical and psychological abuse.</p>
Limitations	<p>While actions to support victims are necessary, to be impactful they need to be implemented along with prevention measures.</p>
Sustainability	<p>The results are promising, but it is necessary to verify if there will be funding available for the GAV to keep working.</p>

Annex H: Full Case Studies – Romania

RO-01: Create a new community space

Abstract	The green space on Dozsa Gyorgy Street in Targu Secuiesc was lacking in character, so it was redesigned, providing a new function. The scope was to create a unique community space for the local community by opening up the space, improve pedestrian circulation, increase the green space and improve its quality by adding local plant species. Additionally, it was designed to be a meeting point, a community space where people can gather, rest, relax and socialise in their free time. This was the purpose of the pedestrian elements, the stage with stands and the new benches. The new space will become an oasis of calm among the blocks of flats.
Source Material	<ul style="list-style-type: none"> ▪ Közösségi tér - Spațiu comunitar - BUGETARE PARTICIPATIVĂ (kezdi.ro) ▪ Közösségi-tér-füzet-második-rész.pdf (kezdi.ro) ▪ Közösségi-tér-plakát-kisméretű.pdf (kezdi.ro) ▪ Közösségi-tér-költségek-becslése.pdf (kezdi.ro)
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Targu Secuiesc, Romania
Contextual Characteristics	Small town, in a high dense population area, with block of flats, having kindergarten and schools in the vicinity.
Time of implementation	The project was submitted and implemented in 2022
Organisations in Charge	<ul style="list-style-type: none"> ▪ Citizens ▪ Municipality of Targu Secuiesc ▪ Volunteers
Priority Area(s)	Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Creating a new public place ▪ New infrastructure elements: pathways, small bridges ▪ New lighting system to improve security, support the sport activities and orientation through the place ▪ Improve the quality of the green space ▪ Create new spaces for socialising

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Elderly people ▪ Children ▪ Women with children ▪ Accessible for disabled people
Case Study Description	The new created public space has the necessary functions and conditions to function as a community-cultural space and be suitable for people of all ages for leisure activities. As it is located in a densely populated block of flats, the main beneficiaries are the citizens who live there and the proximity of educational institutions is also an important target group, as kindergartens and schools can hold outdoor classes in this location. The space is also aimed at anyone who lives in the city or the surrounding area and passes through.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Municipality of Targu Secuiesc
Social Innovation Methodology	<p>Participatory budgeting is a process through which citizens can directly decide and implement where and how part of their community's budget will be allocated. Through this process, citizens are encouraged to take an active role and to develop projects that represent a solution, addressing the problems of their community.</p> <p>The process of participatory budgeting takes place yearly, following the 3 steps:</p> <ol style="list-style-type: none"> 1. Proposing projects: Community members are invited to propose projects that would improve local infrastructure and services. For example, they may suggest building a park, upgrading a school or creating a community centre. 2. Assessment and voting: Proposals are assessed for feasibility and then presented to the community for a vote. All citizens have the opportunity to vote on the projects they consider to be priorities. 3. Implementation of winning projects: The projects with the most votes are funded and implemented by local authorities.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Direct involvement of citizens in decision-making process provides a strong sense of ownership and increases the community engagement ▪ Addressing safety concerns enhances the perception and reality of safety, encouraging more use of public places. ▪ Enhancing green spaces and creating social areas provide environmental benefits and strengthen social cohesion. ▪ Clear communication about budget decisions and project progress builds trust between residents and local authority.
Limitations	Limited budget can affect the implementation and impact of the project.
Sustainability	The project was funded by Budgetary participation programme.

RO-02: Safe sidewalks around schools

Abstract	The sidewalks around the schools in the District No. 6 are full of illegally parked cars, and children walk daily through the middle of the streets to avoid them, putting their lives in danger. Pedestrian crossings around schools have cars parked on the sidewalks at morning school entry time, school children cross dangerously.
Source Material	<ul style="list-style-type: none"> ▪ https://decide.direct/sector-6/proiecte-castigatoare/trotuare-sigure-langa-scoli
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ District No. 6, Bucharest, Romania
Contextual Characteristics	Capital city, Neighbourhood, School area
Time of implementation	Apr. 2022 – on-going. The Local authority decided to extend the project in several locations in the District No 6.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Local Authority of District no 6, Bucharest
Priority Area(s)	Security, Security behaviour, public place, school area, transport, mobility
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance security – infrastructure arrangements ▪ Enhance security perception ▪ Enhance security behaviour ▪ Improve access ▪ Improve mobility
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens
Case Study Description	Lack of parking spaces leads to illegal parking of cars. The school area is a high-risk area as there are many cars parked on pavements, which means that pedestrians are more likely to use the road. In addition, during the school year, traffic is high due to parents bringing their children to school by car. The risk of accidents is very high.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Local Authority District No. 6

Social Innovation Methodology	<p>Participatory budgeting is a process through which citizens can directly decide and implement where and how part of their community's budget will be allocated. Through this process, citizens are encouraged to take an active role and to develop projects that represent a solution, addressing the problems of their community.</p> <p>The process of participatory budgeting takes place yearly, following the 3 steps:</p> <ol style="list-style-type: none"> 1. Proposing projects: Community members are invited to propose projects that would improve local infrastructure and services. For example, they may suggest building a park, upgrading a school or creating a community centre. 2. Assessment and voting: Proposals are assessed for feasibility and then presented to the community for a vote. All citizens can vote on the projects they consider to be priorities. 3. Implementation of winning projects: The projects with the most votes are funded and implemented by local authorities.
Key Outcomes & Lessons Learned	<p>Initially, the proposed project addressed the surroundings of a single school. During the project implementation, the citizens ask the local authority to extend the project to other schools and kindergartens within the districts. The results are as follows:</p> <ul style="list-style-type: none"> ▪ Introduction of "Kiss&Ride" system around 7 schools within the district ▪ raised pedestrian crossing around 9 schools and kindergartens ▪ mounting bollards on the sidewalk – 15 schools and kindergartens ▪ Improved sidewalks – 15 schools and kindergartens
Sustainability	The project is replicated now in other locations within the districts.

RO-03: "GetHomeSafe.ro – Real-time location tracking for women's safety at night"

Abstract	The initiative was started by a Romanian trapp singer, Erika Isac following the reactions of abused women to their song "Macarena". She partnered up with the largest private security company in Romania – SSG to provide a platform for live time location tracking and intervention in cases of harassment or aggression towards women and girls.
Source Material	<ul style="list-style-type: none"> ▪ https://gethomesafe.ro/ ▪ https://www.info-sud-est.ro/gethomesafe-erika-isac-a-lansat-o-platforma-care-ofera-protectie-femeilor-aflata-in-pericol/ ▪ https://www.igads.ro/creatie/39804/erika-isac-x-ssg-security-gethomesafe
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Romania, Bucharest – Ilfov region
Contextual Characteristics	<p>Urban and regional area.</p> <p>This initiative focuses for the moment on Bucharest, which is the capital city and is available for all city districts.</p>
Time of implementation	From May 2024 to ongoing

Organisations in Charge	<ul style="list-style-type: none"> ▪ SSG Security – private company ▪ Erika Isac ▪ Global Records
Priority Area(s)	Public places, clubs
Objective(s)	<p>#GETHOMESAFE – a free service, available on WhatsApp (Business Account) dedicated to women’s safety, which comes as a direct response to abuse and violence against women.</p> <p>The main objectives are:</p> <ul style="list-style-type: none"> ▪ to provide a sense of security for women. ▪ raise awareness on the issues of harassment. and widespread aggression. ▪ empower women. ▪ send a signal to potential perpetrators.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women over 18th
Case Study Description	<p>The initiative comes as a response to women’s fear of harassment and aggression when going out alone at night or in instances of meeting males for first dates.</p> <p>#GETHOMESAFE is designed to provide women with a sense of safety when they leave the house – whether it’s walks in the park or on the street, going out on dates, clubbing or any other context where girls and women need to feel safe. Users can broadcast their live location via WhatsApp (Business Account) to a dedicated number so that the SGG intervention team can track their route in real time.</p> <p>The service is completely free and is currently available only in Bucharest, but there are plans to extend it to more cities in Romania.</p> <p>It is a fairly new initiative (launched less than 6 months ago), so there is no clear data provided yet on how many users it has until now and how many times intervention from the security team was requested.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Women over 18.
Social Innovation Methodology	The #GetHomeSafe project aims to contribute to the creation of a safer world for the protection of females through a technology/application for monitoring the location of the person in question, location transmitted to SSG SECURITY through the application agreed through a contract signed for this service, free of charge.
Key Outcomes & Lessons Learned	None yet

Limitations	<ul style="list-style-type: none"> ▪ limited to only the capital city. ▪ limited to digitally savvy users. ▪ potential reluctance to offer personal data. ▪ potential mistrust in the mechanism leading to lack of reporting. ▪ potential mistrust in the gratuity of the service leading to lack of reporting.
Sustainability	The app is planned to be extended at the Romania level

RO-04: Supports the security and safety of children and young people in the public space

Abstract	<p>The aim of this project is to increase the security and safety of children and young people in the public space, focusing more on playgrounds, in Brasov municipality. As a result of the research, 10 situations were chosen as presenting safety risks in the public space. These situations were chosen by the project team on the initiative of citizens living in those areas or volunteers who observed the 736 streets in Brasov Municipality.</p> <p>Some of them have been remedied during the project, and for others the steps have been started and they are being solved by the public institutions that are responsible for remedying the problems.</p>
Source Material	<ul style="list-style-type: none"> ▪ Proiect „Sustine siguranta copiilor si tinerilor in spatiul public” – Biroul de Consiliere pentru Cetateni BRASOV
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Brasov City
Contextual Characteristics	Urban area, public spaces, playgrounds
Time of implementation	From 01.10.2014 to 31.09.2015
Organisations in Charge	<ul style="list-style-type: none"> ▪ Association for Community Partnership Brasov
Priority Area(s)	Public spaces
Objective(s)	Identify and support the improvement of safety and security of children and young people in Brasov parks.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ children ▪ young people

Case Study Description	The parks in Brasov occupy an area of 22 ha (6 large parks) and another 230 ha represent the green spaces and playgrounds in the neighbourhoods. Following the monitoring of the 232 parks and playgrounds in the municipality of Brasov by 10 working groups made up of citizens and volunteers of non-governmental organizations acted to remedy the situations with potential risk identified by APC (Association for Community Partnership Brasov) volunteers following an extensive identification campaign. The team investigates 736 streets from Brasov Municipality and identify parks with different kind of problems related to security and safety. Thei proposed specific solution which were submitted to the authorities. Several solutions were implemented during the project and others after the project closure
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Association for Community Partnership Brasov ▪ Citizens ▪ Municipality of Brasov
Social Innovation Methodology	<p>The APC engage with citizens and volunteers to identify and map playgrounds and intersection in the vicinity with security and safety issues. The second phase was to proposed adequate solutions, followed by submission of official papers to the Brasov Municipality.</p> <p>The campaign was called “Does it concern you?” and promoted the need for community empowerment, in the sense of reporting any potential risk situation to the authorities in a position to solve the problem. The information campaign was carried out through the website www.bccbrasov.ro and the APC Brasov page in the social network Facebook, citizens are encouraged to submit information and take action to remedy them by accessing the following link: https://www.facebook.com/pages/Pe-tine-te-priveste/1520553764850721</p>
Key Outcomes & Lessons Learned	<p>Most of the complaints were solved during the project lifetime.</p> <p>The fast response of the Municipality is worth mentioning.</p>
Limitations	<p>No limitation.</p> <p>The Municipality was very responsive.</p>
Sustainability	This campaign continues after the project finalisation

RO-05: SECUR-ED Securing European urban transport

Abstract	<p>The purpose of SECUR-ED project was to enhance mass transportation security across Europe by developing proven packaged modular solutions through demonstrations, which will be accessible to the entire community of operators.</p> <p>In accordance with best practices, within a highly diversified sociocultural and legacy context, SECUR-ED intended to consolidate a coherent and interoperable array of technologies and processes, encompassing all elements from risk assessment to comprehensive training packages.</p> <p>Public transport operator from Bucharest – RATB/SRB conducted a comprehensive risk assessment for security and tested novel technologies for improving passenger and its assets.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/261605 ▪ https://www.stb.ro/proiecte
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Bucharest, Romania
Contextual Characteristics	Urban Area
Time of implementation	01/04/2011 - 30/09/2014
Organisations in Charge	<ul style="list-style-type: none"> ▪ THALES – project Co-ordinator ▪ RATB – public transport operator in Bucharest, local co-ordinator
Priority Area(s)	Public transport
Objective(s)	<p>The main objective of the project was to improve the security awareness on-board using various software and hardware tools with the continuous visibility of the on-board to the control centre via wireless communication. These tools helped to automate the reporting process of any security incidents on the public transport vehicle and therefore reducing the time needed for Police and Gendarmerie to intervene the scene.</p> <p>Another objective was to develop post-event analysis procedure through cameras, Incident Management Server and continuous wireless communication between vehicle and shore.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All public transport users
Case Study Description	<p>Based on the complaints received from the public transport users, public transport operators, Police and Gendarmery develop a comprehensive risk analysis related to the security incidents in public transport vehicles, categorising and mapping the hot spots for the public transport incidents. These includes public transport routes, stops/stations, bus depots.</p> <p>A comprehensive training programme for public transport on-board personnel was developed and implemented in order to increase the capacity to faster identify, intervene and report different security incidents.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Police, ▪ Romanian Gendarmery
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Risk analysis, ▪ Technology analysis, ▪ Scenario development, setting-up and running, ▪ Debriefing

Key Outcomes & Lessons Learned	Citizens' complaints facilitated the development of the risk mapping and analysis. Collaboration Protocol between Public transport operator, Police and Gendarmery fostering security in public transport. Training material for Control Centre, Police and Gendarmery.
Limitations	The demonstration was made in a closed environment, without direct involvement of public transport users.
Sustainability	The Project was funded by the 7 th Framework Programme of the European Commission, and partners contributions. Partnership between public transport operator, Police and Gendarmery has been developed and adapted for diverse circumstances, e.g protection of participants to mass events. Moreover, it has been established the Public Transport Police Brigade, in charge with incidents in public transport system, prevention campaign, monitoring, etc. Since then, the Police and Gendarmery developed regular prevention campaigns together with the public transport operator to raise the awareness about security of passengers.

RO-06: People meter cameras and evacuation routes for security at UNTOLD Music Festival

Abstract	The UNTOLD Music Festival is the largest music festival being held in Romania, and the 2nd in Europe. It attracts roughly 300.000 people yearly in the city of Cluj. While the festival has many stages, the main stage is the principal attraction where the majority of people flee, especially during main acts. To this end, in 2024 organisers have decided to strengthen security by adding "people meter" cameras close to the main stage in order to monitor in real-time the number of people at the stage and be prepared to deploy the appropriate security.
Source Material	<ul style="list-style-type: none"> ▪ https://www.revistabiz.ro/ce-masuri-de-securitate-a-pregatit-untold-pentru-editia-din-2024/ ▪ https://cluj24.ro/emil-boc-anunta-masuri-de-siguranta-sporite-la-untold-2024-inclusiv-sisteme-de-numarare-a-participantilor-218135.html ▪ https://cluj24.ro/emil-boc-anunta-masuri-de-siguranta-sporite-la-untold-2024-inclusiv-sisteme-de-numarare-a-participantilor-218135.html
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Cluj, Romania
Contextual Characteristics	Urban area
Time of implementation	The initiative was launched in August 2024.

Organisations in Charge	<ul style="list-style-type: none"> ▪ Untold festival organisers ▪ Cluj municipality ▪ Local police department ▪ Local gendarmerie department ▪ Local firefighting department ▪ Local health department
Priority Area(s)	Public places - Cluj Arena (the 2nd largest concert hall in Romania) Mass events Crowded Places
Objective(s)	<ul style="list-style-type: none"> ▪ to provide better security for participants ▪ to ensure appropriate security resources are deployed at various stages of the festival ▪ to ensure access corridors are cleared out in case of emergency situations
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ young adults & teenagers ▪ women ▪ lgbtq members
Case Study Description	<p>This initiative focuses was implemented by the organisers of the UNTOLD music festival in collaboration with the Municipality of Cluj and the support of local police, gendarmerie and the firefighting department.</p> <p>The UNTOLD Music Festival is the largest music festival being held in Romania, and the 2nd in Europe. It attracts roughly 300.000 people yearly in the city of Cluj.</p> <p>The festival has extensive security measures that have developed over the years - scanners at the entrance, local police agents and anti-drug agents patrolling the premises, cameras & emergency medical tents.</p> <p>While the festival has many stages, the main stage is the principal attraction where the majority of people flee, especially during main acts. To this end, in 2024 organizers have decided to strengthen security by adding "people meter" cameras close to the main stage in order to monitor in real-time the number of people at the stage and be prepared to deploy the appropriate security.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ UNTOLD festival organisers ▪ Cluj Municipality ▪ Local Police ▪ Gendarmerie ▪ Firefighting Department
Social Innovation Methodology	Collaboration between stakeholders to improve the security of the UNTOLD festival based on the analyse of the previous UNTOLD festivals.

Key Outcomes & Lessons Learned	The introduction of “people meter” camera helped the organisers to avoid overcrowding by limiting and support the security personnel in redirecting the flow of participants to the event.
Limitations	Financing.
Sustainability	There are no definite statements regarding the continuation of this measure for the upcoming editions but it can be assumed that if financially viable and effective, the measure will continue to be introduced. This needs further research however.

RO-07: The Senior Academy - Security For Seniors

Abstract	The “Senior Academy” project aims to improve elderly people’s quality of life. With this project they increased the visibility of the elderly community; focused on preventing crime against the elderly; promoted a healthy lifestyle; promoted the concept of active ageing and changing social attitudes to encourage seniors to use modern technology.
Source Material	<ul style="list-style-type: none"> ▪ https://efus.eu/uncategorized/the-senior-academy-is-a-modern-and-effective-model-that-promotes-community-awareness-in-the-issue-of-the-elderly-mihai-costel-deputy-mayor-of-brasov-romania/ ▪ http://www.dasbv.ro/academia-seniorilor/ ▪ https://www.academia.edu/37571211/PERSONAL_DEVELOPMENT_AND_LEARNING_AT_THE_THIRD_AGE_A_GOOD_PRACTICE_MODEL_THE_SENIORS_ACADEMY_BRA%C8%98OV ▪ https://bzb.ro/stire/o-noua-serie-de-cursanti-a-inceput-academia-seniorilor-a136058 ▪ https://bzb.ro/stire/s-au-deschis-inscrierile-la-academia-seniorilor-a147719
Location(s) of Implementation	Brasov, Romania
Contextual Characteristics	Urban area Brasov is a city in Transylvania, Romania with 237.589 inhabitants. Situated in a mountainous area, Brasov has numerous economic, cultural and sports activities.
Time of implementation	From November 2016 to June 2017
Organisations in Charge	City Council - municipal Social Welfare Department
Priority Area(s)	Social – Safe and secure public places for elderly people

Objective(s)	<ul style="list-style-type: none"> ▪ increasing the visibility of the elderly community; ▪ preventing crime against the elderly; ▪ promoting a healthy lifestyle; ▪ promoting the concept of active aging; ▪ changing social attitudes to encourage seniors to use modern technology to ▪ improve elderly quality of life.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ elderly people
Case Study Description	<p>In Brasov the security of seniors is important because, according to demographic forecasts, the number of elderly people here will jump from 13.27%, in 2009 to 24. 25% by 2030. Thus, the following courses were organised within the project: First aid courses; Crime prevention courses (by Braşov Police); Courses to promote a healthy lifestyle; Personal development courses.</p> <p>More specifically, in terms of security, older people learn how to use their cell phones to report situations of insecurity, how to behave in case of an assault, how to identify various types of scams: the "accident" method (money asked for the accident of a close relative), the "money expert" method (fake money received), the "Jackpot" method (SMS message asking for money to receive a substantial prize), Pet Buyers (fake buyers of recyclable materials, who break into the home), etc.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Social Welfare Department <p>Transylvania University at Braşov</p> <ul style="list-style-type: none"> ▪ the Brasov ranch of the Romanian Red Cross ▪ the Brasov Inspectorate for Emergency Situations ▪ the Police Inspectorate of the Brasov County Council ▪ the Brasov County Local Police ▪ the Public Health Department of Brasov
Social Innovation Methodology	<p>Integration - the elderly community actively participated in choosing the themes of the courses.</p> <p>Moreover, this Academy seeks to create "community facilitators" among the elderly people</p>
Key Outcomes & Lessons Learned	<p>The ageing population is a global phenomenon that must become a priority in public policy by developing strategies to meet the elderly's needs. This project is a modern and effective model that promotes community awareness about the elderly. It involves all the institutions that are responsible for ensuring citizens' safety, health and access to social services. The goal is to create a safe community where every age group feels included.</p>
Limitations	N/A

Sustainability	The activities have been continued after the project closure, under direct coordination of Social Welfare Department.
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RO-08: Big Brother in Bucharest

Abstract	More than 4,800 surveillance cameras have been installed throughout Bucharest to date. They have been installed in all six administrative districts of the city. In some of them, such as District no. 1 - the richest district, with many landmarks, where the majority of the ministries and high-end businesses; shopping malls are. There are some districts that do not have cameras installed - unfortunately, the ones that have a high level of perceived criminality. Initial results show that the crime rate in the capital city has decreased since thousands of surveillance cameras were installed.
Source Material	<ul style="list-style-type: none"> ▪ https://hotnews.ro/big-brother-n-bucuresti-sectorul-n-care-sunt-cele-mai-multe-camere-de-supraveghere-ale-primariei-58761 ▪ https://observatornews.ro/eveniment/rata-criminalitatii-din-capitala-in-scadere-dupa-ce-mii-de-camere-de-supraveghere-au-impanzit-orasul-care-sunt-cele-mai-aparate-sectoare-527845.html
Location(s) of Implementation	Bucharest, Romania
Contextual Characteristics	Bucharest is the capital of Romania, the major administrative, economic, social, cultural and political centre in the country. The city has the most numerous population in the country - aprox. 1,9 mill inhabitants. The city has one of the highest rates of economic development in Europe, which makes it a major pole of attraction for business. These are only a few characteristics that recently influenced the criminality rate. While the criminality rate in Bucharest is low compared with other European cities, compared with other Romanian cities it has increased in recent years.
Time of implementation	From 2023 to 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ The City of Bucharest ▪ Bucharest districts (Bucharest is divided in six territorial administrative units, each of them being responsible with the administration of services in their territorial coverage). ▪ Private entities (technology providers)
Priority Area(s)	Public Places, Schools, Local Administrations headquarters, Crowded Places, Events, Public Transport Stops and Stations

Objective(s)	<ul style="list-style-type: none"> ▪ to reduce crime ▪ to increase safety area near the schools ▪ to protect green spaces ▪ to maintain cleanliness in the city
Vulnerable Populations Targeted	Not a particular vulnerable group has been targeted, although every inhabitant or visitor of the city benefits from the system.
Case Study Description	The project intends to improve the ability of local authorities to understand the location and the nature of different criminal acts on the territory of the city. These cameras are intended to collect data that relevant stakeholders may use to manage the city and to create relevant policies.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Bucharest ▪ Bucharest Street Administration ▪ Local Administration of Districts ▪ Schools ▪ Local Police
Social Innovation Methodology	Not relevant, more information will be requested at the later stage to local authorities
Key Outcomes & Lessons Learned	The number of anti-social behavior and crimes has been reduced substantially since the implementation of the surveillance cameras.
Limitations	Not relevant at this stage
Sustainability	It is an on-going project, the cameras could be easily spotted in major areas of the city.

