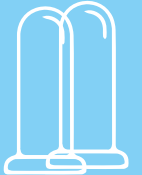


DESIGN FOR SECURITY: CREATING SAFER CITIES

INTEGRATED ACTION PLAN

IAP MADRID





Introduction

The city is a key scene for the development of violence and crime. Everyday life in the world's major cities pits us against processes of stigmatisation, segregation and fragmentation that objectively and symbolically impact the way we relate to each other. Therefore, violence and crime have a substantial impact on the construction of citizenship as well as on the consolidation of inclusive or exclusive contexts of urban life.

This dichotomous view has already been surpassed. It is now increasingly evident that the only real alternative for dealing with violence and crime is through a joint approach that includes crime control and prevention measures. This is an agreement that has not yet been implemented. In most countries, public investment levels are much higher for control, especially in increasing police and prison infrastructure, while investment in prevention programmes or initiatives is still limited and in many countries almost non-existent.

Control policies cover a range of initiatives ranging from improving police service through random patrolling and faster response to calls from the public, to legislative proposals to toughen penalties for offenders or to restrict benefits for the prison population. Each of them aims to reduce crime by detecting, deterring and incapacitating offenders, which emphasises the state's ability to reduce these problems. On the

other hand, there are preventive policies aimed at acting on factors that could potentially incite individuals to use violence or commit crimes. In this task, these policies involve new participants and create new action scenarios, which involve a series of aspects and dimensions that will be analysed below. However, it is not our intention to claim that these approaches (control and prevention) are dichotomous but that they can act in a complementary manner. Therefore, prevention can be identified not necessarily by the solutions involved, but by the effects they have on future behaviours (Sherman, 1998).

The prevention of violence and crime is not a univocal concept or restricted to a single interpretation, so it must be understood from different theoretical approaches that lead to the definition of various types of action. It is possible, however, to find a common conceptual framework that allows a comprehensive approach to all its aspects. First, prevention is a complex concept whose construction is based on criminological theories (Crawford, 1998) that propose the need, to a greater or lesser extent, to establish mechanisms that seek to avoid the appearance and development of criminal actions. It is necessary to remember that "aspects of the design, implementation and analysis of how prevention works bring commitments to particular models of social explanation and human nature" (Crawford, 1998, p. 7). Secondly, there is con-

sensus in the literature on the range of impact of prevention with respect to objective criminality and the feeling of fear.

W.H. White said that “the best way to eliminate anything that is undesirable is to create places that are very attractive to as many people as possible.” He meant “attractive” in the broader sense of “to make someone feel attracted”. The elements of public places that can make us feel attracted to a place are similar around the world. We tend to like places with a diversity of activities. Fred Kent of the Public Spaces Project uses the phrase “the power of ten.” In it he uses the number ten as the benchmark for how people are attracted to places large and small. His solution to promoting attraction to spaces both large, such as a city, and small, such as a square, is to make ten things happen there. In his opinion, if a city has at least ten important destinations it will attract us.

If each place has ten activities, the place will attract us. We are also attracted to places where there are other people or that have the potential for other people to be there. We are attracted to places that are defined by their architectural diversity. Trees in public spaces also make us feel more comfortable than in those without them.

Similarly, water acts as a magnet for people, but only if we believe we can access and touch it. Images 1 and 2 are locations that show some or all of the features described above.

However, offering attractive features alone does not necessarily meet the objectives of CPTED. (Crime Prevention Through Environmental Design) First and foremost, CPTED is based on common sense. It implies that the things that attract us to certain places, the things that make us feel safe (believing that we control our own safety) are done with common sense and coordination, which in turn creates situations that are greater than the sum of their parts.

CIVIC MISCONDUCT AND SITUATIONAL OFFENCES

The types of crime that influence our assessment and use of public spaces are known as Situational Crimes. They are opportunity crimes as a whole, which means that they require specific environmental conditions to be in place.

