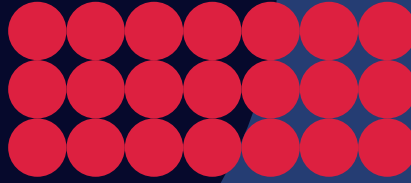# LA PERCEPCIÓ IMPORTA

La seguretat de les **persones**

La
Percepció
Importa

Generalitat de Catalunya
Departament d'Interior

Perceptions matter

Why do citizens' perceptions of security matter?

If people feel unsafe in their environment, they are not able to carry out their activities freely. Feelings of unsafety affect people's behaviour. This can effectively exclude citizens from public facilities — like parks or certain streets in a city — and prevent them undertaking activities the city would like to promote — like using public transport. If left unchecked, such feelings of insecurity can erode citizens' trust in those responsible for managing and maintaining their city.

Lack of
communications
by city authorities

Badly maintained
environment

Run-down public
facilities

Poorly designed
public spaces

Citizens' feelings of unsafety

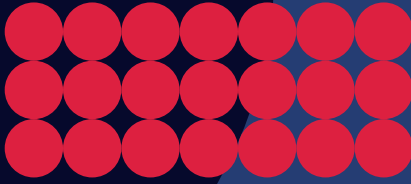Public incivilities

Personal crime
victimisation

Shared stories of
others'
victimisation

Scary people /
abnormal
behaviours

There are a number of different factors that may give rise to citizens' feelings of unsafety, as shown in the model above. These extend beyond the narrow remit of the police, and involve stakeholders from across the municipality.

What can be done to increase citizen's feeling of safety?

Local authorities, police and other agencies can address citizens' feelings of unsafety.

To do this, they need to:

1 Identify the underlying causes of feelings of unsafety

2 Identify measures to tackle (eliminate or minimise) these causes

3 Implement appropriate measures and assess their effect.

Developing and implementing effective measures that address feelings of unsafety requires a multi-agency approach.

Improved
communication by
city authorities

Good
environmental
management

Well-funded
public facilities

Improved public
space design

Improved support
for vulnerable
groups

Improved inclusion

Citizens' feelings of safety

More visible
policing

Police community
engagement

Improved victim
support

Supporting
intercultural
community
activities

Developing a multi-agency approach

The various factors that may be causing citizens to feel unsafe need to be considered. These factors may lie in the domains of different agencies — the police; the municipality; housing agencies; etc. Addressing these factors requires coordination between relevant agencies. This may be led by Security Managers within the municipality. The police are only one of the agencies involved in dealing with citizens' feelings of insecurity — and usually not the main one.
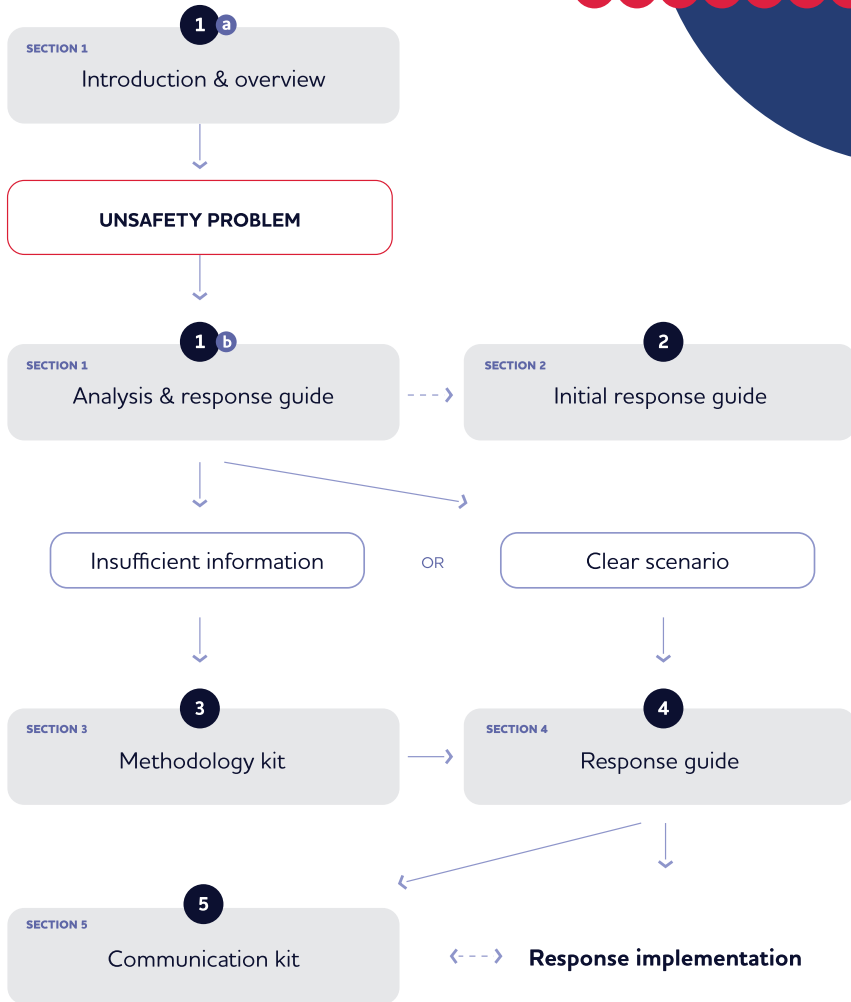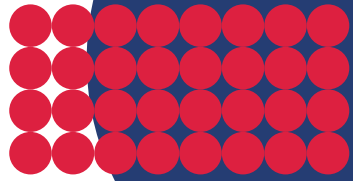
Toolkit for tackling feelings of unsafety

The toolkit "La Percepció importa: La seguretat de les persones" is designed to assist Security Managers in identifying factors underlying particular incidents of citizen insecurity.

The toolkit identifies the questions that agencies should ask and provides guidance on the most useful information sources. Practical tips on research methodologies are provided to enable agencies to obtain the necessary information required to identify potential causes.

The Toolkit offers criteria to support the formulation of appropriate responses to the different causes of insecurity, as well as information on relevant good practice.

Key to the ongoing management of security is an effective communication strategy. The toolkit provides support on creating a communication strategy, detailing what different media offer — with special attention on the role of social media. In addition, the toolkit outlines criteria that should be considered to improve citizens' perceptions of safety.

SECTION 1

1 **a**

Introduction & overview

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UNSAFETY PROBLEM

↓

SECTION 1

1 **b**

Analysis & response guide

- - - ›

SECTION 2

2

Initial response guide

Insufficient information   OR   Clear scenario

↓   ↓

SECTION 3

3

Methodology kit

→

SECTION 4

4

Response guide

↓

SECTION 5

5

Communication kit

‹- - -›   **Response implementation**

For more information on *"La Percepció importa: La seguretat de les persones"* **contact us**
lapercepcioimporta@gencat.cat or 00-34-935512241

— Credits

The toolkit "La Percepció importa: La seguretat de les persones" was conceived and designed as part of the Cutting Crime Impact (CCI) project. For more information, visit www.CuttingCrimeImpact.eu

Contact us
info@cuttingcrimeimpact.eu