RO-09: Surveillance cameras to protect against anti-social acts – Constanta case

Abstract	<p>In order to increase the level of safety and security in Constanta, the City installed cameras in many public places. Around 120 cameras were already installed starting 2020. In 2023, the City installed 220 cameras, especially around schools. Besides these cameras, additional 40 cameras have been installed in public transport stops and playgrounds.</p> <p>Starting 2024, 1100 cameras will be installed in 580 public interest areas, such parks, playgrounds, public squares, residential areas, major boulevards and bus stops.</p>
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Source Material	<ul style="list-style-type: none"> ▪ https://www.ctnews.ro/primaria-constant-a-instalat-zeci-de-camere-de-supraveghere-in-oras/ ▪ https://www.replicaonline.ro/primaria-constant-va-plati-pana-la-18-milioane-de-lei-pentru-intretinerea-sistemului-video-din-oras-608693 ▪ Primăria Constanța a montat 40 de camere de supraveghere în stațiile de autobuz și în preajma locurilor de joacă - CT100.ro ▪ Municipiul Constanța va fi monitorizat cu 1100 de camere de supraveghere – CTnews
Location(s) of Implementation	Constanta, Romania
Contextual Characteristics	Urban areas - Constanța is one of the most important cities in Romania. Because of its geographical position, Constanța is the major port of Romania. Moreover, during the summer, Constanța becomes a very important tourist destination for Romanians and for tourists from Eastern European Countries. In the current geo-political situation, due to its proximity to the Romanian Ukrainian border, Constanța became a very important pole for re-routing businesses from Ukraine to the rest of the world (especially transporting cereals to the rest of the world).
Time of implementation	From 2020 to 2026
Organisations in Charge	City of Constanța
Priority Area(s)	<ul style="list-style-type: none"> ▪ Bus stops and near playgrounds; ▪ Area of educational units; ▪ Parks, public squares, walkways, pedestrian areas, residential areas, boulevards; ▪ Places where there are frequent traffic jams and accidents;
Objective(s)	<ul style="list-style-type: none"> ▪ to protect the population against anti-social acts, ▪ to increase safety in the area of educational units ▪ to increase the safety of citizens ▪ to monitoring the vulnerable areas ▪ in solving some road incidents ▪ in directing police or mixed crews to the locations where the need for their intervention was found

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Children ▪ Disabled people
Case Study Description	<p>This initiative is aligned with the objectives of the Smart City strategy and has the main goal of increasing the safety of citizens. The system intends to provide real-time information for the major entry points in the city, in the major intersections, in places where frequent traffic jams and accidents happen, as well as in pedestrian areas, around emblematic buildings and in the parking lots of malls within the city territory.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Constanta ▪ Education centers ▪ Local Police
Sustainability	<p>On going project; this project being included in the City's strategy for becoming a Smart City has a high level of sustainability.</p>

RO-10: Artificial Intelligence to support safety and security in city - Arad case

Abstract	<p>The number of surveillance cameras installed by municipalities is constantly increasing. Currently, Arad benefits from a digital video system with 84 cameras installed in some of the important locations in the city. This system is managed by Arad Local Police. The system monitors especially the traffic in the city and the related criminality.</p> <p>The City of Arad intends to implement the most advanced video surveillance system in the country; this project has been approved by the Romanian Authority for Digitization. The goal of this project is to provide decision-makers immediate access to information that could facilitate timely decisions and interventions.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.antena3.ro/emisiuni/romania-inteligenta/oras-supravegheat-video-camere-inteligenta-artificiala-arad-704632 ▪ Arad: Investiție de 11 milioane de euro în camere video ▪ Aradul va fi supravegheat de 1.500 de camere video, cu inteligență artificială - Actualitati-Arad ▪ Aradul va avea cel mai performant și avansat tehnologic sistem de supraveghere video din România! - ARADON
Location(s) of Implementation	<p>City of Arad, Romania</p>

Contextual Characteristics	It is a system of 1.500 video cameras with Artificial Intelligence that will be installed throughout the city to improve public security, manage traffic more efficiently and prevent traffic crimes, along with ensuring security in public spaces. Moreover, an increase in operational efficiency is expected.
Time of implementation	From 2024 to 2027
Organisations in Charge	Municipality of Arad
Priority Area(s)	<ul style="list-style-type: none"> ▪ Crowded places; ▪ Busy Junctions; ▪ Proximity of schools; ▪ Parks ▪ Public transport
Objective(s)	<ul style="list-style-type: none"> ▪ More efficient traffic management; ▪ Emergency situations (fires, etc) timely signaled; ▪ Prevent traffic crimes; ▪ Improving security in public spaces;
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Children ▪ Disabled people
Case Study Description	This project will be the best performing system in Romania. One of its main characteristics is the possibility to integrate all the existing systems from cameras reading license plates to those that signal fires, traffic jams, etc. The system has the ability to signal in real time any problem that occurs in the city throughout all its administrative territory. This will improve the immediate reaction of rescue teams, in case of emergency, but also it provides evidence for decision-making systems at the city levels. To politicians, the evidence provided by this system will allow them to develop the most relevant policy package for the city.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Arad ▪ Schools ▪ Local Police ▪ Public transport operator

Social Innovation Methodology	Not clear to date, to be clarified at a later stage
Key Outcomes & Lessons Learned	Not clear to date, to be clarified at a later stage
Limitations	Not clear to date, to be clarified at a later stage
Sustainability	On going

RO-11: Video surveillance system in City of Oradea

Abstract	The City of Oradea has started the modernization of the unique video surveillance system existing on the public domain in the city. Its main aim is to increase the safety of citizens in the city, to enable intelligent video signal analysis and processing. The cameras are installed in major intersections, parks, public transportation stations, schools, and pedestrian areas. The City of Oradea has already installed 314 video cameras, with the purpose of increasing the security of the citizens.
Source Material	<ul style="list-style-type: none"> ▪ https://oradea.ro/stiri/sistemul-unic-de-supraveghere-video-isi-dovedeste-utilitatea-pentru-cresterea-sigurantei-cetatenilor/ ▪ https://oradea.ro/stiri/primaria-oradea-a-instalat-deja-314-camere-video-cu-scopul-de-a-creste-siguranta-cetatenilor-din-oradea/ ▪ https://infooradea.ro/cele-466-de-camere-video-stradale-instalate-pana-acum-de-primaria-oradea-au-fost-de-folos-politiei-si-investigatorilor-anul-acesta-vor-mai-fi-instalate-inca-134-de-camere-video-stradale/
Location(s) of Implementation	City of Oradea, Romania
Contextual Characteristics	Oradea is an important city at the West Romanian border. Oradea invested in the last 20 - 25 years in restoring the historic centre. Moreover, due to political stability, Oradea developed in one of the most important Romanian cities in the West of the country. Its particularity as a border city with Hungary allows a lot of cross-border projects and initiatives. Public Transport projects across the border (cycling paths, as an example) have been showcased at European level as examples of good practice.
Time of implementation	From 2019 to 2024

Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Oradea
Priority Area(s)	<ul style="list-style-type: none"> ▪ Public Places, ▪ Public transport stops/stations ▪ Schools, ▪ Pedestrian Area, parks ▪ Main boulevards ▪ Entrances and exits of the city, In the central area
Objective(s)	<ul style="list-style-type: none"> ▪ to increase safety area in the vicinity of schools ▪ in identifying some perpetrators of crimes ▪ in solving some road incidents ▪ in directing police or mixed crews to the locations where the need for their intervention was found
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Children ▪ Disabled people
Case Study Description	<p>The surveillance system was designed to be modernized in 3 phases. In phase I, the modernization of the storage, video processing and dispatching system (video wall and workstations) was carried out.</p> <p>In phase II, through a contract with an economic operator for the supply of video cameras and maintenance services, including the use of the data/video network, the video signal is provided to the dispatching center of the Oradea Police. In this phase 600 video cameras are purchased.</p> <p>In phase III is acquired software for the recognition of hostile actions, such as beatings or people with antisocial behavior.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Oradea ▪ Railway Transport Police ▪ Schools ▪ Police ▪ Technology provider
Social Innovation Methodology	Not clear at this stage

Key Outcomes & Lessons Learned	<p>The video surveillance system has already proved its capacity in identifying offenders (initially reported with unknown perpetrators), in solving road traffic events, but also in directing police or joint police/police teams to locations where it was found necessary to intervene.</p> <p>From the 114 requests claims so far, 6 are from the Railway Transport Police, 23 from the Traffic Bureau of the Oradea Police, 63 from other offices of the Oradea Police and 22 from other structures of the County Police Inspectorate (such as Criminal Investigation Service, Economic Crime Investigation Service, etc).</p>
Sustainability	<p>In total, the system will comprise 600 cameras, but has the possibility to be extended, in accordance to the new city developments.</p>

RO-12: Street lighting modernization in Buzău City

Abstract	<p>The efficiency of public lighting directly influences the economic and social environment of the administrative-territorial unit. The quality of street lighting as a community service can definitely increase the level of security at local level, discouraging crime and anti-social activities in the public space.</p> <p>In Romania, in recent years, the optimization of this service has been of high interest. Local authorities implemented complex public lighting management systems, together with the development of an infrastructure for video surveillance of public spaces.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://primariabuzau.ro/wp-content/uploads/2019/05/175-Studiu-de-opportunitate.pdf ▪ https://neos.ro/beneficiile-sistemului-de-iluminat-public-inteligent/ ▪ https://adevarul.ro/stiri-locale/buzau/iluminatul-stradal-din-buzau-modernizat-pana-in-2124047.html ▪ https://buzaumedia.ro/stiri-buzau-social/iluminat-public-modern-zona-primaverii-si-strazile-adiacente-din-municipiul-buzau/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ City of Buzau, Romania
Contextual Characteristics	<p>Urban area</p>
Time of implementation	<p>From 2022 to 2024</p>
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Buzau

Priority Area(s)	<ul style="list-style-type: none"> ▪ Public spaces ▪ Vicinity of schools ▪ Parks ▪ Pedestrian area ▪ Main arteries
Objective(s)	<ul style="list-style-type: none"> ▪ Efficient public lighting ▪ Increasing public safety ▪ Prevent crimes; ▪ Ensuring security in public spaces; ▪ Increasing operational efficiency
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Children ▪ Disabled people
Case Study Description	<p>The public lighting system in Buzău City is going through a rehabilitation and modernization process. This is a project funded from several public funds.</p> <p>In total, more than 1,200 new electricity poles will be installed and around 6,300 luminaires will be replaced.</p> <p>Although the focus of the project is the main streets in the city center, none of Buzău districts will be overlooked and, in the end, the whole city will be better lit during night.</p> <p>The modernization of the street lighting will increase the comfort and safety of Buzău citizens and will substantially reduce the City Hall's expenses for electricity supply.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Buzau
Sustainability	On going

RO-13: Urban Giraf (tactical urbanism) – creating a safer public space

Abstract	<p>During sidewalk renovations a pedestrian island path connecting three crosswalks was left uncovered. Over the years spontaneous vegetation grew and the risk of accidents was very high because pedestrians were forced to walk through the mud or on the dangerous street with intense traffic.</p> <p>To solve the problem and to draw attention to the authorities, the local community made a temporary intervention - a wooden footbridge. Two weeks after the inauguration of the wooden structure, the authorities rebuilt the sidewalk.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.anuala.ro/en/projects/2023/234/ ▪ https://debaza.ro/portfolio/items/girafa-urbana-urbanism-tactic/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Crossroad Tunari Street with Eminescu Street, District 2, Bucharest, Romania
Contextual Characteristics	Urban area. The pedestrian island is located in a residential area near the city centre.
Time of implementation	From winter 2020 to summer 2020
Organisations in Charge	<ul style="list-style-type: none"> ▪ NGO - ASOCIAȚIA BAZA. DESCHIDEM ORAȘUL ▪ Volunteers - Local Community ▪ Local Architecture Business ▪ District 2 Public Administration
Priority Area(s)	Public Places/ Mobility
Objective(s)	<ul style="list-style-type: none"> ▪ to create safer public space ▪ to use temporary projects as a stepping stone towards permanent changes
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ All citizens ▪ Elderly people ▪ Children ▪ Women with children ▪ People with baby strollers ▪ Disabled people ▪ People with pets
Case Study Description	The local community installed a wooden footbridge to address a pedestrian island path uncovered during sidewalk renovations, reducing the risk of accidents due to mud and traffic. The sidewalk was later rebuilt with asphalt and the lighting system around the area has been improved.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ District 2 Public Administration
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ the architects who work or live in the area noticed the problem of the pedestrian island path ▪ they initiated successive, spontaneous and planned meetings with the District 2 Administration, the neighbours and colleagues ▪ together they outlined a temporary intervention
Key Outcomes & Lessons Learned	The involvement of the local community helped solved an urgent safety problem and brought permanent change in the public space
Limitations	There was no limitation regarding the project.
Sustainability	Following this temporary solution, local authorities decided to make a permanent improvement of the infrastructure

RO-14: "SeeYou" app for visually impaired people

Abstract	SeeYou app was created by a person with visual impairments from the AMAIS NGO. It is the first web application in Romania that connects people with visual disabilities with volunteers who can accompany them in various activities offline, but also online. On their social media page can be found various testimonials related to the activities of those who have used the application. For example, they went safely to concerts, to shopping, at the train station, or on walks in the city or parks.
Source Material	<ul style="list-style-type: none"> ▪ https://seeyou.ro/?fbclid=IwY2xjawGm-CRleHRuA2FlbQIxMAABHcMpSVraDksGYj9Mj0C6V6S00-TBbupx-RLJ2ItLVGlzKnEeT0wCO14O7g_aem_lqADXEKE3e4gU6sMYdbYQg ▪ https://www.facebook.com/photo/?fbid=731138835887566&set=a.480251514309634 ▪ https://www.facebook.com/photo/?fbid=702562358745214&set=a.480251514309634 ▪ https://amais.ro/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Bucharest, Romania
Contextual Characteristics	Urban Area
Time of implementation	From November 2020 to present
Organisations in Charge	<ul style="list-style-type: none"> ▪ AMAIS NGO ▪ ORANGE Foundation NGO
Priority Area(s)	Crowded places, Public Places, Mobility
Objective(s)	40% of visually impaired people in Romania face self-isolation. SeeYou brings back the importance of mobility and accessibility for them and encourages them to get out more, feel safe, socialise and see the city through the eyes of volunteers.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> people with visual impairments
Case Study Description	The SeeYou app is the first web application in Romania that connects people with visual impairments with volunteers who assist them in both offline and online activities. Testimonials on their social media highlight how users have safely attended concerts, visited malls, and taken walks in the city with the help of volunteers.
Stakeholders Involved	<ul style="list-style-type: none"> AM AIS Orange Foundation Asociatia Nevazatorilor din România (Romanian Association for Visual Impairment People) Ashoka România Visually impaired people Citizens / Volunteers
Social Innovation Methodology	<p>The development of the “SeeYou” platform utilized a methodology grounded in principles of inclusive design and co-creation, core components of social innovation. The approach emphasized direct engagement with the target users – visually impaired individuals and volunteers – to ensure the platform was responsive to their needs and preferences.</p> <p>Key elements of the methodological approach are:</p> <ul style="list-style-type: none"> Participatory Design – involving both visually impaired individuals and volunteers at every stage, from the initial conceptualization to testing. This ensured the platform addressed real-life challenges and fostered a sense of ownership among users. Focus Groups and Feedback Integration – the team conducted focus groups with potential beneficiaries to understand specific needs, test prototypes, and refine the platform iteratively. Interdisciplinary Collaboration – the project team included individuals with and without visual impairments, integrating diverse perspectives to create an accessible and empathetic user experience. Awareness and Capacity Building – the platform aimed to build social connections between visually impaired individuals and volunteers, encouraging mutual understanding and breaking societal barriers. Technology for Inclusion – leveraging accessible web technologies to design a system that visually impaired users could navigate easily, thereby enhancing their independence and social participation.
Key Outcomes & Lessons Learned	Visually impaired people can feel safer in public spaces thanks to the help provided by the volunteers that use the SeeYou app/web.
Limitations	The app is in continuous improvement
Sustainability	Ongoing. The SeeYou app is on development and the NGO who developed it would like to make it available also in Cluj.

RO-15: Together for women's safety! – multidimensional intervention project against gender violence

Abstract	<p>The project aimed to strengthen the activities of awareness, surveillance, monitoring of women's security through a multidimensional approach capable of producing systemic changes in the way gender violence is treated by the authorities and in the way society relates to violence against women.</p> <p>It pays special attention to supporting women. This is because the philosophy behind the project is based on the belief that the degree of civilization of a society is directly proportional to the status of women in that society.</p> <p>To achieve the project goals, the collaborations at the local and national level with both public institutions and non-governmental organizations fighting to prevent and combat violence against women have started.</p>
Source Material	<ul style="list-style-type: none"> ▪ Împreună pentru siguranța femeilor – Reteaua VIF ▪ Reteaua VIF – Reteaua pentru prevenirea și combaterea violenței împotriva femeilor ▪ (20+) Marșul "Împreună pentru siguranța femeilor!" 2024 Facebook ▪ RAPORT-BUGETE-VIF-2023.pdf
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Bucharest ▪ All Counties of Romania
Contextual Characteristics	Rural and Urban Area
Time of implementation	From 2014 to 2027
Organisations in Charge	<ul style="list-style-type: none"> ▪ FILIA Center ▪ E-Romnija Association ▪ Transcena Association ▪ ANAIS Association ▪ FRONT Association ▪ Romanian Network for Prevention and Combating Violence against Women (http://violentaimpotrivafemeilor.ro/) – is an informal structure from legal point of view., It brings together a number of 24 Romanian NGOs active in the field of promotion of women rights, protection of gender-based violence and combating discrimination on gender criteria. These NGOs have wide fields of expertise: advocacy, legal reform, education, services for victims of family violence, services for victims of sexual violence, work in communities with Roma women, research and feminism activism

Priority Area(s)	<ul style="list-style-type: none"> ▪ Private environment ▪ Public spaces ▪ Schools ▪ Universities ▪ Parks
Objective(s)	<ul style="list-style-type: none"> ▪ To identify legislative instruments appropriate to the needs of victims ▪ To combat violence against women ▪ Increasing public safety of the women and children ▪ Prevent crimes ▪ Ensuring security of the women ▪ Women rights ▪ Protection of gender based violence and combating discrimination on gender criteria
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women ▪ Girls ▪ Children ▪ Disabled people

Case Study Description	<p>In Romania, 1 in 4 women has been physically or sexually assaulted by their partner or ex-partner (FRA, 2016). 55% of Romanians believe that rape is justified in certain situations (Eurobarometer 449, 2017). More than 20,000 facts of assault or other violence between family members were registered with the police in 2017 (VIF Network, 2018). The majority of adult perpetrators are men, which shows that domestic violence is a highly feminized phenomenon, where most of the adult victims are women. Violence against women continues because no one reacts when they witness or know that a woman is being assaulted. Violence against women continues to exist because the perpetrators are not properly punished, they are not told that what they are doing is wrong, and they are even given excuses.</p> <p>The Association actively participates in actions and approaches to change and improve legislation in the field of violence against women, to identify legislative instruments appropriate to the needs of victims and solutions for them to live a life without violence in both the public and private environment. Moreover, the Association promotes equal opportunities between women and men by supporting the raising of social status and increasing the visibility of women in their professions and communities. The association works to combat violence against women by providing services for the protection and assistance of victims of domestic violence, including the protection of minors from violence.</p> <p>The project received approximately 200.000 Euro, through the Active Citizens Fund - Romania program funded by Iceland, Liechtenstein and Norway through EEA Grants 2014-2021.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ NGO's ▪ Ministry of Labor, Family, Social Protection and Elderly Persons – Direction of Child Protection ▪ Local Police ▪ Institute of Forensic Medicine ▪ Hospitals ▪ Schools ▪ Universities

Social Innovation Methodology	<p>The social innovation methodologies are tailored to the social and cultural context of Romania, focusing on cross-sector collaboration, community involvement, and advocacy for policy change. Some of the main approaches reflected in the Network's activities are:</p> <ol style="list-style-type: none"> 1. Co-Creation of Solutions <ul style="list-style-type: none"> ▪ Thematic working groups that develop support strategies for victims of violence. ▪ Advocacy projects based on direct consultation with victims to better understand their needs and the barriers they face. 2. Participatory Education and Awareness <ul style="list-style-type: none"> ▪ Organizing participatory workshops in communities, schools, and institutions to encourage reflection and build solidarity. ▪ Using art and storytelling as tools for awareness-raising. 3. Innovation in Service Provision <ul style="list-style-type: none"> ▪ Integrated counseling centers that provide psychological, legal, and social support in one location. ▪ Digital platform offering quick access to information and services, such as interactive maps of support centers or emergency hotlines. 4. Advocacy for Transformative Public Policies <ul style="list-style-type: none"> ▪ Participatory research, involving victims and other affected groups in collecting and analyzing data. ▪ Collaborative advocacy campaigns to promote laws such as the protection order legislation or improved access to shelters. 5. Digital Innovation <ul style="list-style-type: none"> ▪ Online platform offering anonymous support and educational resources. ▪ Awareness campaigns conducted on social media to reach a broader and more diverse audience. 6. Capacity-Building and Transfer of Best Practices <ul style="list-style-type: none"> ▪ Training sessions are organized for professionals, including police officers, judges, and social workers, using interactive methods such as case simulations and experiential learning. ▪ International best practices are promoted and adapted to the local context.
Sustainability	On going

RO-16: Safety awareness campaign at Electric Castle Festival

Abstract	The Electric Castle music festival in Cluj, Romania, implements for the 2024 edition a large scale informational campaign regarding participants safety against harassment, alongside other measures.
Source Material	<ul style="list-style-type: none"> ▪ https://clujwebstory.ro/incepe-cea-mai-buna-editie-electric-castle-de-pana-acum/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Bontida, Cluj, Romania

Contextual Characteristics	Large music festivals often provide the context for women to fall victims to harassment or abuse. Within this scope, the Electric Castle festival which gathers over 270.000 participants over 5 days, has decided to strengthen measures for the safety and security of women. These measures were promoted through a large scale informational campaign.
Time of implementation	July 2024
Organisations in Charge	<ul style="list-style-type: none"> ▪ Electric Castle Music Festival ▪ Local police
Priority Area(s)	public places personal space
Objective(s)	<ul style="list-style-type: none"> ▪ Providing Immediate Protection ▪ Building a Safety Network
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ females ▪ girls ▪ all target groups
Case Study Description	<p>The Electric Castle Music festival is one of the largest festivals of its genre in Europe, organised since 2013 in the small village of Bontida, Cluj, Romania.</p> <p>The latest edition, in 2024 gathered over 270.000 participants over the 5 days of festival.</p> <p>With each year the organisers have continued to strengthen their efforts in ensuring safety and security for the participants, collaborating with the local police and gendarmerie. Although specific measures such as trained sniff dogs and harsh controls at the entrance of the festivals have been put in place to ensure a drug-free zone, and illicit substances are strictly forbidden under the festival rules and regulations, consume and smuggling cases have still been reported. One of the biggest concerns sparking from this issue is the possibility for possible abuse victims to have their drinks to be tampered with.</p> <p>With this in mind, and the idea that the festival context in itself can be a possible ground for harassment and abuse, organisers implemented a series of measures to enhance safety, supported by a large scale informational and awareness raising campaign in social media and print throughout the festival.</p> <p>These measures include:</p> <ul style="list-style-type: none"> ▪ hotline to request for immediate law enforcement help inside the festival ▪ implementing and promoting a “safe word” to be communicated to bartenders if a victim feels uncomfortable or in danger ▪ training for bartenders and staff in care potential victims use the safe word ▪ caps and straws for cups available at every drink station in order to protect participants drinks from being tampered with ▪ specialised booth to promote safe intercourse, ask for informations or help
Sustainability	Not applicable yet.