The possibility of such events also creates fear in the public space. Because of this, space utilisation decreases and by

extension quality decreases. Events that cause the dwarfing of public space are considered anti-social behaviour. In other words, they are contrary to social order and welfare. They cause fear, either real or imaginary. The person who is afraid to go out at night is just as much a victim of anti-social behaviour as the person who is actually robbed. The effect on the physical environment is that it makes it possible for the perpetrators of anti-social behaviour to control the environment. These people are not interested in maintaining a high quality public environment. Often the consequence is the elimination of features that might otherwise attract more people and achieve greater public use.

CPTED PRINCIPLES

Crime Prevention Through Environmental Design (CPTED) deals primarily with two aspects of city life - vulnerability and its simplest antidote, common sense. As stated above, “we always try to protect ourselves against crimes against our person.” To put it simply, we always know our potential vulnerabilities. CPTED’s role is to reduce vulnerability by placing the pieces of our physical environment in a sensible way. To achieve this, some very simple principles are employed:

- NATURAL SURVEILLANCE
- REINFORCEMENT OF THE TERRITORY
- NATURAL ACCESS CONTROL
- DETAILED DESIGN ASPECTS
- CITIES AS BACKDROPS
- PEDESTRIANS
- SEATS
- SOLITUDE
- PUBLIC TRANSIT
- SIGNALS
- VEGETATION
- PUBLIC ART
- LIGHTING AND POLICE PRESENCE
- TECHNOLOGICAL ASSISTANCE

Crime prevention in urban environments depends on the emphasis we place on the nature of the spaces we create between buildings. By carefully organising these spaces so that they are attractive (in all senses), it is possible to safely accommodate all types of urban experience and thereby reduce fear and the likelihood of crime. Careful observation of people’s behaviour in public spaces is an essential part of creating safe environments.



The Madrid Integrated Action Plan

This plan is being carried out within the parameters of UrbSecurity's objectives, with the implementation of good security practices that promote the integration and enjoyment of attractive, yet safe, spaces. Creating "magnetism", attractive places, is a main and complementary objective of Crime Prevention Through Environmental Design (CPTED). Through our social activity in attractive places we feel that we control our own security and are less vulnerable to criminal acts.

Madrid, as a cosmopolitan city, where customs, modernness, globalisation and development meet, and being in a constant transformation of public spaces, whether for infrastructure needs or to attract citizens, in its wide variety of actions, decided to remodel the most emblematic square of the capital, Puerta del Sol, the geographical centre of the country, and where hundreds of thousands of people pass through daily, for many reasons, and as an example, the fact that it has a train station stop in its very square, the city centre can be reached from any point in Spain by various forms of public transport, as well as offering a wide

variety of leisure and shopping options and a very attractive old town.

As is well known, the three pillars of the URBACT methodology are:

INTEGRATION

In this Puerta del Sol project, several architectural solutions will be implemented, remodelling of street furniture, integration of access control technology, and new CCTV cameras, with a large investment by the City Council, leaving a lighter space for the citizens and with a perception of greater subjective security, because this objective will be almost guaranteed with the means to be implemented.

We have been working on new public policies, based on horizontal coordination and cooperation among the different areas and departments of the City Council.





PARTICIPATION

At the start of the aforementioned project, meetings were held with the Works Departments, which are responsible for carrying out the remodelling of the Square, with the winning Architects coming up with the idea of change, which has at the same time been modified by recommendations from the Police according to the methodology of URBACT.

The experiences and ideas of the other partners participating in this Project have been very important and enriching, since certain solutions that they were giving have been useful for us to copy and adapt them to the initial idea.

The small action was carried out through the installation of high-resolution CCTV in an industrial area of a district in the outskirts, where several illegal and unhealthy activities were taking place, considerably lowering the crime rates of those areas and neighbourhoods.

LOCAL URBACT GROUP

The participants who have been involved in this project have been remodelling and creating the strategies of the action plan. The group has given a major boost, and has therefore been widely accepted among final consumers, when it is finished, as it has been traders and various other people who have given ideas for improvement.

The ULG (Local Management Unit) members are:

- Project Design Architects
- Public Works Department
- Mobility Department
- Historical Heritage Department (the square contains protected buildings)
- The Autonomous Community of Madrid
- Madrid Municipal Police Force.
- Municipal Board of the Central District
- Business Associations
- Neighbourhood Associations



Actions



action 1
Prevention of alcohol
consumption in the street
by young people

8



action 2
CCTV installation
in Puerta del Sol

12



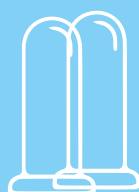
action 3
Satisfaction survey
for individual services

16



action 4
Police action protocol
for security certificates

26



action 5
Hydraulic bollards
at entrances to the Square

30



action 1

Prevention of alcohol consumption in the street by young people



PROBLEMS/
CHALLENGES
ADDRESSED/
SCOPE OF THE
INTERVENTION/
PROFILE OF THE AREA
ADDRESSED

Massive concentration of young people who gather in specific points of the city (usually in the centre) to drink on public roads, causing vandalism, fights, damage to street furniture, not to mention the health problems (physical and mental) of young people.



To put an end to the nuisance caused by these events in order to maintain the normal development of peaceful coexistence. To create a clean space, free of noise, in which society can live in harmony.



EXPECTED RESULTS/
EXPECTED CHANGE/
TARGET GROUPS TO
BE ADDRESSED

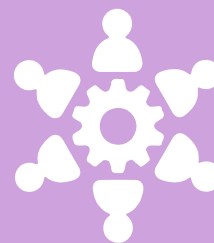


KEY ACTIVITIES/
KEY PARTNERS



- **Activity 1:** monitoring of information through social networks. A great tool that can help eradicate this problem is to follow up on social networks and groups created by young people. Social networks are a great source of information that provide information about these gatherings of young people.
- **Activity 2:** coordination with other police agencies
- **Activity 3:** creation of an action plan. Since the vast majority of these young people are minors, an action protocol should be created, such as contacting the parents and informing them of the situation in which their son or daughter has been found and, once they have been informed, reporting the parents themselves for their child's behaviour.
- **Activity 4:** involve citizens in prevention (alerts, incidents, warnings). Good preventive behaviour would be to involve the neighbours themselves in alerting the police before young people meet up in a fixed location.

- Crime prevention
- Perception of security
- Social coexistence
- Governance



URBAN DIMENSION
ADDRESSED



CALENDAR

- Short
- Medium



RESOURCES



Material resources (special equipment): drones, security fences, horse patrols in parks.



- **Risk 1:** coordination with municipal services to eradicate this behaviour.
- **Risk 2:** groups spreading to other areas of the city.