Annex I: Full Case Studies – Spain

ES-01: LETSCROWD: Law enforcement agencies human factor methods and toolkit for the security and protection of crowds in mass gatherings (EU project)

Abstract	<p>This case study presents a series of technologies (*) that have been developed within the framework of the European project (LETSCROWD) and that have been tested in Spain and 7 other European countries.</p> <p>*LETSCROWD tools:</p> <ul style="list-style-type: none"> ▪ Human – centred computer vision tool (HCV) ▪ Policy Making toolkit (PMT) ▪ Semantic Intelligent Engine (SIE) ▪ Real – Time Evacuation tool (RTE) ▪ Pre – Event Security Decision Support for LEAs (PSD) <p>The LETSCROWD server is a platform that aims to integrate the information provided by the different LETSCROWD tools to have a single resource of information for monitoring an event.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://letscrowd.eu/ ▪ https://letscrowd.eu/deliverables/ ▪ https://cordis.europa.eu/article/id/410936-safer-crowds-in-mass-gatherings/es
Location(s) of Implementation	<ul style="list-style-type: none"> • Bilbao, Spain • Rome, Italy • Belgium
Contextual Characteristics	The testing was carried out in a soccer stadium located in Bilbao during the Music Week MTV EMAs (2018).
Time of implementation	1 day (from 4.30 pm to 11 pm)
Organisations in Charge	<p>Organized by Ertzaintza (regional police of the Basque Country) and supported by:</p> <ul style="list-style-type: none"> ▪ ETRA ▪ ESYS (Expert System): ▪ UNICA (University of Cagliari): ▪ UC (University of Cantabria):
Priority Area(s)	Mass events & Crowded Places

Objective(s)	<ul style="list-style-type: none"> • Assess the LETSCROWD tools at preliminary stages of the development process; • Use exercises to test specific components and functionalities of the tools; • Get feedback from operational experts (LEAs and first responders) in order to refine the tools ▪ Test the preliminary integration of the LETSCROWD outcomes into a unique tool: the LETSCROWD server
Vulnerable Populations Targeted	No vulnerable population is mentioned.
Case Study Description	In this case study several tools (aforementioned) developed in the framework of the LETSCROWD project were tested with the objective of assessing its usefulness, usability, compatibility, maturity and social impact.
Stakeholders Involved	Members of LEAs
Social Innovation Methodology	The tools were tested at an early stage of development with end users and security experts to evaluate if they were meeting their needs and to make adjustments and modifications before the final versions were released.
Key Outcomes & Lessons Learned	<p><i>Usefulness:</i> more than 60% of participants considered the LETSCROWD tools tested very useful, 30% rated the tools as neutral and only one participant reported that the tool tested was not useful.</p> <p><i>Usability:</i> concerning the System Usability Scale (SUS) scores, most of the LETSCROWD tools were evaluated above the SUS average (i.e. 68, within a 1-100 range). This means that the users' perception of the usability and comprehensibility of the tools was considered good. <i>Effectiveness:</i> the majority of participants thought that LETSCROWD tools were effective and efficient to complete daily working tasks. <i>Compatibility:</i> more than 70% of the experts believed that the tools are compatible with the already existing practices and procedures adopted within their organisations and that the tools might be realistically used and integrated within their organisations. <i>Maturity:</i> the maturity level has been assessed adopting the user perspective. Most of the tools were rated as TRL 4 or 5. This means that participants considered the main components well integrated and ready to be used in simulated operational environments. However, to be reliable, the TRL assessment needs to be integrated with a more technical perspective. Recommendations from the formative evaluation. At general level, recommendations for the improvement of the LETSCROWD outcomes mainly concern: · Usability aspects (e.g. simplify the user interface and the information visualization; include new search options); · Improvement of some technical functionalities (e.g. the tools accuracy in carrying out specific tasks); · Training LEAs officers to properly use the tools. For some of them, a user manual can be sufficient to facilitate the comprehension of the main functionalities.</p>

Limitations	<i>Criticalities and lessons learnt.</i> Despite of the quite good results collected in this first validation step, some criticalities arose during the process. It should be noticed that the tools assessed were very different for their technical characteristics, functionalities, purposes and development stages. So, data collected were heterogeneous and not easily comparable. In line with this, the practical demonstrations were organized to test individually the LETSCROWD outcomes through small exercises aimed to assess specific functionalities and components.
Sustainability	No information found in this regard. However, the responsible parties could be asked about sustainability in a later stage if needed (ETRA I+D, coordinator institution of the project)

ES-02: APPRAISE EU project: Coordinated terrorist attack cross-border cycle race (Pilot in Spain)

Abstract	This case study consists of a pilot carried out in Spain within the framework of the European APPRAISE project to evaluate some of technical solutions developed (online content analysis and monitoring, logo detection and landmark recognition, scene text detection and classification for analysing text and video streams).
Source Material	<ul style="list-style-type: none"> ▪ https://appraise-h2020.eu/ ▪ https://appraise-h2020.eu/sites/default/files/2024-02/APPRAISE%20Brochure%20%28website%29.pdf ▪ https://www.youtube.com/watch?v=FgYHumm08nk
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Basque Region of Spain and border in France ▪ Turin (Italy) ▪ Ljubljana (Slovenia) ▪ Gdansk (Poland)
Contextual Characteristics	It is not specified but it seem that the race took place in the countryside
Time of implementation	There is no information on the exact date on which the pilot took place in Spain. However, it must have taken place between 01/09/2021-29/02/2024 corresponding to the project duration.
Organisations in Charge	<ul style="list-style-type: none"> ▪ ERTZAINZA (autonomous police of the Basque Country) ▪ Vicomtech (Member of Basque Research & Technology Alliance) ▪ ALSE (Security company) ▪ RAID (elite unit of the French national police)
Priority Area(s)	Security in massive events, security in public places
Objective(s)	To evaluate the technical solutions developed in the framework of APPRAISE project.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Not mentioned

Case Study Description	<p>SCENARIO: A cross-border cycle race is targeted by green activists due to the non-environmentally friendly practices of one of the race sponsors. The race starts in the Basque Region of Spain and finishes over the border in France. The scenario requires effective communication between the Basque Police, the private security for the race, and the French SWAT team (RAID) to neutralise the threat.</p> <p>TECHNOLOGIES:</p> <ul style="list-style-type: none"> ▪ The pilot utilised online content analysis and monitoring, logo detection and landmark recognition, scene text detection and classification for analysing text and video streams. ▪ All information is aggregated in the monitoring centre which also received mobile reports from security and crowd, while footage is captured from drone video streams and the drone catcher is deployed. The footage allows for 3D scene reconstruction.
Stakeholders Involved	<p>They used qualitative and quantitative results showing societal acceptance of the individual technologies solutions developed by the APPRAISE project. However, no specific information related to this was found.</p> <p>It is intuited that this project has used the community participation methodology in some phase of the project, since there are three deliverables named: 1) Citizen community and private security operators co-creation network; 2) Report on the societal acceptance LEA use of technology in public space safety management; and 3) Report on stakeholder community building and dissemination activities. These deliverables are not available yet.</p>
Social Innovation Methodology	<p>They used qualitative and quantitative results showing societal acceptance of the individual technologies solutions developed by the APPRAISE project. However, no specific information related to this was found.</p> <p>It is intuited that this project has used the community participation methodology in some phase of the project, since there are three deliverables named: 1) Citizen community and private security operators co-creation network; 2) Report on the societal acceptance LEA use of technology in public space safety management; and 3) Report on stakeholder community building and dissemination activities. These deliverables are not available yet.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> • The pilot successfully tested many elements of the APPRAISE system including the social media monitoring, CCTV analysis, drone patrols over the area, malicious drone detection and pilot localisation and detection of abnormal behaviours from the video stream all brought together through the command and control system. • The emphasis of the pilot was to demonstrate the effective collaboration between the Basque Police, the private security operator and the SWAT team in France (RAID). The importance of effective cross-border collaboration and sharing of information between organisations was a key achievement for APPRAISE.

ES-03: s4allcities

Abstract	This case study corresponds to a pilot performed in the city of Bilbao (Spain) of the S4AllCities European project focused on testing innovative solutions for crowd protection during mass gatherings in the city centre, particularly at the metro station and surrounding areas. The pilot leveraged advanced technologies to address the safety and security of public spaces during high-density events.
Source Material	<ul style="list-style-type: none"> ▪ https://www.s4allcities.eu/ ▪ https://www.s4allcities.eu/demonstrators ▪ https://cordis.europa.eu/project/id/883522/results
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Bilbao (Spain)
Contextual Characteristics	Urban area
Time of implementation	October 2022
Organisations in Charge	Ertzaintza, BilbaoTIK, Hellenic Police, BEIA, SINTEF and Municipality of Bilbao
Priority Area(s)	Security threats in urban public spaces
Objective(s)	<ol style="list-style-type: none"> 1. Improve the system's development using the expert criteria. 2. Evaluate the usefulness and level of acceptance of the demonstrated features through questionnaires and discussion sessions. 3. System performance metrics for the individual functionalities and the comprehensive system were performed
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Not mentioned.
Case Study Description	The Bilbao pilot of the S4AllCities European project focused on testing innovative solutions for crowd protection during mass gatherings in the city center, particularly at the metro station and surrounding areas. The pilot leveraged advanced technologies to address the safety and security of public spaces during high-density events.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Smart city operators ▪ First responders ▪ Law Enforcement Agencies

<p>Social Innovation Methodology</p>	<p>The s4allcities project have different social innovation aspects such as the participatory and inclusive strategy, which engaged stakeholders, including citizens, in evaluating and understanding societal impacts.</p> <p>In addition, the public engagement and trust-building coming from the validation actions in Spain, Greece and Czech Republic where an assessment on usefulness and intrusiveness of security technologies were carried out.</p> <p>Also the emphasis on localized pilot testing (e.g., in Bilbao for mass gatherings) ensured that the developed solutions were tailored to specific urban contexts, enhancing the relevance and acceptance of these innovations.</p> <p>On the other hand, the project the project tackled the ethical challenge of deploying surveillance technologies by engaging citizens and considering their privacy concerns which is a key aspect of socially responsible innovation.</p>
<p>Key Outcomes & Lessons Learned</p>	<p>Societal impact:</p> <ul style="list-style-type: none"> • The project's societal effects were complex and addressed using a participatory and scientific approach. A three-round assessment provided transparency and consensus-driven insights. • Positive impacts included reduced risks, improved citizen cooperation, better anticipation and decision-making by security stakeholders, and deterrence of terrorist actions. However, unintended effects like over-reliance on technology and concerns about behavioural monitoring were noted. • The methodology and results can inform similar projects in evaluating societal impacts. <p>Public acceptance:</p> <ul style="list-style-type: none"> • A survey across Spain, Greece, and the Czech Republic revealed that: <ul style="list-style-type: none"> ○ 77.47% found the technology useful. ○ 55.7% viewed it as intrusive. ○ 50.4% supported implementation, while 27.9% hesitated, and 21.7% were sceptical. • Factors like gender, age, political views, and country influenced acceptance, with trust, effectiveness, and intrusiveness shaping opinions. <p>Gender relevance:</p> <ul style="list-style-type: none"> • Gender differences, though subtle in some aspects, emerged as significant in others: <ul style="list-style-type: none"> ○ Women showed greater acceptance of security technologies, higher trust in institutions, and perceived effectiveness compared to men. ○ Both genders shared similar concerns about privacy and intrusiveness. <p>These findings highlight the importance of incorporating gender perspectives in the design and implementation of counterterrorist technologies.</p>
<p>Limitations</p>	<p>Hesitation and scepticism (nearly 50% of surveyed citizens) highlighted challenges in ensuring widespread societal acceptance.</p>

Sustainability	<p>Regarding sustainability there is no related-information but some insights can be drawn based on a Societal impact report of the S4allcities project.</p> <p>The project employed participatory methods, such as a three-round assessment strategy and surveys, ensuring a transparent and inclusive approach. This practice supports long-term social acceptance by incorporating diverse perspectives and achieving consensus.</p> <p>While most citizens (77.47%) found the technology useful, concerns about intrusiveness (55.7%) and hesitance (27.9%) indicate the need for continued engagement and education to address societal concerns about surveillance and privacy. Addressing intrusiveness perceptions and privacy safeguards is critical for maintaining public trust.</p> <p>Insights into public and gender differences provide a foundation for equitable deployment, ensuring long-term adaptability and social acceptance.</p>
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ES-04: Network of conciliators of L'Hospitalet de Llobregat

Abstract	This project is based on the creation of a network of community mediators, specifically eleven people who are leaders within the community fabric, who, through prior training, carry out conflict management functions in a close manner. In this way, neighbours are made responsible for managing disputes.
Source Material	<ul style="list-style-type: none"> ▪ https://fepsu.es/ ▪ https://www.l-h.cat/ccivisme/2712005_2.aspx ▪ https://elfar.cat/art/39247/premi-dinnovacio-per-a-la-xarxa-de-conciliadores-i-conciliadors-de-lhospitalet ▪ https://www.fundacioudg.org/ ▪ https://www.forumlhospitalet.cat/?p=63720 ▪ https://lhdigital.cat/noticies/la-xarxa-de-conciliadors-i-conciliadores-comunitaris-de-lh-dona-les-primeres-passes/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Hospitalet de Llobregat (Barcelona)
Contextual Characteristics	Urban area
Time of implementation	From 2020 to 2022
Organisations in Charge	<ul style="list-style-type: none"> • Community Mediation Service of the City Council of L'Hospitalet de Llobregat ▪ University of Girona
Priority Area(s)	Public places

Objective(s)	<ul style="list-style-type: none"> • To create a network of community mediators who participate in the tasks of the mediation service of l'Hospitalet de Llobregat. ▪ To detect and prevent conflicts among citizens. ▪ To promote the culture of mediation among the neighbourhood. ▪ Establish information channels to bring social resources closer to citizens in order to citizens in order to avoid conflicts
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ No information about this was found
Case Study Description	The initiative was a pioneering pilot project in Spain, set up by L'Hospitalet City Council, to train citizens in community conciliation tasks and thus promote mediation as a means of overcoming coexistence conflicts. The aim was to create a Network of Community Conciliators and Conciliators to collaborate from the neighbourhoods in the preventive and intervention actions promoted by the municipal Department of Coexistence.
Stakeholders Involved	Members of the Community Mediation Service of the City Council of L'Hospitalet de Llobregat
Social Innovation Methodology	No detailed information was found on the process followed/used to involve stakeholders. Although the strategy/project described in this case study involves citizens, we cannot claim that the design of this strategy has involved all stakeholders from the outset.
Key Outcomes & Lessons Learned	In the pilot carried out in 2022 there were 26.5h of community action, and 128 participants.
Limitations	No information about this was found.
Sustainability	The strategy is thought to repeat training cycles so that each year new people can be incorporated into the Network of Conciliators and Conciliators. The pilot project will serve to evaluate the most effective form of collaboration between the actors involved and the municipal services working in this field.

ES-05: Artemis magazine: innovation to prevent violence against women

Abstract	A police unit from a Valencian town published a magazine called "Artemis" in which, under the look of being a magazine aimed at a female audience (fashion, beauty products, travel, etc.), it showed "camouflaged" content aimed at victims of gender violence. Training was also carried out at distribution points (hairdressing salons, gyms, etc.) to detect symptoms of gender-based violence.
Source Material	<ul style="list-style-type: none"> ▪ https://fepsu.es/ ▪ https://www.denia.es/ ▪ https://www.sapristi.es/proyecto-artemis

Location(s) of Implementation	Denia, Valencia (Spain)
Contextual Characteristics	Urban area
Time of implementation	Free distribution of Artemis magazine and training to professionals at distribution points to detect symptoms of gender-based violence and deal with victims was carried out for two years (2017-2019).
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipal Police of Dénia (Valencia) ▪ Department of Citizen Protection ▪ Sparisti Décom! (advertising agency)
Priority Area(s)	Other –citizen security / public safety
Objective(s)	<ul style="list-style-type: none"> ▪ Access to victims of gender-based violence (male violence) ▪ Provide information on protection methods and police access. ▪ Encourage reporting by victims of gender-based violence, since it is estimated that nearly 80% of women murdered by men had not previously reported the situations they were living through. ▪ Offer information to victims on assistance resources.
Vulnerable Populations Targeted	Women victims of domestic and gender violence or women suspected of being victims.
Case Study Description	<p>Fear of retaliation is one of the main reasons why many women who are victims of gender violence refuse to report their aggressors. For this reason, the City Council of Denia (town of Valencia) decided to create a fake “women’s” magazine where telephone numbers for victims, advice on how to formalize complaints and tips to identify and prevent these aggressions were hidden. This innovative initiative was launched in 2017 and lasted two years.</p> <p>The Artemis project was carried out together with an advertising agency, which was in charge of developing the campaign material, focused on a “women’s” magazine where various information of interest, telephone numbers, testimonials and tips were hidden inside its pages that aimed to help potential victims of gender-based violence to be able to identify their situation, protect themselves and take the step to report their aggressors.</p> <p>70 magazines were distributed in 18 establishments (hairdressing salons, gyms, civic centres, etc.); thanks to which a total of 24 women went to the local police to ask for help.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Denia ▪ Police ▪ Advertising agency ▪ Citizens

Social Innovation Methodology	The method is not explicitly explained
Key Outcomes & Lessons Learned	70 magazines were distributed in 18 establishments in Denia. In the 6 months following the publication of the magazine, 24 women called the Local Police encouraged by the information found in the magazine to report having been victims of gender violence. The results were positive, so the Denia Local Police presented the project to police from other municipalities, and has shared it in various national and international forums.
Limitations	No described limitations have been found.
Sustainability	The municipality assured that the project would remain active, with the aim of expanding the number of copies of the magazine, as well as the type of establishments participating. To this end, the design of the magazine would be modified, so as to ensure that it would remain safe for victims to use. On the other hand, the Police Unit responsible for the project hoped that this initiative could be replicated in other localities, as there were municipalities that expressed their intention to implement it as well. We have not found current data on the implementation of this project after completion.

ES-06: Santa Coloma, violet network

Abstract	Creation of a network of safe and reference spaces, violet spaces, where people can turn to in the event of a possible sexist and/or LGTBI-phobic aggression and from where, whenever necessary, it will activate the Protocol of action and professional coordination. This is an innovative campaign that focuses on community involvement and cooperation between institutions, associations and local businesses.
Source Material	<ul style="list-style-type: none"> ▪ https://fepsu.es/ ▪ https://ajuntamentinforma.gramenet.cat/ ▪ https://ajuntamentinforma.gramenet.cat/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Santa Coloma de Gramenet (Barcelona)
Contextual Characteristics	Urban area, small city (118.821 inhabitants)
Time of implementation	From 2019 to now (this strategy is national and has already been implemented in many cities in Spain.)- <i>Punto Violeta</i> is an instrument promoted by the Ministry of Equality to involve society as a whole in the fight against gender-based violence and to massively spread the information necessary to know how to act in the event of violence against women. It is part of the catalogue of urgent measures of the Improvement and Modernisation Plan promoted by different ministries of the Spanish Government in the context of the gender-based violence alarm of recent months and represents a change of focus in public policies for attending to victims, situating gender-based violence as a structural problem that requires the involvement of society as a whole in order to put an end to it.

Organisations in Charge	<ul style="list-style-type: none"> ▪ Santa Coloma de Gramenet City Council
Priority Area(s)	Security, public places, community participation, violence
Objective(s)	<p>Prevention and eradication of violence based on gender or sexual orientation.</p> <p>Creation of a network of safe and reference spaces, violet spaces, to which people can turn to in the event of a possible sexist or LGBTIphobic aggression and from where, whenever necessary, the protocol of action and professional coordination can be activated.</p> <p>Involvement all the different actors who can be active agents in ensuring safety in public space, as well as to achieve an efficient implementation of the protocol to address this type of violence.</p> <p>To achieve an efficient implementation of the protocol to deal with this type of violence.</p>
Vulnerable Populations Targeted	The strategy is designed for people who experience violence based on gender or sexual orientation.
Case Study Description	Santa Coloma de Gramenet (city of Barcelona) is committed to the cooperation of citizens and local businesses to prevent sexist and LGBTIphobic violence. Through the 'Santa Coloma Red Violeta' project, the Catalan municipality has managed to bring together almost 300 establishments, from nightlife venues to pharmacies and taxi services, which function as safe spaces where anyone can go to report a possible sexist or LGBTIphobic aggression.
Stakeholders Involved	Not enough information about this. But the implementation of this case study was carried out in charge of Santa Coloma City Council
Social Innovation Methodology	This strategy is an example of Community Security Management.
Key Outcomes & Lessons Learned	<p>The Catalan municipality has managed to bring together almost 300 establishments, from nightlife venues to pharmacies and taxi services, which function as safe spaces where anyone can go to report a possible sexist or LGBTIphobic aggression.</p> <p>In just three years, the number of venues that are part of the project has tripled. Currently, Santa Coloma's 'Red Violeta' now includes around 300 establishments in the city. These are mainly nightlife venues, but also other establishments or services that have a night-time presence, such as petrol stations, pharmacies, car parks, residential areas, taxi or cleaning services and the network of night-time civic agents (serenos and serenas). Participating premises are identified with a sticker reading 'Santa Coloma Red Violeta'. In addition, they also have an infographic explaining how the protocol works in leisure spaces.</p>
Limitations	No information about this was found

Sustainability	<p>No information has been found on the operation of the violet network beyond 2022, but it is understood that this initiative continues to operate.</p> <p><i>Punto Violeta</i> is an instrument promoted by the Ministry of Equality to involve society as a whole in the fight against gender-based violence and to massively spread the information necessary to know how to act in the event of violence against women. It is part of the catalogue of urgent measures of the Improvement and Modernisation Plan promoted by different ministries of the Spanish Government in the context of the gender-based violence alarm of recent months and represents a change of focus in public policies for attending to victims, situating gender-based violence as a structural problem that requires the involvement of society as a whole in order to put an end to it.</p> <p><i>Objectives</i></p> <ul style="list-style-type: none"> ▪ To involve the whole of society in the fight against male violence. ▪ To bring comprehensive services closer to the victims through their environment. ▪ To provide information on how to act in the event of male violence to establishments, organisations, companies and public bodies. <p><i>Punto Violeta tools</i></p> <ul style="list-style-type: none"> • Guía Punto Violeta to act against gender violence: a guide with information on how to act in the event of a case of gender violence in your environment, as well as resources for the victims themselves. It also includes information on what gender violence is, its different manifestations, and how to detect it. • Materials for establishments, entities, companies, public bodies: posters and stickers with a QR code linked to the Guía Punto Violeta para actuar frente a la Violencia Machista (Purple Dot Guide to act against Gender Violence), which aim to indicate that this space is a safe place for victims, where they can receive information and support if they need it. • Badges to identify people involved in the fight against gender-based violence: anyone who uses them will represent a gateway for women victims to access the resources they need.
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ES-07: STADIA project

Abstract	<p>This case study describes a training course consisting of several courses that were developed within the framework of INTERPOL's Project Stadia with the aim of enhancing safety and security at major international sporting events through international police co-operation and police capacity building.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.interpol.int/ ▪ https://www.youtube.com/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ In all INTERPOL member countries (196 countries), including Spain

Contextual Characteristics	Not applicable
Time of implementation	2017
Organisations in Charge	<ul style="list-style-type: none"> ▪ No information found on this regard.
Priority Area(s)	Security in big sport events
Objective(s)	<ul style="list-style-type: none"> ▪ Training on security and safety at major international sporting events ▪ Improving police skills ▪ Improving international police cooperation
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ No information about this was found
Case Study Description	As part of INTERPOL's Project STADIA, and in partnership with the National Center for Spectator Sports Safety and Security (NCS4) at the University of Southern Mississippi in the United States, a six-part training programme on safety and security at major international sporting events has been developed, covering a range of key topics for police commanders and incident management team leaders responsible for policing and security at major sporting events.
Stakeholders Involved	<p>No detailed information was found in this regard. However, it was found that the scenario-based courses are based on academic research and have been developed by international subject matter experts working in police, public safety, emergency management and fire services, international sports associations and federations, event management companies, government agencies and academic institutions.</p> <p>In the development of the courses and their accreditation, Project STADIA and NCS4 have adopted structured, academically rigorous methodologies and best practices. These practices include those defined by INTERPOL's Directorate of Capacity Building and Training in the INTERPOL Guide to Effective Training: A Collective Responsibility and the Standard Operating Procedure for the Accreditation of the INTERPOL Training Programme. Both documents describe the processes of training needs analysis, course design and development, course planning and delivery, evaluation, review or certification, and accreditation.</p> <p>As with INTERPOL, the process of course development within Project Stadia with the collaboration of NCS4 is continuous and based on the ADDIE (Analysis, Design, Development, Implementation, and Evaluation) process used by the FBI and most government and military institutions, as well as US schools, universities, businesses and organisations. This process is iterative and circular and covers all tasks in the INTERPOL training development process.</p>

Social Innovation Methodology	The process of course development begins 12–24 months prior to course delivery, with needs assessment and an analysis of training requirements and tasks. During the process, international experts in the field of policing and event security are consulted to determine the work programme and the necessary professional knowledge and skills. All courses are reviewed annually and undergo the accreditation process again every four years to ensure that they are up to date.
Key Outcomes & Lessons Learned	Although there is no specific information on this, police and incident management team leaders who pass all courses will have strengthened their skills in risk management, decision-making, communication, incident management, crowd management, emergency operations planning, evacuation and protective measures, and leadership and team management.
Limitations	No information about this was found
Sustainability	Although the courses were designed to prepare security officers to respond to some past sporting events, it seems that the intention is to continue with the funding of the STADIA project and therefore with all the activities/courses that were being carried out.

ES-08: Flying forward 2020 project

Abstract	The demonstrator aims to manage pedestrians' mobility during mass events in the city centre with the use of drones by flying safely over crowds and taking images that enable the collection of mobility information to improve future interventions. The data will also help to create evacuation routes for emergencies during mass events in restricted public spaces to prevent crowd surges. The collected information will be shared as open data and can be used by scientists, legislators, urban planners and managers. The first use case was tested during the Fiestas del Pilar on 12 October 2022. The second use case was tested on 15 April 2023: Use case 1. Crowd monitoring at the Pilar Day event. In addition, facial recognition and crowd counting were also tested. Use Case 2. Search and rescue of people and objects to support emergency responders.
Source Material	<ul style="list-style-type: none"> ▪ https://www.ff2020.eu/ ▪ https://www.ff2020.eu/ ▪ https://www.ff2020.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Zaragoza (Spain)
Contextual Characteristics	Urban area (682.513 inhabitants)
Time of implementation	The first use case was tested during the Fiestas del Pilar on 12 October 2022. The second use case was tested on 15 April 2023.

Organisations in Charge	<ul style="list-style-type: none"> ▪ Zaragoza city Council ▪ Fire brigade of Zaragoza
Priority Area(s)	Mass events, public places
Objective(s)	<ul style="list-style-type: none"> ▪ Manage pedestrian mobility during crowded events in the city centre with the use of drones, safely flying over crowds and taking images to collect mobility information to improve future interventions. ▪ Collect mobility information to improve future interventions. ▪ Create evacuation routes in case of emergency during mass events in restricted public spaces to avoid crowds. ▪ Share the collected information as open data and can be used by scientists, policy makers, urban planners and managers. <p>With the use of drones it will be able to collect information to improve future interventions. additionally, real-time information will help prevent human avalanches and open routes for emergency services during mass gatherings in restricted public spaces. The result will be a reduction in access time for emergency services and the collection of valuable information to improve planning and management of security in the city. It will also serve to prepare the city for future air services when the city center is collapsed and transportation on those streets is not possible.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Not described
Case Study Description	<p>This case study, under the framework of a EU project, describes the implementation and testing of two technologies:</p> <p>Use case 1: Autonomous Monitoring in a City to Ensure Safety and Emergency Operation during Pilar Festivities.</p> <p>Use case 2: Autonomous Monitoring in a Green Area to Ensure Safety and Emergency Operation in order to Search and Rescue a lost person with Artificial Intelligent.</p>
Stakeholders Involved	<ul style="list-style-type: none"> • Llab City Council of Zaragoza ▪ UNIT DRONES OF ZARAGOZA COUNCIL FIREFIGHTERS
Social Innovation Methodology	No information about this was found
Key Outcomes & Lessons Learned	<p>With a team of 2 drones, a large complex area was monitored in detail and continuously, maintaining the capacity for immediate intervention. Likewise, these drones allow the visualization of areas that are difficult to access, which results in being a great tool for rescuing people.</p> <p>The use of artificial intelligence software in person search tasks can be a very valuable tool for locating said person in real time in areas with high density of vegetation. Currently, the location of people in green areas is carried out with a subsequent viewing of the photos taken by the drone by authorized personnel. Additionally, the drone pilot is viewing the screen in real time but can report errors that are corrected later in the detailed view. With this artificial intelligence tool we achieve a detailed detection of any person can be carried out.</p>

Limitations	No information found
Sustainability	<p>The use of artificial intelligence software in person search tasks can be a very valuable tool for locating a person in real time in areas with high density of vegetation. Currently, the location of people in green areas is carried out with a subsequent viewing of the photos taken by the drone by authorized personnel. Additionally, the drone pilot is viewing the screen in real time but can report errors that are corrected later in the detailed view. With this artificial intelligence tool a detailed detection of any person can be carried out.</p> <p>The tool used in case study 2 is currently going to be implemented in the Ayto. Zaragoza Fire Department Drone Unit for use in parallel with the current system for posterior viewing of images by service personnel.</p> <p>The Zaragoza Council Llab has satisfactorily carried out all the challenges established prior to the realization of the Uses Cases. Thanks to participation in the FF2020 project, the Zaragoza City Council Fire Department drone unit has undergone a great transformation that will allow it to carry out all those emergencies that occur more efficiently. The Llab Zaragoza Council has positioned itself technologically in a prominent position within the resolution of emergencies with drones in Spain. The novel use of Artificial Intelligence will generate a leap in quality and efficiency never before imagined. Zaragoza continues to be a testing ground for new technologies in the area of drone use and in the future it intends to become a national and international reference.</p>

ES-09: The Potential of Police Mediation for community-oriented conflict resolution, and related opportunities for strengthening interpersonal trust and institutional legitimacy

Abstract	<p>The case study focuses on the concept of police mediation as an innovative strategy in the field of security, aiming to resolve social conflicts through consensus and prioritizing civil means, reducing the emphasis on administrative or criminal procedures, and only resorting in cases where more constructive approaches were deemed unsuccessful.</p> <p>The ability to solve conflicts in a non-judicial way also contributes to preventing the saturation of civil courts and reduces transaction costs for affected individuals.</p> <p>Police-enabled mediation also contributes to the empowerment of the individual, increasing its sense of agency and autonomy, and moving beyond 'top-down' approaches of a highly bureaucratic nature.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://www.policia.local.valencia.es/1 ▪ https://www.policia.local.valencia.es/2 ▪ https://cjusticia.gva.es/

Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Province of Valencia, Spain ▪ Municipality of Sykies (Thessaloniki, Greece) ▪ Pazardjik, Bulgaria ▪ Province of Rovigo (Italy) ▪ Brasov (Romania) ▪ Municipality of Niepolomice (Poland) ▪ Swindon (United Kingdom)
Contextual Characteristics	<p>The implementation of the project took place in the city of Valencia, a large urban area encompassing a range of districts of differing socio-economic characteristics. Interventions focused on conflicts within any given neighbourhood, seeking to improve communication between individuals in close contact (neighbours). The project draws importance to the fact that participation is voluntary, with those eligible for mediation having full control over whether to opt for this procedure. The police Mediation project was aimed at certain types of social situations that could be conducive to crime: road safety/traffic incidents, drug abuse, bullying, domestic violence, accidents involving domestic workers (e.g. cleaners, carers).</p>
Time of implementation	From 2012 - Present
Organisations in Charge	<ul style="list-style-type: none"> ▪ Policía Local de Valencia (Valencia, Spain) ▪ Interior Ministry of Bulgaria ▪ Policia Local de Albaida (Valencia, Spain) ▪ Unidad Integral de Mediación Policial (Villarreal, Castellón)
Priority Area(s)	<ul style="list-style-type: none"> ▪ Addressing issues related to use of, or interaction with, public spaces. ▪ Fostering greater social cohesion, sense of community ▪ Decentralizing/democratizing police forces and increasing their legitimacy. ▪ Public spaces: Noise complaints, nuisance caused by pets, construction works, hygiene/sanitation.
Objective(s)	<ul style="list-style-type: none"> ▪ Community-based conflict resolution ▪ Strengthening personal relationships between inhabitants of neighbourhoods ▪ Creating more public trust in public authorities (especially local police forces) – Trust in police forces increase sense of subjective security among population. ▪ Incl. a democratization of police forces, moving beyond the traditionally coercive approach of police forces. ▪ Improving and restoring long-term relations in cohabitation contexts – especially in small towns, housing estates etc. where people are more likely to repeatedly share living environments. ▪ Accelerating the resolution of conflicts, reducing saturation of judicial system.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Individuals at risk of social exclusion
Case Study Description	<p>The project consists in the incorporation of a police mediation service to the local police unit in Valencia. Trained police officers have been allocated to this department to oversee this project. Trained police officers decide whether the case at hand is eligible for mediation, according to the nature of the conflict, and always in compliance with existing laws. In such cases, the personal data of all affected parties must be recorded, and the progress of the negotiation tracked. Once a resolution is reached, both parties need to explicitly express their approval, rendering the case closed. In the unlikely case that one of the parties is dissatisfied, the mediation process is terminated, and the issue is referred to a judicial authority for further deliberation. After a successful mediation, the subjects are provided with satisfaction surveys, and a follow-up communication is issued to verify whether the mediation process has guaranteed a long-lasting solution.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Valencia (Spain) ▪ Municipality of Albaida (Province of Valencia), Villarreal (Province of Castellón) ▪ Municipal police officers with adequate training to act as mediators. ▪ Parties involved in police mediation process (family, neighbours)
Social Innovation Methodology	<p>The project consists in identifying individuals that are experiencing (or at risk of experiencing) a social conflict that, in case of escalation, could derive in civil or criminal processes being initiated. Thus, the project is guided by a preventive approach, aiming to make police intervention less invasive and hierarchical, and providing a greater degree of agency to individuals. The project empowers individuals by giving them the choice between community-based solutions or the more established institutional means.</p> <p>Once local police forces successfully encounter these residents, they must be interviewed separately, gauging their attitudes to see if they are conducive to a successful mediation process.</p>
Key Outcomes & Lessons Learned	<p>Police mediation has proved effective for specific intervention, with most selected cases reaching a satisfactory outcome for all parties involved.</p> <p>Local communities are enthusiastic about collaborating with police forces to combat social problems when there is trust and transparent communication. They understand that crime and local issues can only be solved through a collaborative approach, involving all stakeholders in a coordinated way.</p>

Limitations	<p>The study, being a localized initiative, is highly dependent on the national socio-political context of each EU country.</p> <ul style="list-style-type: none"> • The multiplicity of institutions at different levels (municipal, regional, national, international) adds further complexity to the process of potential reform. • The creation of police mediation forces will require political mobilization and the earmarking of abundant financial resources. • Significant infrastructure investments are needed: e.g. facilities within police premises designated for mediation, including conference rooms with the adequate safeguards (ensuring physical integrity of all parties, privacy and sound-proof environment) – dissociating this facility from other premises of a more criminal nature • Political consensus is needed to reform existing institutional structures • In the worst case, mediation could result in short-term agreements being reached, allowing police forces and judicial courts to reduce their workload while in practice not achieving a higher degree of social harmony • Training needs to be provided to police agents to establish dedicated mediation taskforces. This would involve the establishment of new academies, applying notions of knowledge-sharing and policy transfer from the academy at Villarreal (Castellón)
Sustainability	<p>The Valencia Police Mediation project has succeeded in eliciting structural change. Since this new conflict resolution technique was implemented, it has successfully solved 84% of cases concerned, with the conflicting parties reaching a mutually beneficial agreement.</p> <p>It is expected that one third of police interventions could involve police mediation. This would reinforce the potential of police mediation as a tool for social change and ensure that this practice persists over time and is extended to other jurisdictions.</p>

ES-10: No callamos protocol

Abstract	<p>The “No callamos” protocol is a protocol launched by the Barcelona City Council in 2018 to address male violence, specifically sexual violence and LGBTIphobic violence in nightlife spaces.</p> <p>By adhering to a collaboration agreement, leisure spaces undertake to apply the “No callamos” protocol, which allows them to have room staff sensitized and trained on what sexual harassment and aggressions are and how to act in these situations.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://ajuntament.barcelona.cat/dones/es/protocolo-no-callamos ▪ https://ajuntament.barcelona.cat/dones/sites/default/files/documents/protocol_nocallem_if-cast-web.pdf ▪ https://ajuntament.barcelona.cat/dones/es/noticia/no-callemos-ante-las-violencias-machistas-en-el-ocio-nocturno_1230065 ▪ https://ajuntament.barcelona.cat/dones/sites/default/files/documentacio/protocol_oci_nocturn_esp.pdf
Location(s) of Implementation	Barcelona, Spain

Contextual Characteristics	The protocol has been put into operation in 39 areas of the city, such as music halls, music festivals and facilities with various activities related to large events.
Time of implementation	From 2018 to present.
Organisations in Charge	Direction of Feminisms and LGBTBI Services of the Barcelona City Council
Priority Area(s)	Nightlife facilities
Objective(s)	<ul style="list-style-type: none"> ▪ Raise awareness and train the staff of nightlife venues and festivals to improve the detection, care, accompaniment and referral of people who suffer any situation against sexual and gender freedom. ▪ To sensitize the population so that they know how to recognize if a situation violates their sexual and gender freedom. ▪ To make known how the “No callamos” protocol can help if a person needs support. ▪ Establish the steps to be taken to improve the care and experience of the affected person. This means welcoming her, listening to her and providing her with the information she needs ▪ This means welcoming them, listening to them and providing them with the information they need to make their own decisions and facilitate recovery from the impact. ▪ Improve the language and the way we describe the facts and avoid referring hastily to legal concepts that condition and confuse the affected persons. For example, referring to sexual aggression in situations where discrimination has been committed.
Vulnerable Populations Targeted	Women and LGBTBIQ+ people

Case Study Description	<p>In addition to the protocol itself, launched with the signing of an adhesion agreement, there are instruments and practices to combat gender-based violence:</p> <ul style="list-style-type: none"> ▪ Training: the staff working in the spaces receives specific training by the City Council, with actions of prevention and identification of male violence and tools for action in a possible case of male aggression or harassment. This training includes specific materials and face-to-face sessions. ▪ Accompaniment: the spaces adhered to the protocol have the support of personnel specialized in male violence, who can travel to provide guidance to those responsible and staff to ensure the correct application of prevention and action measures, both in the physical review of the spaces and in dealing with cases of aggression or harassment. ▪ Monitoring and coordination: the circuits for control and monitoring of cases, especially the most serious ones, will also be improved. The City Council collects weekly data on reported incidents, both those received directly from the interlocutors of the spaces and those reported through social networks or by telephone. Likewise, the spaces undertake to communicate all cases they detect within a maximum period of 36 hours. ▪ Prevention: The sites will also apply specific measures to prevent gender-based violence and discrimination, such as limiting access to people with harassing or disrespectful attitudes and behavior. Sexist criteria, such as gender-differentiated prices or dress codes, will also be avoided. In addition, all spaces will have to evaluate and detect vulnerable spaces, such as dark and hidden areas, to prevent risky situations from occurring.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Workers and managers of music venues, festivals and infrastructures of multiple activities, including mass events. ▪ Users of these spaces
Social Innovation Methodology	<p>We have no information on whether stakeholders have been involved in the creation of this protocol. However, the protocol itself is a social innovation since it implies a form of organization of the participants themselves to make it work and moves away from the simple report at the police station (the standard way of proceeding). Moreover, the way of proceeding takes into account from the beginning the welfare of the victim and avoids revictimization.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ In 2018, 8 establishments were members > in 2022, 39 establishments were members. ▪ More than 1500 employees trained ▪ The place where the sexual assault of the “Dani Alves” case occurred was adhered to this protocol and the rapid implementation of this protocol is what allowed this crime not to go unpunished. ▪ No more information found in this regard. However, the responsible could be asked about outcomes and lessons learned in a later stage if needed (Barcelona City Council).
Sustainability	<p>No information found in this regard. However, the responsible could be asked about sustainability in a later stage if needed (Barcelona City Council).</p>

ES-11: Consul Democracy

Abstract	From 2016 onwards, governments and other public organizations from across the globe started using the CONSUL DEMOCRACY software, implementing one or several of its five main features or customizing the software further, allowed under the Afero GPL version 3 license. Currently the CONSUL DEMOCRACY community is made up of around 250 cities, regional governments, and regional and tech partners, with the Foundation at its very heart.
Source Material	<ul style="list-style-type: none"> ▪ https://consuldemocracy.org/about-us/ ▪ https://decide.madrid.es/
Location(s) of Implementation	<p>The user community is particularly well-represented in Europe and South America. Recently, the first implementations have been done in Africa (Somalia) and Asia (Maldives). Cities and other local-level institutions make up the largest chunk of the user base, while regional governments make a good second.</p> <p>Here is a list of Use Case stories from around the world, sharing the experiences and lessons learnt by municipalities, ministries, citizen labs and activists who are using the CONSUL DEMOCRACY open source participation software:</p> <p>https://docs.consuldemocracy.org/use_cases</p>
Contextual Characteristics	Mainly implemented in cities.
Time of implementation	From 2016 until now.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Tech partners: <ul style="list-style-type: none"> - Enreda Coop - Rock&Ror ▪ Regional Partners <ul style="list-style-type: none"> - Framer Framed (Netherlands) - Mehr Demokratie (German) - COSLA (Scotland) - Danes Je Nov Dan (Slovenia) - Code4Romania (Romania)
Priority Area(s)	There is no core area. The underlying idea is to empower citizens and include them directly in local decision-making processes.
Objective(s)	<ul style="list-style-type: none"> ▪ To make citizens aware of its application (app) and encourage legislative initiatives and project plans. ▪ Open spaces for debate and discussion among citizens, invite opinions and ideas.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Not specified. But this idea underlies the very philosophy of the project.

Case Study Description	In Madrid, the first project carried out was 'Decide Madrid': https://decide.madrid.es/ In Decide Madrid you can make proposals, vote in citizen consultations, propose, support or vote on projects with participatory budgets, decide on municipal regulations and open debates to exchange opinions with other people.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ City Hall of Madrid ▪ Citizen associations ▪ Individual citizens
Social Innovation Methodology	CONSUL DEMOCRACY was developed by the Madrid City Council, with the help of local bottom-up citizen platforms.
Key Outcomes & Lessons Learned	No explicit info about this on its website. But, in general, they encourage: <ul style="list-style-type: none"> ▪ Voting on citizens' ideas, ▪ Discussion debates ▪ Search for participatory budgets in which the social part increases ▪ Citizens should collaborate in the drafting of laws or projects that affect their lives. ▪ Collaborate with city councils (local entities)
Limitations	No information about this. However, the offered services require the organisation's own software.
Sustainability	This open-source participatory democracy platform has seen practical implementation in many regions worldwide, often focusing on participatory budgeting (PB) and enhancing citizen engagement in decision-making processes: https://docs.consuldemocracy.org/use_cases

ES-12: M7 Citizen Security App

Abstract	The M7 Citizen Security system is a comprehensive platform aimed at enhancing urban safety and providing tools for real-time communication between citizens and local authorities. Launched in 2012 in the Barcelona metropolitan area by seven municipalities, it has since expanded to include other cities. Its main feature is a mobile application that facilitates interaction with local police and other municipal services.
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Source Material	<ul style="list-style-type: none"> ▪ https://w2.m7citizensecurity.com/index.php/es/home_es/ ▪ https://www.einsmer.com/m7_citizen.html ▪ https://apkpure.com/m7-citizen-security/com.einsmer.m7citizensecurity ▪ https://citymotion.es/siemens-propone-un-sistema-de-seguridad-para-smart-cities-m7 ▪ https://press.siemens.com/es/es/notadeprensa/siemens-se-alia-con-einsmer-para-lanzar-el-sistema-de-seguridad-para-smart-cities-m7 ▪ https://www.cornella.cat/es/vivir-en-cornella/convivencia-y-espacio-publico/guardia-urbana/app-seguridad-ciudadana-1 ▪ https://metropoliabierta.lespanol.com/gran-barcelona/20240130/luz-verde-la-comision-del-amb-para-implementar-el-futuro-modelo-de-seguridad-metropolitano/828917193_0.html
Location(s) of Implementation	16 municipalities of Barcelona (Spain).
Contextual Characteristics	Urban area
Time of implementation	From 2012 and now.
Organisations in Charge	Siemens in partnership with Einsmer (both companies)
Priority Area(s)	Public security, public places, urban safety, technology
Objective(s)	To enhance safety and facilitate interaction between citizens and local authorities, with objectives that align with smart city initiatives.
Vulnerable Populations Targeted	Elderly, children and tourists

Case Study Description	<p>The M7 Citizen Security platform is an advanced smart city solution designed to improve public safety and streamline communication between residents and local authorities. Launched in 2012, the system integrates municipalities in the Barcelona metropolitan area, promoting collaboration and providing unified security services. Its key feature, a mobile app, connects users to local police and emergency services, enabling geo-located incident reporting and real-time updates.</p> <p>The platform aims to improve emergency response, empower citizens to report problems efficiently and ensure safety awareness through personalised alerts. Special attention will be paid to vulnerable groups, such as the elderly and tourists, with functionalities tailored to their needs.</p> <p>It brings together local governments, law enforcement and IT professionals to build a robust, scalable system. More than 17 municipalities, including Tiana and Castelldefels, are actively using M7, demonstrating its effectiveness in creating a safer urban environment.</p> <p>The platform is an example of public-private collaboration using technology to address the security challenges of modern cities. It ensures a faster response to emergencies, strengthens community safety and promotes trust between citizens and authorities.</p>
Stakeholders Involved	<p>17 municipalities, 177.000 users</p>
Social Innovation Methodology	<p>There is no information directly related with this aspect. However, from the available information, it can be draw that the development of the M7 Citizen Security APP involved significant collaboration between various stakeholders. This included contributions from municipal institutions, local police, technology experts, and the broader community. The process included feedback from citizens and professionals across a range of disciplines to ensure that it meets diverse security needs. Particular emphasis was placed on ensuring usability for vulnerable groups such as the elderly and those with special needs.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The app has empowered citizens to actively participate in safety efforts by reporting incidents, receiving updates and accessing real-time support. ▪ The geolocation feature allows for faster and more accurate deployment of emergency services, significantly reducing response times. ▪ Tailored features for seniors, tourists, and other vulnerable populations have ensured inclusive security measures, fostering trust across diverse demographics ▪ By integrating multiple communities under a single security platform, the app has facilitated better coordination and resource sharing between local governments. ▪ The app has won awards for its innovative approach to urban safety (2016 Madrid Award for Best Social Innovation).

Limitations	<p>No information related to limitations found, but some limitations can be identified. For example, not all citizens, especially the elderly or those in low-income groups, have access to smartphones or the internet, limiting their ability to use the app effectively. Although the app supports multiple languages, tourists or residents who are not familiar with these languages may still find it difficult to understand and use its features.</p> <p>The app collects geolocation and personal data which can raise concerns about how securely this information is stored and used, despite assurances of robust cybersecurity measures.</p> <p>The app relies heavily on user engagement for incident reporting and feedback, so limited participation in some areas reduces the effectiveness of the system.</p>
Sustainability	<p>Since the creation of the APP, many municipalities have used it.</p> <p>The platform relies on cooperation between municipal authorities, law enforcement, and technology providers to maintain its functionality and reach. This collaborative approach secures both operational and financial support. The APP is adaptable to changing local needs, allowing for expansion without having to rebuild.</p>

ES-13: B.MUUN App

Abstract	B.MUUN is an app designed to improve women's safety by providing a platform where users can report concerns and help each other navigate safely to their destinations. It also offers a network of 'Puntos B.MUUN', certified physical places where women can seek refuge if they feel unsafe.
Source Material	<ul style="list-style-type: none"> ▪ https://bmuun.com/ ▪ https://fearless.es/b-muun-la-herramienta-de-seguridad-para-todas-las-mujeres/ ▪ https://www.lespanol.com/mujer/protagonistas/20240410/espanolas-crean-primera-aplicacion-movil-protége-mujeres-acoso-callejero/846415426_0.html
Location(s) of Implementation	No information about its implementation because the APP is under development. There was a pilot test with about 500 women but no information has been found.
Contextual Characteristics	No information available.
Time of implementation	The App is now under development.
Organisations in Charge	No additional information except for the people designing the App.
Priority Area(s)	Violence against women in public place

Objective(s)	<p>The app is aimed at improving women's safety and fostering a supportive community to address concerns about harassment and insecurity in public spaces.</p> <ul style="list-style-type: none"> Enhance personal safety Create a safe network Raise awareness and collaboration Empowering women Combating street harassment
Vulnerable Populations Targeted	Women
Case Study Description	<p>B.MUUN is an innovative app designed to improve women's safety and combat street harassment through community-driven tools and support networks. The app provides an easy-to-use platform for women to report safety concerns and share real-time updates, helping others navigate safer routes to their destinations. This crowdsourced data creates a dynamic map of safe routes, encouraging collective vigilance.</p> <p>A key feature is the Puntos B.MUUN network's certified physical locations, such as trained businesses, where women can seek assistance if they feel unsafe. These points serve as safe havens and provide immediate support in moments of need. The app also works with value-aligned partners, including businesses and online services, to promote resources and awareness within the community.</p> <p>B.MUUN's approach is unique in its dual focus on digital tools and real-world safety measures. By integrating technology with trusted physical spaces, the app bridges the gap between virtual safety and tangible support. Its mission is to create a safer, more connected environment for women, empowering them to navigate public spaces with confidence and peace of mind.</p>
Stakeholders Involved	Citizens
Social Innovation Methodology	<p>The innovative aspect of the B.MUUN app is its community-driven approach to women's safety.</p> <p>The app enables women to share real-time safety information, allowing users to choose safer routes based on shared reports. This peer-supported model creates a dynamic map of safety.</p> <p>Physical locations, such as shops, are trained to provide assistance to women in distress. This concept extends safety measures into the physical world, bridging digital and real-life support.</p> <p>The app works with businesses and professionals who share its commitment to women's safety, providing a space for visibility and resource sharing within the community.</p> <p>Unlike general safety apps, B.MUUN specifically targets street harassment and insecurity faced by women, addressing an often overlooked issue.</p>

Key Outcomes & Lessons Learned	As the App is under development, no information available
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Annex J: Full Case Studies – Other Countries

INT-01: Security by Design: how to render public spaces both safe and open to all (United Kingdom)

Abstract	The project, implemented by EFUS within the framework of the Cutting Crime Impact (CCI) and PACTESUR initiatives, aims to improve the safety of public spaces in cities through a CPTED approach, preventing crime and promoting the inclusivity of urban spaces.
Source Material	<ul style="list-style-type: none"> ▪ https://efus.eu/topics/public-spaces/security-by-design-how-to-render-public-spaces-both-safe-and-open-to-all/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ London, United Kingdom
Contextual Characteristics	Project implemented in large cities with diverse public safety challenges. The urban area suffers from the problem of petty crime, the risk of terrorist attacks and the threat of exclusion of certain social groups, especially in neglected areas. The CPTED approach aims to improve the safety and quality of life of residents and to prevent crime through appropriate spatial design.
Time of implementation	March 2021 (Conference).
Organisations in Charge	<ul style="list-style-type: none"> ▪ EFUS ▪ Local authorities of project cities
Priority Area(s)	Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Reducing crime in public spaces, especially in the context of petty crime and terrorist threats. ▪ Increasing the resilience of cities to threats, both those related to crises and everyday problems in public spaces. ▪ Promoting an inclusive approach to the design of public spaces that prevents exclusion of any social group. ▪ Proper implementation of CPTED principles that aim to improve the safety and comfort of users of urban spaces.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Osoby zagrożone przestępczością, takie jak mieszkańcy obszarów o wyższym ryzyku przestępczości, ▪ osoby narażone na wykluczenie społeczne (np. osoby bezdomne).
Case Study Description	The case study concerns the implementation of Security by Design in European cities, aiming to improve the security of public spaces. The project is based on the prevention of crime, including terrorism, through the appropriate design of spaces, taking into account both physical and social aspects. The application of CPTED principles involves an analysis of local needs and the specifics of the area, focusing on specific spaces. Crucial to the effectiveness of this approach is the involvement of all stakeholders, including local authorities, law enforcement and the community, to create tailored solutions.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ Police – both at local and national level, responsible for security and threat management in public spaces. ▪ Planners – professionals responsible for designing public spaces to ensure safety. ▪ Local communities – residents of cities and areas whose needs and opinions are taken into account when designing and managing public spaces. ▪ International organisations – such as EFUS, which organises projects such as Cutting Crime Impact (CCI) and PACTESUR.
Social Innovation Methodology	<p>Collaboration – encouraging different groups such as authorities, police, planners and experts to work together to create safe and well-designed public spaces.</p> <p>Taking into account the views of local communities – involving residents and space users in design to better respond to their needs and expectations, creating spaces that are safe and accessible.</p> <p>Taking a place- and time-specific approach – tailoring actions to specific site conditions and current risks, so that changes made are effective and appropriate.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Appropriate space design helps to ensure safety – if public spaces are well planned and consider safety from the outset, this reduces crime and improves feelings of safety. ▪ Collaboration – local authorities, police, planners, experts and residents need to work together to create spaces that are safe and meet everyone's needs. ▪ A balance needs to be struck between openness and safety – public spaces need to be open and accessible, but also properly protected. Too much security can exclude some sections of the community. ▪ Tailoring to local conditions – each city has its own specific needs and risks, so solutions need to be site-specific. ▪ Using data and research – using research and data helps to create more effective solutions for urban safety. ▪ Avoiding social exclusion – when designing spaces, it is important to avoid actions that exclude certain groups, such as the homeless, by ensuring that the space is accessible to all residents. ▪ Monitoring and adaptation – it is important to continuously monitor public spaces and adapt them to changing needs and risks.
Limitations	<p>Because of the language, there may be problems finding more extensive material on the project, and there may be problems reaching the people who are responsible for the project.</p>
Sustainability	<p>Sustainability in the context of urban public spaces is about implementing the CPTED approach, which aims to improve safety while keeping these spaces open and accessible to different social groups. Sustainability encompasses both the physical and social aspects of urban design, taking into account the needs of residents and preventing the exclusion of certain groups. Collaboration between different stakeholders, such as local authorities, planners and the police, is key to the successful implementation of these principles.</p>

INT-02: The Hollie Guard app - the personal safety app designed to protect users in situations of potential danger

Abstract	The Hollie Guard app was created in the UK as a personal safety tool to help individuals protect themselves in potentially dangerous situations. It was developed by the Hollie Gazzard Trust in memory of Hollie Gazzard, a young woman who tragically lost her life in 2014 due to domestic violence. The app provides a range of features designed to support those at risk of violence, particularly in situations of stalking or domestic abuse.
Source Material	<ul style="list-style-type: none"> ▪ https://hollieguard.com/ ▪ https://www.college.police.uk/support-forces/practices/hollie-guard-app ▪ https://holliegazzard.org/hollie-guard/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ All throughout the UK
Contextual Characteristics	The Hollie Guard app was created in the UK as a direct response to the tragic murder of Hollie Gazzard in 2014. Hollie, a young woman from Gloucestershire, was killed by her ex-partner in a violent act of domestic abuse. Her death sparked a wave of support for initiatives aimed at improving the safety of individuals, particularly those at risk of domestic violence and stalking. The Hollie Gazzard Trust, founded in her memory, developed the Hollie Guard app to provide a tool that could help people in vulnerable situations, especially women, feel safer in everyday environments.
Time of implementation	The app was launched in 2015.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Hollie Gazzard Trust
Priority Area(s)	public places personal space
Objective(s)	<ul style="list-style-type: none"> ▪ Providing Immediate Protection ▪ Building a Safety Network ▪ Collecting Evidence ▪ Supporting Vulnerable Groups
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ females ▪ girls ▪ other vulnerable groups

Case Study Description	<p>The Hollie Guard app was created in the UK as a personal safety tool to help individuals protect themselves in potentially dangerous situations. It was developed by the Hollie Gazzard Trust in memory of Hollie Gazzard, a young woman who tragically lost her life in 2014 due to domestic violence. The app provides a range of features designed to support those at risk of violence, particularly in situations of stalking or domestic abuse.</p> <p>Key Features of the Hollie Guard App:</p> <ol style="list-style-type: none"> 1. Panic Button: The app allows users to activate a panic alert by shaking their phone, which sends an immediate distress message with their location to pre-selected emergency contacts. This feature is particularly useful if the user is unable to speak or make a call. 2. Journey Tracker: It tracks users' planned journeys and sends real-time updates to contacts, ensuring the user's safety while commuting or walking alone. If the user doesn't confirm their safe arrival at a destination, the app triggers an alert to contacts. 3. Audio and Video Recording: The app secretly records audio and video when the user is in distress, providing evidence of the situation that could be vital for police investigations or legal proceedings. 4. Incident Logging: Users can log incidents of abuse or harassment, including date, time, and details, helping to build a timeline of events that can be used in legal or support services. 5. Hollie Guard Extra: The app offers a premium version called Hollie Guard Extra, which connects users to a monitoring center that can dispatch emergency services if needed, adding an extra layer of protection. 6. Visibility and Alerts: In addition to sending alerts to contacts, the app offers a feature that allows users to discreetly trigger alerts without others noticing, enhancing their safety if they are in a situation where they cannot visibly use the app. <p>The app reflects a broader societal context in which there is an increasing focus on preventing and addressing domestic violence through both technological innovation and public education. It also aims to provide survivors of abuse with a sense of control over their safety, allowing them to act quickly in distressing situations.</p> <p>Hollie Guard is specifically aimed at individuals who might be at risk due to domestic abuse or other forms of violence. By providing a straightforward, discreet way to raise an alert, the app helps users feel safer and more in control.</p>
Key Outcomes & Lessons Learned	<p>The Hollie Guard app has helped raise awareness about domestic violence and stalking and is widely used in the UK. It empowers individuals by giving them tools to protect themselves, while also offering crucial information for those working in support services, law enforcement, or emergency response.</p>
Limitations	<ul style="list-style-type: none"> ▪ fear ▪ lack of digital literacy ▪ lack of digital device access
Sustainability	<p>Not applicable yet.</p>

INT-03: The UK-based app Panic Guard - keeps people safe at work, at home and in their communities

Abstract	The PanicGuard app is a UK-based personal safety solution designed for individuals and businesses to enhance security and peace of mind. It offers features such as real-time location tracking, emergency alerts, and tools like incident reporting and check-ins. The app is tailored for various use cases, including lone workers, students, outdoor enthusiasts, and caregivers. It provides discreet modes like "Ghost Mode" for privacy, mass communication capabilities, and integration with emergency services.
Source Material	<ul style="list-style-type: none"> ▪ https://panicguard.com/ ▪ https://www.rsgsecurity.co.uk/blog/security-thoughts/are-you-using-panic-guard-yet
Location(s) of Implementation	All throughout the UK.
Contextual Characteristics	The PanicGuard app is contextually characterized by its focus on security and adaptability, catering to personal and professional safety needs.
Time of implementation	The PanicGuard app was launched on January 11, 2012. It has been recognized for its innovative approach to personal security, including being endorsed by the UK Police's Secured by Design initiative for crime prevention.
Organisations in Charge	PanicGuard Ltd
Priority Area(s)	Public places, personal homes.
Objective(s)	<ul style="list-style-type: none"> ▪ Facilitate rapid assistance during emergencies by enabling users to send discreet alerts and real-time location tracking to designated contacts or emergency services ▪ Reduce the risks of personal harm by proactively monitoring users' routes and behaviours in threatening situations. It's designed to discourage potential threats through visible and hidden safety features ▪ Provide specific tools for lone workers, students, outdoor enthusiasts, and vulnerable populations, including features like "Check-In" and "Ghost Mode" for tailored security solutions ▪ Support users in documenting and managing incidents with detailed reports that include location data, video recordings, and timestamps to aid investigations or workplace compliance ▪ Help businesses comply with safety regulations by equipping employees, particularly those in high-risk or isolated environments, with effective personal safety tools
Vulnerable Populations Targeted	Citizens.

Case Study Description	<p>In the UK, the PanicGuard app is primarily used as a personal safety tool for individuals and organizations. It is designed to enhance security and provide quick responses during emergencies. Key use cases include:</p> <ol style="list-style-type: none"> 1. Personal Safety: Individuals can use the app for real-time location tracking, emergency alerts, and features like "Check In" to reassure others of their safety. It's popular among students, lone travelers, and outdoor enthusiasts. 2. Lone Worker Safety: Employers use the app to protect employees working in isolated or potentially hazardous environments. It includes features like live monitoring, incident reporting, and discreet alerting mechanisms such as "Ghost Mode." 3. Caregiving and Elderly Support: Caregivers use it to monitor vulnerable individuals, ensuring they have immediate access to help if needed. 4. Emergency Response: The app connects users with emergency services and allows users to discreetly send alerts, even in high-risk situations, ensuring swift assistance. <p>The app is tailored to individual needs and business solutions, making it a versatile choice for enhancing personal and workplace safety in various contexts.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ Local enforcement agencies
Limitations	<ul style="list-style-type: none"> ▪ lack of digital knowledge ▪ lack of digital tools ▪ lack of trust in the app's efficiency ▪ lack of visibility for the app

INT-04: See.Sense initiative - enhancing cycling safety and infrastructure through smart bike lights and advanced data technology

Abstract	<p>The See.Sense initiative in the UK is focused on enhancing cycling safety and infrastructure through smart bike lights and advanced data technology. The company started in 2013 with intelligent bike lights that adapt their brightness and flashing patterns based on real-time conditions, such as approaching junctions or encountering poor visibility.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://seesense.cc/ ▪ https://www.britishcycling.org.uk/SeeSense ▪ https://www.ukii.uk/report/profile/seesense ▪ https://www.great.gov.uk/microsites/biginamerica/cast-list/see-sense/
Location(s) of Implementation	<p>All throughout the UK</p>

Contextual Characteristics	<p>The See.Sense initiative in the UK was created to enhance cycling safety and infrastructure using smart technology. It was founded in 2013 by husband-and-wife team Philip and Irene McAleese in Northern Ireland. The concept originated after Philip, a cyclist and engineer, experienced a near-miss while cycling. This incident inspired the development of intelligent bike lights designed to make cyclists more visible and reduce accidents.</p> <p>The context of its creation reflects growing awareness of the need for smarter, data-driven approaches to active travel and a safer, more sustainable urban mobility system. For more information.</p>
Time of implementation	The initiative was founded in 2013.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Philip and Irene McAleese
Priority Area(s)	Micromobility & public places
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance Cyclist Safety ▪ Collect Data for Better Infrastructure ▪ Promote Sustainable Urban Mobility ▪ Advocate for Cycling-Friendly Policies
Vulnerable Populations Targeted	Citizens.
Case Study Description	<p>The See.Sense initiative in the UK was created to enhance cycling safety and infrastructure using smart technology. It was founded in 2013 by husband-and-wife team Philip and Irene McAleese in Northern Ireland. The concept originated after Philip, a cyclist and engineer, experienced a near-miss while cycling. This incident inspired the development of intelligent bike lights designed to make cyclists more visible and reduce accidents.</p> <p>The See.Sense bike lights adapt their brightness and flashing patterns in response to environmental changes such as road conditions, speed, and light levels. They also incorporate sensors that collect anonymized data about cycling behavior, road surface quality, and near-miss incidents. The collected data aims to inform urban planning and improve cycling infrastructure, addressing challenges cyclists face in urban and rural settings.</p> <p>This initiative aligns with broader goals of promoting sustainable travel, improving road safety, and advocating for better infrastructure to support cyclists. Cities such as London, Dublin, and Manchester have partnered with See.Sense to use its technology in pilot programs, leveraging the data to optimize cycling routes and reduce risks for cyclists.</p>

INT-05: Run. Hide. Tell. Campaign

Abstract	<p>The “Run, Hide, Tell” campaign is based on the Protection motivation theory (PMT) (Maddux & Rogers, 1983; Rogers, 1975). This theory of persuasive communication proposes that responses to protective health messages will be influenced by risk perceptions (threat appraisals) and perceived self- and response efficacy (coping appraisals). The PMT is the most appropriate theoretical framework for “Run, Hide, Tell” guidance as provides a recommended response.</p> <p>This case study investigates the impact of the UK’s “Run, Hide, Tell” guidance on public preparedness for terrorism in the UK and Denmark. Using a survey experiment, it evaluates the guidance’s effectiveness in promoting protective behaviors, trust in security services, and mitigating dangerous responses. The study highlights cross-national similarities and recommends refining communications to reduce perceived response costs and enhance adaptability across contexts.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://onlinelibrary.wiley.com/doi/10.1111/risa.13301 ▪ https://www.wiltshire.police.uk/police-forces/on/rht/ ▪ https://www.counterterrorism.police.uk/safetyadvice/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ United Kingdom ▪ Denmark
Contextual Characteristics	To test the impact of the campaign a survey was completed by 3,003 participants (1,500 U.K.-based and 1,503 Danish-based respondents) via online.
Time of implementation	Data were collected between June 22 and July 21, 2016.
Organisations in Charge	Organization in charge of the development of the Run. Hide. Tell campaign (video and leaflet) was UK police.
Priority Area(s)	Terrorism, public security.
Objective(s)	<p>Assess the impact of “Run, Hide, Tell” guidance on perceptions about terrorism, the security services, and responses to a hypothetical MTFA scenario.</p> <p>Test whether factors identified from the broader health and risk communication literature (namely, trust and coping appraisals) predict willingness to follow protective health advice issued by police to counter terrorism.</p> <p>Investigate the applicability of Protection Motivation theory across contexts and establish the suitability of using risk communications designed for use in the United Kingdom in other European countries.</p>

Case Study Description	This case study describes a survey experiment carried out by 3,003 U.K. and Danish participants that were randomly assigned to one of three conditions: no information, a leaflet intervention, and a film intervention to examine the impact of "Run, Hide, Tell" advice on perceptions about terrorism, the security services, and intended responses to a hypothetical terrorist firearms attack. Results demonstrate important benefits of pre-event communication in relation to enhancing trust, encouraging protective health behaviours, and discouraging potentially dangerous actions. However, these findings also suggest that future communications should address perceived response costs and target specific problem behaviours. Cross-national similarities in response suggest this advice is suitable for adaptation in other countries.
Stakeholders Involved	Citizens from UK and Denmark
Social Innovation Methodology	The method of innovation is the involvement of citizens (who should really use this tool) to evaluate the impact of this campaign.
Key Outcomes & Lessons Learned	This study highlights the benefits of public communication in preparing for firearm-related terrorist attacks. Pre-event messaging improves perceptions of security services' preparedness, enhances trust in official guidance, and dispels the assumption of public panic. The findings suggest that such campaigns positively influence life-saving behaviours and discourage nonprotective actions. To improve the effectiveness of the "Run, Hide, Tell" guidance, future efforts should address perceived barriers to compliance and focus on mitigating intuitive but risky behaviours. Furthermore, unless the leaflet is changed to include more actionable advice, the film is a more effective means of communication. Similarities in the impact of the "Run, Hide, Tell" guidance in the United Kingdom and Denmark suggest that this type of guidance could be adapted for use in other countries.
Limitations	The study's findings are based on behavioural intentions rather than actual behaviour, acknowledging that factors like social reactions, habits, and volitional control may affect how closely behaviour aligns with intentions. It utilized a hypothetical scenario to test responses to the "Run, Hide, Tell" guidance, which limits its ability to predict real-life behaviour. While such scenario-based research is common for rare, high-impact events, its validity needs confirmation through real incidents and long-term studies. Self-reported data may be influenced by social desirability bias, though online surveys typically yield more honest responses than in-person methods. Including a "protective behaviour" measure mitigates potential overstatements of compliance. Sample bias is another limitation, as online surveys exclude those without internet access, and cultural differences in response styles might have minor impacts despite demographic representation efforts. However, consistent results across countries suggest minimal cultural bias.
Sustainability	The run. hide. tell strategy is still in use today, but no data have been found on new studies to test its efficacy in other contexts.

INT-06: See it. Say it. Sorted campaign

Abstract	The "See It. Say It. Sorted" campaign promotes public vigilance in identifying and reporting suspicious activity on public transport. It encourages passengers to stay alert, share concerns discreetly, and contribute to safer journeys for everyone by reporting issues promptly.
Source Material	<ul style="list-style-type: none"> ▪ https://aml-group.com/our-work/see-it-say-it/ ▪ https://www.tandfonline.com/ ▪ https://www.gov.uk/ ▪ https://arquivo.pt/
Location(s) of Implementation	An online survey was carried out in the UK and Denmark. Two identical surveys were conducted, one in the UK and one in Denmark, to test the impact of messages in different national contexts.
Contextual Characteristics	The survey was conducted over the internet by Lightspeed GMI (GMI) on 1505 UK-based and 1500 Danish-based respondents.
Time of implementation	Data was collected between 16 January and 6 February 2017 – shortly after the See It. Say It. Sorted campaign had been launched in the UK, but before it had been extensively promoted on the UK transport network.
Organisations in Charge	The survey was conducted by Lightspeed GMI (UK) which is a market research and public opinion polling.
Priority Area(s)	Public transport, security, rail networks, counter-terrorism policing, cooperation.
Objective(s)	<ul style="list-style-type: none"> ▪ To raise public awareness of their role in maintaining safety and to foster cooperation in counter-terrorism efforts. ▪ To address the challenges of policing large, open rail networks where passengers are often the first to observe suspicious behaviours.
Case Study Description	<p>Builds on the U.S. campaign "If You See Something, Say Something" by adding a "sorted" element, which reassures the public that their reports will be taken seriously and acted upon.</p> <p>Focuses on both unattended items and behaviours indicative of hostile reconnaissance, reflecting a shift in terrorist tactics toward more subtle preparations, such as mapping out security arrangements.</p> <p>The campaign addresses the public's hesitation to report due to uncertainty about what qualifies as suspicious behaviour. Evidence shows the public is more likely to report clear threats (e.g., unattended items) than ambiguous behaviours (e.g., filming CCTV cameras).</p> <p>See it. Say it. Sorted it. significantly increases the likelihood of reporting in ambiguous scenarios by providing specific guidance and examples of effective reporting.</p> <p>The "sorted" element of the campaign is particularly impactful in increasing trust and ensuring reports are seen as worthwhile.</p>

<p>Stakeholders Involved</p>	<p>The most recent British Transport Police campaign to focus on protective security – ‘See it. Say it. Sorted’ – was launched in November 2016. This campaign was designed by the UK government, police and the rail industry to raise awareness of the role of the public in keeping themselves and others safe. It echoes the language of the US Department of Homeland Security ‘If you see something, Say something’ campaign, but builds upon this and on previous UK messaging by adding a ‘sorted’ element to reassure members of the public that the police will respond to reports. Reflecting a shift in terrorist tactics towards suicide attacks, it also provides greater emphasis than earlier campaigns on the need to look out for suspicious behaviours associated with hostile reconnaissance as well as unattended items.</p>
<p>Social Innovation Methodology</p>	<p>The "See it. Say it. Sorted" campaign introduces several innovative elements that enhance its effectiveness as a public vigilance initiative for rail security.</p> <p>Unlike earlier campaigns, "See it. Say it. Sorted" reassures the public that their reports will be taken seriously and acted upon. This addresses a critical barrier to reporting—uncertainty about whether their input will make a difference or be deemed important. The inclusion of success stories, such as real-life cases where public reporting led to the prevention of potential terrorist attacks, fosters trust and confidence in the reporting process.</p> <p>The campaign goes beyond emphasizing unattended items, incorporating behaviours like hostile reconnaissance (e.g., mapping out security arrangements or filming CCTV cameras). This reflects a shift in counter-terrorism strategy to address more subtle, preparatory actions by attackers, broadening the scope of public vigilance. The use of simple, easy-to-remember phrases (“See it. Say it. Orderly”) makes the campaign easy to understand and remember, especially in high-stress situations. This approach ensures that the message resonates with diverse demographics, including passengers who may not have previous experience with safety campaigns. The campaign was designed to be adaptable across different cultural and national contexts, making it scalable for public vigilance campaigns in other countries. For example, although Denmark has fewer experiences with transit-related terrorism, the campaign still effectively increased reporting intentions, demonstrating its universal appeal. On the other hand, the campaign emphasizes collaboration between different actors such as the public, rail staff, and police. By involving passengers as active participants in security, it helps address the challenges of policing large, open systems like rail networks where constant professional monitoring can be impractical. Finally, the campaign leverages hypothetical scenarios to clarify what constitutes "suspicious behaviour," reducing the public's hesitation rooted in uncertainty. For instance, the campaign emphasizes behaviours like filming CCTV cameras, which might otherwise be overlooked by passengers unfamiliar with counter-terrorism indicators.</p>

Key Outcomes & Lessons Learned	<p>“See it. Say it. Sorted.” has appeared on 11,000 static and digital posters, and been broadcast as announcements across 5,000 stations and 13,000 trains. The campaign can now also be seen and heard on buses, trams, the London Underground, airports and ferry terminals. But most importantly of all, texts and calls to British Transport police relating to suspicious circumstances have increased by 365% in the 3 years the campaign has been running. The phrase ‘See it. Say it. Sorted.’ has entered the public consciousness. Brands have spoofed it, comedians quote it. It’s appeared on a poster at Twitter’s UK HQ and in The Times newspaper as the name for a column about pronunciation. The campaign was tested in UK and Denmark to evaluate the transferability of its message. UK participants showed higher initial willingness to report, likely due to greater exposure to counter-terrorism campaigns and history of mass transit attacks. Despite differences, the “see it. say it. sorted” campaign effectively increased reporting intentions in both contexts. The “See it. Say it. Sorted.” campaign demonstrates how targeted public communication can enhance safety awareness and reporting behaviours, making it a potential model for other countries’ counter-terrorism efforts.</p>
Limitations	<p>Information about limitations of the campaign was not found. However, it can be identified two potential risks. On the one hand, prolonged exposure to the same messaging can lead to desensitization, reducing public attentiveness over time. Thus, as mitigation measure periodic refreshes are essential to keep public engagement. On the other hand, keeping trust in law enforcement and public institutions is critical, as any perceived failures (e.g., unresponsiveness to reports) could affect the campaign’s credibility. In this regard, frequently assessing the campaign’s impact and adapt based on data to address emerging challenges.</p>
Sustainability	<p>No information about this aspect was found but we can draw some conclusions based on the information available to us. Firstly, the campaign’s emphasis on educating the public about subtle, preparatory behaviours (e.g., hostile reconnaissance) ensures its relevance as terrorist tactics evolve. However, maintaining public engagement will require periodic updates to align with emerging security threats. Moreover, it is noticeable that the campaign relies on strong partnerships between the government, police, and rail industry, ensuring consistent reinforcement of its messages. However, continued institutional support and funding are crucial for sustaining these efforts over time and this sometime can be very difficult. Another important point is that long-term sustainability may be threatened by potential public fatigue or complacency, especially if reports do not lead to visible action or results. There is also a risk of overreporting, which could strain police resources and reduce trust if reports are not addressed promptly. On the other hand, the campaign’s success depends on reaching diverse groups of people. Expanding outreach to communities less engaged with transit security or with limited understanding of counter-terrorism will be essential. Finally, sustainability depends on the preparedness of rail staff and police to handle public reports. Ongoing training and robust reporting mechanisms are critical to ensure reports are processed efficiently and effectively.</p>

INT-07: National Neighbourhood Watch Programme – USA

Abstract	<p>Neighbourhood Watch is one of the oldest and most recognisable crime prevention initiatives in North America. Established in 1972 as an initiative of the National Sheriffs' Association (NSA) in response to the increase in crime in the 1960s, the programme aims to actively engage citizens in working with local law enforcement to make neighbourhoods safer and improve the quality of life for residents. The cornerstone of the programme's work is educating the community on how to recognise and report suspicious activity and strengthening neighbourhood relationships. Neighbourhood Watch groups, often organised around specific neighbourhoods, operate mainly through the involvement of volunteers. Their activities include patrols, disseminating crime prevention information, organising meetings and working with law enforcement. A key aspect is renewing a sense of control over the neighbourhood and building community.</p> <p>The programme has evolved in response to changing community needs, particularly after events such as the 11 September 2001 attacks highlighted the importance of emergency preparedness. Neighbourhood Watch empowers communities to proactively address crime and community disasters by offering a collaborative model that works successfully in a variety of locations and settings.</p>
Source Material	https://www.nnw.org/
Location(s) of Implementation	United States of America
Contextual Characteristics	Urban and public spaces, with a focus on low-security neighbourhoods.
Time of implementation	Since 1972.
Organisations in Charge	<ul style="list-style-type: none"> ▪ National Sheriffs' Association (NSA) ▪ USAonWatch ▪ Local government agencies and law enforcement
Priority Area(s)	Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Reduce the number of crimes committed by involving residents in observing and reporting suspicious behaviour and activities. ▪ Strengthen social ties at neighbourhood level and build a sense of community among residents. ▪ Increasing the awareness and knowledge of residents in the community through training and educational meetings. ▪ Encouraging people to take an active role in protecting their neighbourhood community. ▪ Increase emergency preparedness.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Older people, ▪ Children and young people, ▪ Residents of high-crime areas, ▪ People living alone.
Case Study Description	<p>The Neighbourhood Watch programme is an initiative that was started by the National Sheriffs' Association (NSA) in 1972 to involve citizens in efforts to improve safety in local communities. The aim of the programme is to reduce crime and improve the quality of life by having residents work together with local law enforcement. Residents form groups to monitor their neighbourhoods, report suspicious activity and work with the police. Neighbourhood Watch not only focuses on crime prevention, but also on building stronger community ties. Modern forms of communication, including social media, have been incorporated into the programme, allowing for a quicker response and spreading information about threats.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Residents of local communities. ▪ Local services (police). ▪ Local authorities.
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ An important element is the cooperation between residents and the local police. ▪ Organising regular meetings to share information so that security awareness can be raised. ▪ Providing in-person training in partnership with the Bureau of Justice Assistance through the NSA's Neighbourhood Watch Toolkit has enabled the NSA to train over 3,500 officers/deputies and over 1,500 community leaders.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Reducing crime in neighbourhoods where the programme has been implemented. ▪ There has been an increased sense of security in the local communities as a result of the cooperation between residents and the police. ▪ The programme leads to greater community involvement and integration of residents. ▪ Through the use of tools such as social media, the speed of response to threats has increased.
Limitations	<p>Because of the language, there may be problems finding more extensive material on the project, and there may be problems reaching the people who are responsible for the project.</p>
Sustainability	<p>The programme is evolving and adapting to new challenges, such as technological changes. Modern forms of communication, such as social media and mobile applications, have become an integral part of the programme, ensuring its future adaptation and effectiveness.</p> <p>The programme continues in the US, but is also being adapted in other countries such as Canada, the UK and Australia, where its principles are being introduced to new communities. This extension enables the programme to maintain a lasting impact on different target groups.</p>

INT-08: Safe Bars – USA

Abstract	<p>Safe Bars offers training for bar and restaurant staff to help them respond to aggressive and unacceptable behaviour, such as sexual violence. The programmes include learning how to effectively intervene in situations where someone witnesses violence. Additionally, Safe Bars teaches how to de-escalate tense situations and how to build a more open and safer atmosphere where everyone feels respected. The aim is to create safe spaces for both guests and employees</p> <p>Safe Bars also supports the development of local chapters that help implement these principles in different cities and communities, providing ongoing support and training.</p>
Source Material	<ul style="list-style-type: none"> ▪ https://safebars.org/ ▪ https://safebars.org/story ▪ https://safebars.org/about ▪ https://safebars.org/training ▪ https://safebars.org/chapter ▪ https://www.safebarspact.com/safe-bars-training ▪ https://safecenter.org/safe-bar/
Location(s) of Implementation	Safe Bars covers a variety of cities and communities in the United States. The programme has been implemented in more than 30 cities, covering venues such as bars, restaurants, clubs and event spaces.
Contextual Characteristics	<p>Urban areas: bars, nightclubs and restaurants in large cities, neighbourhoods of high as well as low socio-economic status.</p> <p>Spaces associated with nightlife: establishments serving alcohol, which are key points of intervention in countering sexual violence.</p>
Time of implementation	Since 2013.
Organisations in Charge	Safe Bars, an organisation that implements and develops training programmes and supports establishments at national and international level.
Priority Area(s)	Mass Events & Crowded Places, Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Safe Bars offers training for bar and restaurant staff, teaching them how to intervene when aggressive behaviour is spotted and how to de-escalate conflict. ▪ Creating safe and inclusive spaces. ▪ Safe Bars educates local communities about the impact of alcohol on violence and the importance of witness intervention ▪ The programme fosters a safe environment, which positively impacts customer experience and loyalty to the venue.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women who are particularly vulnerable to sexual violence in public spaces associated with nightlife. ▪ The LGBTQ+ community, who often experience discrimination and violence in public spaces. ▪ Employees struggling with aggressive customer behaviour and violence in the workplace. ▪ Young adults, a group who frequent places serving alcohol, where inappropriate alcohol-related behaviour can occur.
Case Study Description	<p>Safe Bars is a programme established in 2013 that aims to create safe and inclusive spaces in places that serve alcohol, such as bars, restaurants and clubs. The programme offers training for staff. Trainings include: witness intervention, de-escalation and allyship skills to prevent sexual violence and other forms of aggression. These trainings help create an atmosphere of respect and safety for both staff and guests. Safe Bars operates in more than 30 cities in the US and Canada, and is developing local programmes that provide training at the community level. The initiative focuses on increasing community involvement in preventing violence by promoting cultural change in the hospitality industry.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Bartenders, waiters, bar and restaurant staff receiving training in witness intervention, de-escalation and alliance skills. ▪ Communities where Safe Bars programmes are introduced, engaging in efforts to change the culture of safety in public spaces. ▪ Managers and owners of bars, restaurants and other venues serving alcohol who are implementing Safe Bars programmes in their venues.
Social Innovation Methodology	<p>Safe Bars organises live training sessions where participants practise the skills they have learnt, such as witness intervention, de-escalation and alliance skills. Trainings are tailored to the needs of the location.</p> <ul style="list-style-type: none"> ▪ Safe Bars supports development in different cities, allowing communities to be involved in creating locally tailored solutions. The programme offers support in the form of training for trainers, who then lead activities in their communities ▪ Safe Bars helps bar and restaurant owners to change their work culture and implement violence prevention policies to create safe workplaces. ▪ Safe Bars engages local communities in sexual violence and aggression prevention education. These programmes promote the involvement of wider groups in creating positive social norms and building safer environments.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ The Safe Bars programme helps to instil a culture of respect and safety, which has reduced incidents of sexual violence and aggression in bars, restaurants and clubs ▪ Witness intervention training shows effectiveness, with bar and restaurant staff learning how to respond to aggression and unwanted behaviour, which increases the sense of safety among both staff and guests. ▪ Local Safe Bars programmes enable the community to be involved in preventing violence, creating a stronger sense of ownership and commitment to creating safer public spaces ▪ By implementing Safe Bars programmes, venues gain customer loyalty, which has a positive impact on the sustainability and financial success of businesses ▪ Further adaptation of training to the specificities of different regions and types of premises is needed, allowing for even better engagement of staff and communities.

Limitations	Because of the language, there may be problems finding more extensive material on the project, and there may be problems reaching the people who are responsible for the project.
Sustainability	<ul style="list-style-type: none"> ▪ Safe Bars is developing a network of local programmes in different cities and communities that provide training and support further education about safety in spaces serving alcohol. Local programmes ensure continuity of activities and adapt programmes to the needs of their community. ▪ Safe Bars offers ongoing support and updates to local programmes, providing them with the tools and resources they need to maintain and grow their programme in the long term.

INT-09: THE PARK AT FOREST-AUDELIA

Abstract	Better Block took 40 parking spots in a lot and turned it into a pop-up park, complete with a kids area, a stage, and a half basketball court. Accessible pedestrian crosswalks and landscaping define the space, which offers seating for over 150 people, including benches, outdoor bean bags, and movable tables. A flexible stage accommodates live performances, while string lights add a vibrant, cozy atmosphere for events like festivals and concerts.
Source Material	<ul style="list-style-type: none"> ▪ https://www.betterblock.org/forestaudelia ▪ https://www.insidehook.com/design/case-tactical-urbanism ▪ https://www.betterblock.org/post/interim-design-tactical-urbanism-a-new-civic-engagement-approach-in-action
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Dallas, Texas, USA
Contextual Characteristics	Urban area. The park is located in parking lot near a residential area in the middle of a high crime neighbourhood.
Time of implementation	From October 15th to November 14th, 2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Volunteers - Local Community ▪ Dallas Parks Department ▪ The Better Block Foundation
Priority Area(s)	Public Places
Objective(s)	Organize community meetings or workshops to discuss local needs and the process of initiating change. Advocate for safer spaces and influence local planning. Collaborate with local leaders, neighbourhood organizations, events focused on urban improvement.

Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ children ▪ women with children ▪ All citizens
Case Study Description	The Park at Forest–Audelia was launched as a Project Safe Neighborhoods effort, employing concepts to promote safety and vibrancy.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ nearby residents ▪ citizens
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Signalling the problems: high crime area without public spaces. Initiating successive, spontaneous and planned meetings with the District 2 Administration, the neighbours and colleagues. ▪ With the help of the stakeholders, The Better Block Foundation designed the park to be a community oasis.
Key Outcomes & Lessons Learned	The involvement of the local community helped solved an urgent safety problem and brought permanent change in the public space. Given the community an opportunity to find each other.
Sustainability	Ongoing - installation of the permanent park.

INT-10: Crosswalk Collective -make streets safer

Abstract	Los Angeles is an unsafe place for pedestrians. In the face of the city government's failure to make LA streets safe for all, Crosswalk Collective LA (CCLA) - NGO was formed in 2022 to paint crosswalks. As of today, CCLA has painted 6 crosswalks close to parks and schools.
Source Material	<ul style="list-style-type: none"> ▪ https://crosswalksla.org/ ▪ https://www.insidehook.com/ ▪ https://www.gofundme.com/ ▪ https://la.streetsblog.org/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ USA, Los Angeles, Romaine Street and Serrano Avenue in East Hollywood ▪ USA, Los Angeles, San Marino St. and South Serrano Ave
Contextual Characteristics	Urban Area, close to parks and schools.
Time of implementation	From March 2022 to march 2022.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Crosswalk Collective LA- activist group
Priority Area(s)	Public Places, Crosswalks, Mobility

Objective(s)	Creating a safe public space - crosswalks that enable pedestrians to walk through their neighbourhood without risking their lives.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ children ▪ seniors ▪ people with disabilities
Case Study Description	CCLA is a small group of community members who have tried for years to request crosswalks and other safe streets infrastructure the official way. At every turn, they have been met with delays, excuses, and inaction from the city government, as well as active hostility to safe streets projects from sitting council members. Car crashes are the number one cause of death of children in Los Angeles. If their city won't keep them safe, they will take action to create safety.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Citizens ▪ NGOs ▪ sitting council members ▪ city government
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ written request ▪ community action ▪ fundraising for paying the fines in case the authorities do not respond positively to the action
Key Outcomes & Lessons Learned	The involvement of the local community helped solved an urgent safety problem and brought permanent change in the public space.
Limitations	Delays, excuses, and inaction from the city government, as well as active hostility to safe streets projects from sitting council members.
Sustainability	Ongoing.

INT-11: How the Coachella festival and other large events are using drones and other high-tech security

Abstract	Major concerts and sporting events are getting high-tech in the name of security, going beyond standard metal detectors with everything from drones to 3-D mapping to keep attendees safe.
Source Material	<ul style="list-style-type: none"> ▪ https://www.dailybreeze.com/2018/04/12/coachella-2018-how-the-festival-and-other-large-events-are-using-drones-and-other-high-tech-security/ ▪ https://eu.rgj.com/story/news/2018/04/13/coachella-using-drones-security-plans-enacted-after-9-11-prevent-las-vegas-type-incident/514973002/
Location(s) of Implementation	Coachella Valley, California, USA
Contextual Characteristics	This initiative is aimed at increasing safety and security at the Coachella music festival, one of the largest in the world which gathers annually around 250.000 attendees throughout the festival.

Time of implementation	The initiative was launched in 2018 and seems to have been implemented in all following festival years.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Coachella Valley Music and Arts Festival ▪ Indio Police
Priority Area(s)	Public places
Objective(s)	To enhance the safety and security of festivalgoers.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ all target groups
Case Study Description	<p>Major concerts and sporting events are getting high-tech in the name of security, going beyond standard metal detectors with everything from drones to 3-D mapping to keep attendees safe.</p> <p>Some potential uses of the technology at Coachella include looking at traffic flows and pedestrian movement outside the festival grounds. Drones could be used inside the festival if a public safety issue arises. On the security side, the inclusion of drones at this festival is part of a yearly tradition to implement new measures to ensure public safety.</p> <p>In the wake of deadly concert shootings, including at the Route 91 Harvest festival in Las Vegas last October where dozens were killed, some event promoters have looked at implementing new security measures and technology. For many years, security and police relied on two-dimensional maps to track traffic, weather and the movement of items such as a cellphone or GPS-enabled radio. In the wake of the Las Vegas shooting, more have thought about the benefits of three-dimensional maps. The technology has also advanced to provide security and police with line of sight, giving them the ability to pick a point on a map and see its vantage point. By providing a bird's-eye view of the venue and crowd, drones can offer valuable insights to security personnel and help in identifying potential threats before they escalate.</p>
Limitations	Lack of capacity.
Sustainability	From what it seems, this method has continued to be implemented to the festival every year since 2018.

INT-12: Vancouver Laneway Project

Abstract	Vancouver Laneway Project revitalizes neglected, unsafe laneways through community-led art, pop-up markets, performances, and landscaping. In collaboration with local groups and businesses, it transforms these spaces into vibrant, accessible hubs, enhancing the city's public spaces.
Source Material	<ul style="list-style-type: none"> ▪ https://vancouver.ca/ ▪ https://www.dtvancouver.ca/projects/lanewaystrategy/ ▪ https://www.dtvancouver.ca/ ▪ https://www.thelanewayproject.ca/ ▪ https://medium.com/

Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Alley-Oop and Ackery's Alley, Vancouver, Canada
Contextual Characteristics	Urban Area - Downtown
Time of implementation	From 2012 to 2028
Organisations in Charge	<ul style="list-style-type: none"> ▪ local design firm HCMA ▪ City of Vancouver ▪ Downtown Vancouver Business Improvement Association (DVBIA)
Priority Area(s)	Public Places, Mobility
Objective(s)	<ol style="list-style-type: none"> 1. Create a Safer Downtown 2. Provide Reasons for People to Come Downtown 3. Elevate the Downtown Economy + Reduce Barriers to Doing Business 4. Strengthen Engagement with Our Members Stakeholders 5. Champion a Thriving Granville Street
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens.
Case Study Description	Laneways are activated or enhanced alleys or lanes and are reimagined as "people-places". They offer the potential for an enhanced public realm and gathering area while ensuring that essential transportation functions such as loading, parking, and emergency access are maintained.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ local design firm HCMA ▪ City of Vancouver ▪ Downtown Vancouver Business Improvement Association (DVBIA) ▪ property owners ▪ tenants ▪ visitors
Social Innovation Methodology	HCMA partnered with the City of Vancouver and the Downtown Vancouver Business Improvement Association (DVBIA) to transform downtown alleyways from utilitarian service corridors into playful public space. The project was created through extensive collaboration, surveys and engagement with property owners, tenants and visitors who now share the responsibility for enjoying, cleaning and monitoring the alley.

Key Outcomes & Lessons Learned	84% of the surveyed members identified Crime and Safety, along with Homelessness as their greatest concern for the current state of downtown Vancouver. • members ranked Clean Team, Economic Development, and Downtown Safety Ambassadors as the most important Downtown Van programs. • Crime and Safety, Homelessness, Cleanliness and Festivals & Events were identified as the main opportunities Downtown Van should focus on in the next five years. • Affordability (relating to taxes, rents and housing) was identified as a key concern.
Sustainability	ongoing - developed an action-oriented plan to rejuvenate the laneways over the next five years, aligned with the post-pandemic recovery efforts and the new 2023-2028 Strategic Plan for Downtown Van.

INT-13: Thorncliffe Park Women Committee in Toronto

Abstract	Thorncliffe Park neighbourhood had the most property crime rate in Toronto at the beginning of the 2000s. To solve the problem of unsafe public space and to strengthen their community, a group of women of diverse ethnicities came together and launched the Thorncliffe Park Women's Committee (TPWC). They worked to transform an abandoned space into a safe park for everybody.
Source Material	<ul style="list-style-type: none"> ▪ https://safetechalarms.com/ ▪ https://tpwomenscomm.org/ ▪ https://www.toronto.ca/ ▪ https://opencityprojects.com/ ▪ https://en.wikipedia.org/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Thorncliffe Park neighbourhood, Toronto, Canada
Contextual Characteristics	Urban Area, neighbourhood with immigrants and high criminality rate.
Time of implementation	From 2008 to 2022
Organisations in Charge	<ul style="list-style-type: none"> ▪ TPWC ▪ the local City Councillor and parks supervisor
Priority Area(s)	Public Places/ Crowded Places - 500 people engaged weekly!

Objective(s)	<p>Provide safe entry to the space</p> <p>Ensure broad appeal so people feel comfortable and enjoy using the space</p> <p>Create an inclusive experience so people feel that they belong</p> <p>Promote understanding between people through connection</p> <p>Enable people to take agency and feel a sense of ownership of the place</p> <p>Residents run the bazaar, tandoor oven and other programs.</p>
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ children ▪ women ▪ seniors
Case Study Description	<p>In the early 2000s, Thorncliffe Park had the highest property crime rate in Toronto. To address safety concerns and strengthen their community, a group of women from diverse ethnic backgrounds formed the Thorncliffe Park Women's Committee (TPWC). They worked together to transform an abandoned space into a safe, welcoming park for the neighbourhood.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ TPWC ▪ local residents ▪ the local City Councillor and parks supervisor ▪ Toronto Arts Council ▪ Partnerships like Trillium Foundation, Weston Family Parks Challenge and the TD Bank's Friends of the Environment Foundation ▪ Jenner Jean-Marie Community Centre ▪ Urban Land Institute Toronto ▪ City Parks Alliance
Social Innovation Methodology	<p>Meeting with the local city councillor that voiced the group's concerns to the City of Toronto's Department of Parks, Forestry and Recreation. This led to meetings with the city staff and councillors in the park where they discussed and developed a wish list with the help of the residents (park users) for the park improvements. Together, they surveyed local residents about what they wanted and as more entered the conversation, the park began taking on greater meaning as a critical community hub for the neighbourhood.</p>
Key Outcomes & Lessons Learned	<p>They implemented: arts and fitness programming, community gardens, park beautifications, community engagement, advocacy for park infrastructure (including playground equipment, picnic shelter, water bottle filling station, seating), Friday community bazaars with local performers, park clean ups, and environmental education.</p> <p>The involvement of everyone regardless of social condition is important to create a safe, vibrant, inclusive public space.</p>
Sustainability	<p>Ongoing.</p>

INT-14: Impact of Cultural aspects in the management of emergencies in public Transport (IMPACT)

Abstract	The IMPACT CSA is investigating the essential role played by cultural factors in preventing and managing safety and security issues related to emergencies in Public Transport hubs. Transport hubs are central parts of modern cities and the cornerstone of a future completely multicultural civic life. Moreover, Transport hubs are very crowded environments in which many security and safety events may arise, from terrorist attacks to natural disasters and accidents. The project aims at analysing the different cultural behaviours that are relevant for the prevention of emergencies and for the management of emergency events and post-events.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/653383 ▪ http://www.impact-csa.eu/ ▪ https://web.archive.org/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Varna, Bulgaria
Contextual Characteristics	Urban Area, Large Population (3rd largest in Bulgaria), Common use of Public Transport
Time of implementation	From 1/5/2015 to 31/10/2017.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Varna University of Management
Priority Area(s)	Security and security behaviour in public transport, mobility
Objective(s)	In particular, the high- level objectives of the IMPACT CSA are:1) Analysing how psychological and social-cultural peculiarities can affect the way crowds engage in restoration and recover from disaster; 2) Anticipating problems and identifying solutions to cultural problems that may arise in the event of an emergency in Transport Hubs;3) Improving the effectiveness of those who respond to disasters by better meeting the needs of various cultures during disaster relief, improving reaction time and reducing fatalities; 4) Increasing hubs' preparedness for, and ability to, recover from emergencies; 5) Providing a framework for improving disasters' policies and practices by taking into consideration every disaster victim's cultural and personal uniqueness.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Social/ethnic minorities.

Case Study Description	<p>To ensure the achievements of the above objectives, IMPACT delivered the following outcomes, customised for inter-modal Transport Hubs: 1) A cultural risk assessment methodology and the associated mitigation actions for the public transport hub sector; 2) An agent-based computational models to simulate and validate cultural behaviours models and cultural-specific communication solutions; 3) Innovative solutions that can support public transport operators in improving the communication with passengers through dedicated messages to the different cultural groups, and other solutions to enhance the management of emergencies, considering cultural aspects; 4) A dedicated multi-lingual Computer-Based Training (CBT) material and procedures for both public transport operators and first responders; 5) Best practices and policy recommendations for policy makers, regulators, municipalities and public transport operators. All of these efforts were carried out by activities in each partner country, including Varna, Bulgaria.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local transport stakeholders ▪ Local authorities ▪ Civilians ▪ Policymakers
Social Innovation Methodology	<p>To accomplish its objectives, the project employed a co-creative approach with local stakeholders and citizens. Some of the activities carried out included qualitative interviews with front-end operators, data collection with safety and security stakeholders in the transport domain, a questionnaire survey of front-end operators at transportation hubs, questionnaire survey of passengers from different nationalities, an observational study of passengers at a transport hub, and training pilots for relevant stakeholders.</p>

Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ It appears that passengers from richer nations (for instance Anglo and Nordic clusters), known to have more individualist and universalist cultures, more rule of law, and greater compliance with rules that are based on the principle of taking into account everybody's interests and needs, are more likely to show compliance when instructed to evacuate. However, the same respondents have lower scores when asked if they would follow the evacuation instructions of the authorities. A potential explanation of this apparent paradox is that what they actually mean by their answers is that they do not need such instructions as they are sufficiently capable of handling the situation on their own. ▪ Ease of navigations through terminals and understanding of transportation signals seems to be a function of the degree of difficulty involved in the process. Bulgarian airports are small, which explains the fact that Bulgarians report the easiest navigation. Respondents from nations with larger airports in their capital cities (London, Amsterdam, Rome, Warsaw) report less easy navigation. ▪ Alcohol consumption during travel seems to reflect some national patterns. Although official statistics evidence high alcohol consumption across all Europe (as opposed to Latin America and the Arab world, for instance), some drinking habits may be different across Europe. ▪ Arguing with public officials is lowest in former totalitarian countries (Bulgaria, Poland), where people may still live with the idea that such arguing is pointless. It appears most prevalent in Mediterranean countries where many people are chronically displeased with their authorities but are less passive than East Europeans. ▪ East Europeans (Bulgarians, Poles) seem more likely than other nations to obey instructions not to evacuate. It may be that East European culture is characterised by a certain passivity that makes its members more responsive to instructions to do nothing than to instructions to do something. However, this does not mean that East Europeans would necessarily retain their composure in such situations. Bulgarians are least likely to remain calm in a stationary vehicle. ▪ People from collectivist (developing) nations (such as Turkey) seem more likely to identify with fellow passengers and feel as part of one big group with them.
Limitations	<p>Since there was just a small number of observations at the national level, premature conclusions and over-interpretation of the results should be carefully avoided.</p>
Sustainability	<p>The project was funded by the Horizon 2020D programme, which was financed by the European Commission. Moreover, the utilisation of several pilots and surveys to diverse groups of participants showcases the applicability of the project's outputs in different settings.</p>

INT-15: Risk-based Approach For the protEction of public spaces in European CITIES

Abstract	Over the past couple of decades, numerous terrorist attacks have taken place in Europe. Although serious attacks are no longer a frequent occurrence, the threat is real and it does persist. A terrorist incident can occur suddenly in any public space, increasing feelings of insecurity and reducing trust in fellow citizens and institutions. In this context, the EU-funded SAFE-CITIES project will deliver and demonstrate a security and vulnerability assessment framework. A modelling and simulation platform will support its implementation and strive to ensure excellence in the protection of public spaces. The solution will enable the simulation of complex scenarios of attacks and crowd responses in any space within a realistic virtual 3D environment. This will allow end users to comprehensively assess risk and vulnerability and support the engagement and cooperation of public and private actors.
Source Material	<ul style="list-style-type: none"> ▪ https://cordis.europa.eu/project/id/101073945 ▪ https://safe-cities.eu/wp-content/uploads/%F0%9F%93%A9-SAFE-CITIES-Newsletter-_-Issue-no-2-1.pdf ▪ https://safe-cities.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Larnaca Cyprus
Contextual Characteristics	Urban Area, Large Population, Common use of Public Transport
Time of implementation	From 1/11/2022 to 31/6/2025.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Ianus Technologies LTD ▪ Ministry of Internal Affairs (Cyprus)
Priority Area(s)	Security and security behaviour in public spaces, and mass events
Objective(s)	SAFE-CITIES aims to support excellence in the protection of public spaces, by delivering and demonstrating a Security and Vulnerability Assessment framework, empowered by a decision-support platform for its implementation, in 4 use-cases across 5 EU countries. This will allow for simulation of complex scenarios, crowd behaviour and attacks in any space within a realistic virtual 3D environment, enabling end-users to perform comprehensive and dynamic risk and vulnerability assessments of the site investigated, to identify potential vulnerabilities against a wide number of threats and support the full engagement and cooperation of public and private actors, including citizens, into the elaboration of strategies, to make public spaces secure while preserving their open nature.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Unarmed/unprotected citizens.

Case Study Description	The second pilot of the project, aimed at validating the project's outputs, was organised by the Cyprus Ministry of Interior, Ianus Consulting and Polish Platform for Homeland Security on October 11-13, 2023 at the Cyprus Center for Land, Open-seas and Port Security (CYCLOPS) in Larnaca, Cyprus. The main purpose of the meeting was to test and validate the Security and Vulnerability Assessment (SVA) framework. Amongst specialists invited to the hackathon were experts conducting VA (Vulnerability Assessment), researchers, urban planners, LEAs and other related stakeholders.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local event stakeholders ▪ Local authorities ▪ Civilians ▪ Policymakers ▪ LEAs
Social Innovation Methodology	<p>The project utilised co-creation and participatory approaches in the following activities:</p> <ul style="list-style-type: none"> ▪ Development of a 12-step Security and Vulnerability Assessment (SVA) framework, validated and refined through workshops and hackathons, for iterative testing and improvement. ▪ Initiation of the SAFE-CITIES Participatory Model (SCPM), involving citizens in vulnerability analysis and planning, and conducting surveys on citizens' awareness and perceptions about security in public spaces. ▪ Establishment of Local Citizens Networks (LCNs), fostering community engagement.
Key Outcomes & Lessons Learned	As this is an ongoing project, we cannot provide outcomes and learnings yet. This will be updated as soon as project results have been released.
Sustainability	The project is funded by the Horizon Europe programme, which is financed by the European Commission. Moreover, the utilisation of several pilots and surveys and co-creation methods, targeted at citizen groups, showcases the applicability of the project's outputs in different settings.

INT-16: SAFE REGION – SAFE CITY Czech Republic

Abstract	The Safe Region – Safe City programme aims to improve the safety and sense of security of citizens in the Central Bohemian region. It works through cooperation between public institutions and the local community, using technologies such as websites and crime maps, and educational activities involving citizens in creating safer cities.
Source Material	<ul style="list-style-type: none"> ▪ https://eucpn.org/1 ▪ https://eucpn.org/2
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Czech Republic – Central Bohemia region
Contextual Characteristics	Urban and suburban area – covers 35 cities, involving various institutions (police, schools, NGOs, etc.).

Time of implementation	Since 2014
Organisations in Charge	<ul style="list-style-type: none"> ▪ Central Bohemia Region Police. ▪ Central Bohemia Region Office.
Priority Area(s)	Public Places
Objective(s)	<p>The main objectives:</p> <ul style="list-style-type: none"> ▪ Reducing crime levels. ▪ Increased sense of security among residents. ▪ Improving cooperation between institutions (police, local authorities, schools, NGOs). ▪ Involving local communities in building safer environments. ▪ Using technology, such as websites and crime maps, to support prevention efforts.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Women (self-defence courses) ▪ Children (crime education) ▪ Local communities with low levels of security
Case Study Description	<p>The Safe Region - Safe City project has been operating in the Central Bohemian region since 2014, covering 35 cities. It aims to increase citizens' sense of security and reduce crime at the local level through cooperation between the police, local authorities, schools, NGOs and other institutions. Key elements of the project are coordinated cooperation, information sharing, situation analysis and action planning. The initiative uses technology, such as websites and crime maps, and engages the community in educational activities, which improves the effectiveness of activities.</p>
Stakeholders Involved	<p>The project involves a considerable number of partners, including local authorities, police, NGOs, schools, as well as social and medical services, in order to improve the effectiveness of prevention activities. Regular coordination meetings are held. The project makes use of existing structures and staff, which allows for improved coordination of activities without additional costs.</p>
Social Innovation Methodology	<p>The project uses modern tools such as crime and accident information maps and other forms of online communication (websites, Facebook, WhatsApp messenger) to inform communities about risks.</p>
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Reduced crime rate in the Central Bohemian region. ▪ Increased confidence of residents in services. ▪ Increased sense of security among residents. ▪ There was a 46.32% decrease in crime in the Central Bohemian Region between 2013 and 2017. ▪ Need to continue cooperation between different organisations. ▪ Need to develop the technologies used.

Limitations	Because of the language, there may be problems finding more extensive material on the project, and there may be problems reaching the people who are responsible for the project.
Sustainability	The programme is implemented and developed, particularly through the integration of new technologies and the involvement of local communities. Activities are put into practice through cooperation with various institutions and the involvement of citizens, ensuring the sustainability and development of the initiative. The project can be used in other regions.

INT-17: Local Policing Fora in Ireland

Abstract	Police Forums have been established in South Dublin, bringing together the community, Garda and local authorities. They aim to improve communication, share information and address safety and crime issues. They report to the Police Committee.
Source Material	<ul style="list-style-type: none"> ▪ https://www.sdcc.ie/1 ▪ https://www.sdcc.ie/2 ▪ https://www.sdcc.ie/3
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Ireland
Contextual Characteristics	Urban area, diverse local communities, areas with mixed socio-economic status.
Time of implementation	Since 2006
Organisations in Charge	<ul style="list-style-type: none"> ▪ South Dublin County Council
Priority Area(s)	Mass Events & Crowded Places, Public Places
Objective(s)	<ul style="list-style-type: none"> ▪ Monitoring levels of crime, disorder and anti-social behaviour, including alcohol and drug misuse, and identifying their causes. ▪ Advising local authorities and Garda Síochána to improve safety and quality of life. ▪ Holding public meetings on policing at a local level. ▪ Setting up local policing forums to analyse problems and make recommendations. ▪ Co-ordinating the activities of local police forums and liaising with local authorities and the community.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ People living in areas of low socio-economic status, ▪ young people at risk of crime, ▪ older people

Case Study Description	Local Policing Forums (LPF) is a programme introduced in Ireland by South Dublin County Council to improve co-operation between residents and the police on safety issues. The main thrust of the LPF is to organise regular meetings where residents can raise their safety concerns, and jointly develop solutions to improve the quality of life in the local community. The programme has a particular focus on vulnerable groups such as the elderly, young people or residents of lower social status areas. By working with residents and using modern planning methods, the LPF helps to build trust between citizens and public institutions. The main outcomes of LPF's activities are an improved sense of security, better identification of local problems and greater involvement of residents in the life of their community.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ South Dublin County Council ▪ Garda Síochána (local police) ▪ Local residents ▪ JPC (Joint Policing Committee), ▪ Local Policing Forums (LPFs) ▪ Young people ▪ Older people
Social Innovation Methodology	<ul style="list-style-type: none"> ▪ Participatory Planning - involving local communities, police, authorities and other groups in the action planning process. ▪ Local Policing Forums (LPFs) - regular meetings with residents, police and authorities to explore issues and recommendations; holding public meetings and dialogue with local communities. ▪ Youth outreach programme to prevent cyberbullying and improve youth safety.
Key Outcomes & Lessons Learned	<ul style="list-style-type: none"> ▪ Regular meetings with the police help to build the confidence of residents. ▪ Engaging with residents allows them to better understand their needs and risks. ▪ Ongoing information sharing between residents, SDCC and the police improves problem solving. ▪ Involving the community in planning activities increases their effectiveness. ▪ Long-term support and continued collaboration are key to maintaining positive outcomes
Limitations	Because of the language, there may be problems finding more extensive material on the project, and there may be problems reaching the people who are responsible for the project.
Sustainability	<ul style="list-style-type: none"> ▪ Support inter-agency cooperation projects for better implementation of sustainable practices. ▪ Prevention activities: treatment, rehabilitation and cooperation with different social groups to reduce social problems related to violence, drugs and economic exclusion.

INT-18: Walking safely at night: the app that helps overcome the fear of walking alone at night

Abstract	An application to help people overcome the fear of walking alone at night, offering a tool that allows you to create groups of people who can do it together by accessing a map of safer routes, also promoting soft mobility. It is called Nics - Safe Night Walks, and was created by Valentina Merlini, a student at the Academy of Fine Arts in Perugia.
Source Material	<ul style="list-style-type: none"> ▪ https://corrieredellumbria.it/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Perugia, Italy
Contextual Characteristics	This initiative aims to help people overcome the fear of walking alone at night, especially in urban areas. The app is created by a student, as part of her course on Ecodesign at the university of Perugia, It is unclear if the app is currently working.
Time of implementation	The initiative was launched in 2024.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Academy of Fine Arts – Perugia.
Priority Area(s)	Public places
Objective(s)	To provide a sense of security when walking alone at night.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens.
Case Study Description	<p>An application to help people overcome the fear of walking alone at night, offering a tool that allows you to create groups of people who can do it together by accessing a map of safer routes, also promoting soft mobility. It is called Nics - Safe Night Walks, and was created by Valentina Merlini, a student at the Academy of Fine Arts in Perugia, the app that won the 2024 National Arts Award, International Political Instability section. The Pietro Vannucci student developed the project during the Ecodesign course of the two-year Product Design course coordinated by Professor Maddalena Vantaggi.</p> <p>In detail, it is an application designed to promote nighttime urban safety. In many cities, those who do not have a car and live in an area not reached by public transport avoid going out in the evening for fear of being attacked. The main objective of Nics is to allow groups to be organized to walk together by choosing safe itineraries. In this sense, the app allows access to maps and routes reviewed by users who have already crossed them and judged them to be safe based on factors such as the frequency of crime episodes, lighting or level of frequentation. The maps are updated in real time based on reports and feedback. It also allows you to create chats to organize and confirm meetings in real time, based on departure and arrival locations, times and number of participants.</p>

Limitations	<ul style="list-style-type: none"> ▪ Digital illiteracy ▪ Lack of widespread promotion of the app ▪ Lack of funding for further developments ▪ lack of users for the app
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INT-19: Voisins Vigilants

Abstract	Voisins Vigilants ("Watchful Neighbours") is a community-based initiative in France that fosters neighbourhood solidarity and cooperation to enhance security. It is like a neighbourhood watch program and is supported by local governments and law enforcement to promote safety and reduce crime.
Source Material	<ul style="list-style-type: none"> ▪ https://www.voisinsvigilants.org/notre-histoire ▪ https://www.eunwa.eu/ ▪ https://www.voisinsvigilants.org/voisins
Location(s) of Implementation	<p>The Voisins Vigilants program has positively impacted in some communities in southern France such as</p> <ul style="list-style-type: none"> ▪ Villeurbanne (Rhône-Alpes), ▪ Mandelieu-la-Napoule (Provence-Alpes-Côte d'Azur) ▪ Lagny-sur-Marne (Île-de-France) ▪ Carcassonne (Occitanie) ▪ Muret (Haute-Garonne)
Contextual Characteristics	Urban area of small cities
Time of implementation	From its creation in 2002 until now.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Founders and Creators ▪ Local Communities ▪ Municipal Governments ▪ Law Enforcement Agencies ▪ Digital Technology Providers ▪ National and Regional Authorities ▪ European Neighbourhood Watch Association (EUNWA)
Priority Area(s)	Public space, safety, community, crime prevention

Objective(s)	<ul style="list-style-type: none"> ▪ Enhance local safety by encouraging residents to report suspicious behaviour. ▪ Build a sense of community and reduce social isolation. ▪ Provide a fast and effective way to relay concerns to local authorities.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Elderly people
Case Study Description	<p>Voisins Vigilants et Solidaires program is a French community-based initiative designed to enhance neighbourhood safety and solidarity. Inspired by Anglo-Saxon neighbourhood watch models, it was co-founded in 2002 by Thierry Chicha and Sébastien Arabasz in the Alpes-Maritimes region. Initially a small-scale effort among neighbours to monitor and report local activities, the initiative evolved into a nationwide movement after its official platform launched in 2007.</p> <p>The strategy relies on fostering cooperation among neighbours, municipal authorities, and law enforcement to create a "vigilant and supportive" community. Participants use digital tools, including an app and website, to share alerts, communicate with each other, and engage in community building. Signalling in participating neighbourhoods serve as a visible deterrent to crime. Since its creation, Voisins Vigilants has grown significantly and will have more than 1 million participants and 1,000 member communities by 2022. Its impact includes a measurable reduction in crime - between 20% and 40% in some areas - while promoting social cohesion. Recognised by the French Senate and supported by law enforcement, the programme continues to expand and adapt to new challenges, such as the COVID-19 pandemic, through innovative digital solutions.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Founders and Creators: Thierry Chicha and Sébastien Arabasz conceptualized and developed the program in 2002 to address local safety and community cohesion challenges in the Alpes-Maritimes region. ▪ Local Communities: Residents in neighbourhoods across France are the program's backbone. They actively participate by sharing alerts, organizing activities, and fostering social bonds. ▪ Municipal Governments: Over 1,000 municipalities support the initiative by providing resources, signing agreements with Voisins Vigilants, and promoting participation in their regions. ▪ Law Enforcement Agencies: Police and gendarmerie play a crucial role by responding to alerts and collaborating with residents to improve local safety. ▪ Digital Technology Providers: The platform's digital tools, such as the website and app, enable seamless communication among stakeholders. Technology providers helped design and keep these tools to ensure accessibility. ▪ National and Regional Authorities: The initiative has been endorsed by the French Senate, recognizing its social and economic value in fostering safer neighbourhoods. ▪ European Neighbourhood Watch Association (EUNWA): The EUNWA has supported and highlighted the program's success, promoting it as a model for other European countries.

Social Innovation Methodology	Neighbours communicate and collaborate to keep their area safe, sharing information about unusual or suspicious activity. The program works closely with local police and municipal authorities to improve crime prevention through shared vigilance. Participants use an online platform and app to stay informed, share alerts, and organize neighbourhood activities. Beyond security, the initiative promotes social ties and mutual aid, especially for vulnerable individuals like the elderly.
Key Outcomes & Lessons Learned	The initiative has successfully reduced minor offences such as burglaries, vandalism, and thefts by 20-40% in participating communities due to enhanced vigilance and quicker reporting of suspicious activities. By fostering communication and cooperation among neighbours, the initiative has strengthened social bonds and reduced feelings of isolation, particularly for vulnerable groups like the elderly. Over 1 million participants and more than 1,000 municipalities have adopted the program, showcasing its scalability and popularity. According to the results, residents report feeling more empowered and involved in community safety. The initiative has improved the relationship between participating communities and local police, leading to faster response times and greater trust in law enforcement. Digital tools (apps and websites) have been crucial in smoothing and facilitating communication and making the program accessible to all participants.
Limitations	Although no information has been found, some insights into the limitations of the initiative can be drawn. First, a clear distinction between the responsibilities of residents and law enforcement is crucial to prevent overreach or misuse of the platform. Also, regular community activities and workshops are essential to keep interest and ensure the sustainability of the initiative. In addition, the reliance on digital tools for alerts and communication may exclude individuals who lack digital skills or access to smartphones or the internet, limiting inclusivity. Finally, safeguards like identity verification and restricted alert distribution are necessary to maintain trust and avoid misuse.
Sustainability	The initiative is ongoing and according to the data has been increasingly successful over the years. It is currently being used by a group of French city councils, indicating that it is a proven strategy.

INT-20: Artificial intelligence in Alsung's smart village

Abstract	Alsung's smart village community is creating a solution to enhance security by monitoring vehicles passing through the village, counting and identifying them, and recording average speed. The collected data will help assess security risks, such as speeding, and support measures to improve traffic safety and protect residents.
Source Material	<ul style="list-style-type: none"> Artificial intelligence in Alsung's smart village. https://www.laukutikls.lv/nozares/viedie-ciemi/raksti/maksligais-intelekts-alsungas-viedaja-ciema
Location(s) of Implementation	<ul style="list-style-type: none"> Alsung village, Latvia
Contextual Characteristics	Rural area

Time of implementation	Since 2023
Organisations in Charge	<ul style="list-style-type: none"> ▪ SIA <i>HotCode</i> ▪ Alsung's community
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ To promote the development of the local economy while also thinking about the security aspect. <p>To think and find solutions that cars passing through the village of Alsung choose to turn off the main highway, discovering Alsung from a completely different point of view, which is not visible from the highway.</p> <ul style="list-style-type: none"> ▪ To use the obtained data to planning the Smart Village strategy for the sustainable development of the local area.
Case Study Description	<p>Using a digital solution, Alsung's community is developing a system aimed at enhancing road safety and security by enabling the monitoring of vehicles passing through the village. The proposed solution will count and list vehicles using the main road, while also recording their average speed. This data will play a crucial role in identifying vehicles that frequently exceed speed limits and contribute to unsafe conditions. By collecting this information, the community can take proactive measures to improve traffic safety and mitigate risks associated with high-speed driving in residential areas.</p> <p>In addition to traffic monitoring, the solution will support the assessment of environmental security, as it will enable the measurement of pollution levels, including air quality and noise generated by passing vehicles. Such data is critical for evaluating the overall impact of traffic on public health and well-being, allowing the community to propose necessary measures to reduce pollution and noise exposure for residents living near the highway.</p> <p>Furthermore, the system will serve as a foundation for developing a traffic management strategy, including the introduction of speed reduction tools such as speed bumps, electronic speed displays, or other traffic calming measures. This will help to enforce compliance with speed regulations, thereby enhancing the safety of both pedestrians and local drivers. The community plans to integrate these insights into its Smart Village strategy, ensuring that sustainable development initiatives prioritize security, environmental health, and improved quality of life for Alsung's residents.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Alsung's community ▪ Tourists ▪ Passers-by
Social Innovation Methodology	<p>The participatory design is based on active engagement of members of local community in the project implementation. For example, one of residents has placed a "Starlink" antenna on his private house, which provides a high-quality internet connection required for the solution. The IT solution is developing by local IT expert. The Prototyping as well as iterative testing were implemented.</p>

Sustainability	Pollution monitoring and reduction; encouragement of sustainable mobility; potential cost savings.
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INT-21: LUCIA project

Abstract	The LUCIA project in Tallinn revitalizes Canute Garden by implementing smart LED lighting to enhance public safety, security, energy efficiency, and inclusivity. Through innovative design and community engagement, it fosters a secure and inviting environment, promoting social well-being and sustainable urban development.
Source Material	<ul style="list-style-type: none"> ▪ https://lucia-project.eu/pilot-sites/tallinn-estonia/ ▪ https://aconium.eu/the-final-conference-of-the-lucia-project-brings-light-into-the-darkness/?lang=en
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Tallinn ▪ Estonia ▪ Canute Garden
Contextual Characteristics	Urban area – park in the city territory
Time of implementation	From 2019 to 2021
Organisations in Charge	<ul style="list-style-type: none"> ▪ Municipality of Tallinn; ▪ Tallinn University of Technology.
Priority Area(s)	Public places
Objective(s)	<ul style="list-style-type: none"> ▪ Enhance public safety and security by implementing smart LED lighting solutions that improve visibility and reduce crime risks in Canute Garden, making the area safer for residents and visitors during evening hours. ▪ Promote a sense of safety by fostering an inviting and well-lit environment, encouraging increased public use of the park while minimizing feelings of insecurity. ▪ Support sustainable security measures by using adaptive smart lighting technology that can respond to environmental conditions, ensuring consistent and reliable lighting in critical areas.
Vulnerable Populations Targeted	No specific population groups targeted.

Case Study Description	<p>The LUCIA project in Tallinn focused on revitalizing Canute Garden by implementing smart LED lighting to enhance public security, safety, and inclusivity. By replacing outdated lighting systems with energy-efficient, adaptive LED solutions, the project improved visibility, reduced crime risks, and encouraged greater use of the park during evening hours. Through innovative design and smart control technology that adjusts to environmental conditions, the initiative created a well-lit, welcoming space for residents and visitors. This approach represents a social innovation towards security, as it addresses public safety while fostering social cohesion and improving quality of life. Additionally, the project promotes sustainable urban development by reducing energy consumption. The success of LUCIA highlights the potential of smart urban solutions in creating safer, more resilient public spaces.</p>
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Municipality of Tallinn; ▪ Tallinn University of Technology; ▪ Local Residents and Community Members.
Social Innovation Methodology	<ol style="list-style-type: none"> 1. Co-Creation and Stakeholder Engagement The project involved local residents, municipal authorities, urban planners, and design experts in a collaborative process to ensure that the solutions met the specific needs of the community. 2. Human-Centered Design By focusing on the safety and comfort of park users, the project adopted a user-centric approach, ensuring that the lighting solutions addressed both functional needs (security and visibility) and emotional needs (aesthetic appeal and sense of safety). 3. Sustainable and Adaptive Technology Integration The implementation of smart LED lighting with adaptive controls (adjusting brightness based on environmental conditions) reflects an innovative use of technology to enhance public security while minimizing environmental impact. 4. Cross-Sectoral Collaboration Collaboration between academia, local government, and international design experts enabled the integration of diverse expertise, ensuring the project's success and scalability. 5. Replicability and Knowledge Sharing The project emphasized knowledge exchange and learning by documenting best practices and results, allowing other cities to replicate similar urban lighting solutions for enhanced public security.
Key Outcomes & Lessons Learned	<p>The LUCIA project in Tallinn achieved a 47% reduction in energy consumption by replacing outdated lighting systems with modern LED solutions in Canute Garden.</p> <p>While specific data on crime reduction is not available, the project aimed to enhance public safety by improving lighting conditions in the park, which is situated in the middle of Tallinn centre and had previously experienced problems with hooligan gangs.</p> <p>Overall, the project successfully enhanced energy efficiency and aimed to improve the ambiance and perceived safety of Canute Garden.</p>

Limitations	Addressing the varied preferences and requirements of different user groups, such as the need for safety versus the desire to preserve natural darkness, presented challenges in designing universally acceptable lighting solutions.
Sustainability	The sustainability of the LUCIA project is maintained through durable, energy-efficient LED lighting and adaptive smart controls that minimize energy consumption and reduce maintenance needs. Additionally, ongoing monitoring, municipal maintenance, and community involvement help ensure the long-term effectiveness and continued use of the revitalized public space.

INT-22: Cybersecurity Living Lab: Co-creating Cybersecurity

Abstract	This Living Lab is an experimental and innovative work-learning-research environment created to promote collaboration among students, researchers, companies, and public institutions. The lab offers the opportunity to develop new ideas, products, and services in cybersecurity.
Source Material	https://www.thuas.com/research/cybersecurity-living-lab-co-creating-cybersecurity
Location(s) of Implementation	The Hague university
Contextual Characteristics	Academic environment
Time of implementation	From 2024-ongoing
Organisations in Charge	University of The Hague, Centre of Expertise Cyber Security
Priority Area(s)	The case is about cyber, hence it is relevant both for Mass Events & Crowded Places and Public Places, Transport or Mobility
Vulnerable Populations Targeted	All citizens, public and private organisations who could be victim of a cyberattack.
Case Study Description	The Cybersecurity Living Lab is an experimental space where students, researchers, companies, public institutions, and end-users collaborate to develop, test, and refine innovative cybersecurity solutions. Through hands-on experiments and research, participants gain practical skills to address cyber threats and manage risks effectively. This iterative process incorporates continuous feedback, ensuring innovations align with users' needs and daily behaviors. Living Labs focus on solving complex societal challenges by blending research, sustainability, and practical application. They enable real-time learning and bridge the gap between theory and practice, resulting in solutions that emphasize usability and user acceptance.

Stakeholders Involved	<ul style="list-style-type: none"> ▪ students, ▪ researchers, ▪ companies, ▪ public institutions ▪ end-users
Social Innovation Methodology	The Cybersecurity Living Lab fosters a collaborative learning community, advancing cybersecurity by connecting diverse stakeholders and promoting innovations that address real-world challenges. Its unique approach ensures that outcomes are not only research-driven but also highly relevant and impactful for users.
Limitations	No limitation can be identified at the current status.
Sustainability	The living lab is ongoing. Further developments shall be investigated in the upcoming years. It is worth mentioning that the lab works closely with companies to ensure that activities align with the latest security and safety standards, regulations, and technological trends. This allows students to work with tools and data used in real-life situations.

INT-23: IMPETUS project. Intelligent Management of Processes, Ethics and Technology for Urban Safety

Abstract	The IMPETUS project, a Horizon 2020 project, was an innovative project aimed at enhancing the resilience of cities in the face of security threats in public spaces. IMPETUS provided city authorities with new technological means to address security issues in public spaces using data gathered from cameras, environmental sensors and multiple interconnected AI systems. IMPETUS aimed at protecting citizens against the unethical use of personal data.
Source Material	<ul style="list-style-type: none"> ▪ https://www.impetus-project.eu/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Multiple countries. ▪ Pilot projects were conducted in Oslo, Norway and Padova, Italy.
Contextual Characteristics	Urban areas, smart cities
Time of implementation	From 2020 to 2023.
Organisations in Charge	<ul style="list-style-type: none"> ▪ Local Government
Priority Area(s)	Public places, Transport or mobility.
Objective(s)	Tackling the challenges of collecting vast amounts of data that, on one hand, aid in managing smart cities, but on the other, involve the collection of sensitive personal information that must be protected and handled ethically.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens.

Case Study Description	A smart city relies on interconnected city grids of sensors that manage traffic, public transit and control pollution but can also be used for policing, crowd control and public sentiment monitoring. As a consequence, major concerns emerge regarding ethical and security issues since personal data are potentially at risk while the entire interconnected IT system is vulnerable to cyberattacks. The IMPETUS project aimed at developing an instrument that could cover the entire physical and cybersecurity value chain, increasing city resilience to security events in public areas while protecting personal data and establishing a multi-tenant solution, coordinated with the operational needs of a wide range of city stakeholders.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ local government authorities ▪ Research centres ▪ COSSEC (Community of Safe and Secure Cities) - a group of end-users and other stakeholders who provided feedback on IMPETUS operations
Social Innovation Methodology	Two local government authorities (City of Padova and City of Oslo) led the field trial implementations. This required significant collaboration among multiple stakeholders.
Key Outcomes & Lessons Learned	IMPETUS has demonstrated the feasibility of using technology (supported by Practitioners Guides) to significantly improve security in public spaces.
Limitations	Financial resources available related to the EU funding.
Sustainability	Two pilots' projects were conducted in Norway (Oslo) and Italy (Padova). Although successful, currently there is no information whether the practices implemented will be continued.

INT-24: INDEED: Strengthening a comprehensive approach to preventing and counteracting radicalisation based on a universal evidence-based model for Evaluation of radicalisation prevention and mitigation

Abstract	Preventing/countering violent extremism (P/CVE) has become a priority in countries around the world as a result of terrorist and violent extremism incidents. INDEED project aims to further equip P/CVE and deradicalisation first-line practitioners and policy-makers with the knowledge, capabilities and skills to design, plan implement and evaluate initiatives in the field.
Source Material	<ul style="list-style-type: none"> ▪ https://www.indeedproject.eu/about/
Location(s) of Implementation	<ul style="list-style-type: none"> ▪ Multiple countries
Contextual Characteristics	Urban environment
Time of implementation	From 2021 to 2024.
Organisations in Charge	<ul style="list-style-type: none"> ▪ INDEED consortium

Priority Area(s)	Mass Events & Crowded Places Public Places, Transport or Mobility
Objective(s)	To provide a methodological framework, based on the '5I' approach i.e 5 project phases: Identify; Involve; Innovate; Implement; Impact, to prevent and counter violent extremism.
Vulnerable Populations Targeted	<ul style="list-style-type: none"> ▪ Citizens.
Case Study Description	INDEED builds from the state-of-the-art, utilising the scientific and practical strengths of recent activities - enhancing them with complementary features to drive advancements and curb a growing rise of radical views and violent behaviour threatening security. The INDEED methodological framework is based on the '5I' approach: Identify; Involve; Innovate; Implement; Impact.
Stakeholders Involved	<ul style="list-style-type: none"> ▪ Local government ▪ NGO ▪ Associations ▪ Law enforcement agencies (LEAs) ▪ Academic institutions ▪ Network of SMART Hubs (Stakeholders Multisectoral Anti-Radicalisation Teams)
Social Innovation Methodology	INDEED has applied multi-agency and cross-sectoral methods, including gender mainstreaming, societal dimensions and fundamental rights. INDEED adopted an interdisciplinary and participatory approach, which included the co-creation of individual project phases and the close engagement of multi-sectoral stakeholders. The creation of SMART Hubs (Stakeholder Multisectoral Anti-Radicalisation Teams) facilitated the process.
Key Outcomes & Lessons Learned	The main result are: <ul style="list-style-type: none"> ▪ a toolkit, a comprehensive and multilingual knowledge package required to design and evaluate PVE/CVE and De-radicalisation initiatives with the use of evidence-based principles, tools, training and learning materials. ▪ e-guidebooks, designed to introduce practitioners and policymakers to evidence-based evaluation in the PVE/CVE and Derad field
Limitations	No known limitation in the implementation of the project.
Sustainability	The results have been integrated and made openly accessible in the INDEED multilingual "Toolkit for practitioners and policy makers in the field for the entire lifecycle of PVE/CVE and De-radicalisation initiatives, from design to evaluation". The results can be used by other countries to implement the same practices.



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