RISKS





action 2

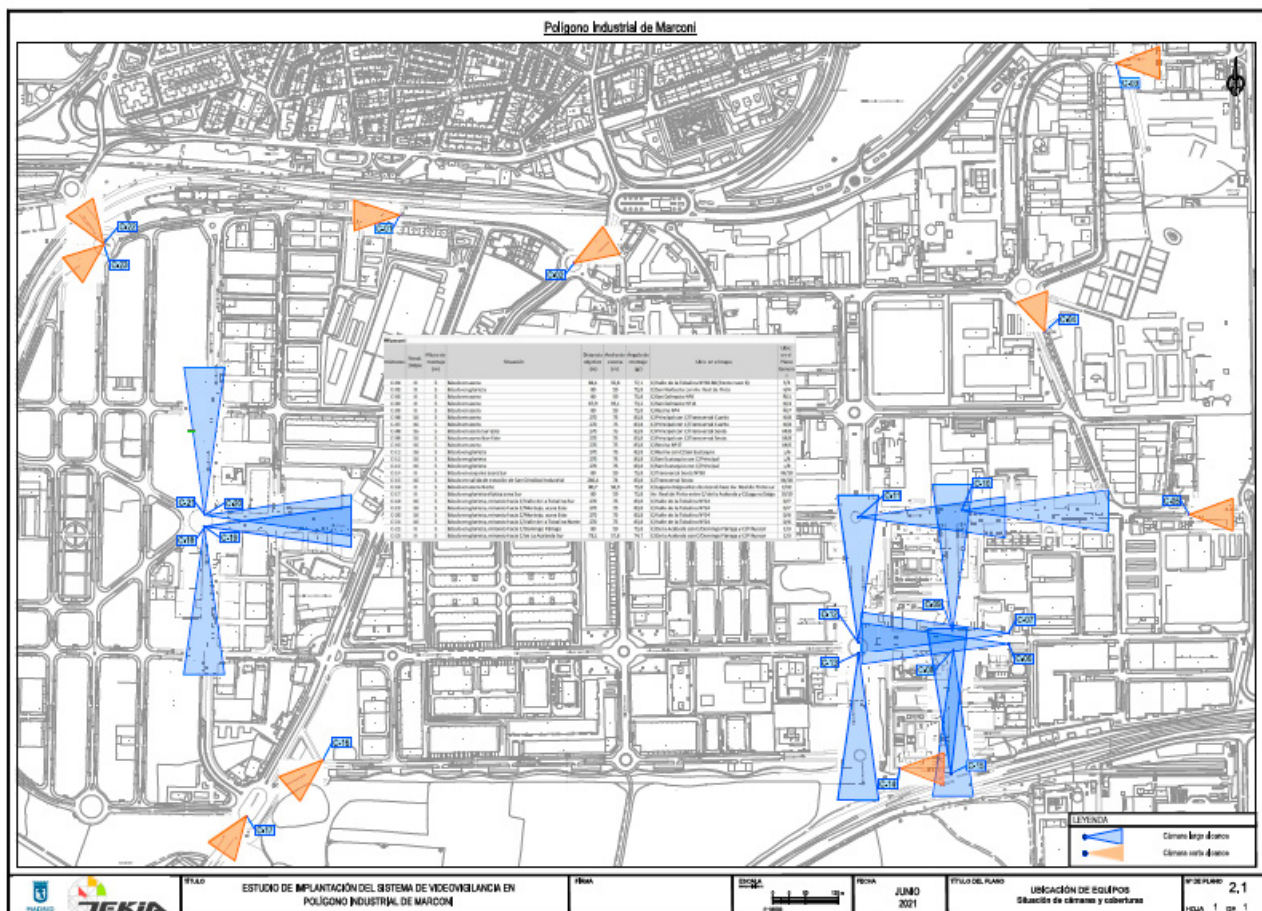
CCTV installation in Puerta del Sol



Model of camera to be used

The city of Madrid currently has almost 2000 surveillance cameras dedicated to different functions such as traffic, surveillance of municipal buildings and facilities, M-30 tunnels, etc. Of these, 263 CCTV cameras are exclusively dedicated to the surveillance of urban areas where special attention is required by the Municipal Police camera control centre (CISEVI).

There are plans to immediately install 25 more cameras in the Marconi Industrial Park and another 25 in the Chueca area, which are equipped with the latest technology in this type of devices. These ultra-high definition cameras allow the identification of vehicle number plates at a distance of more than 250 metres and are equipped with Artificial Intelligence software for the identification of biometric data of passers-by, allowing them to be identified and tracked in the event of a criminal incident.



Planimetric study of the installation of CCTV in the Villaverde district



PROBLEMS/
CHALLENGES
ADDRESSED/
SCOPE OF THE
INTERVENTION/
PROFILE OF THE AREA
ADDRESSED

In this case, the action will focus on the installation of 3 cameras with the same characteristics as those mentioned above in Puerta del Sol.

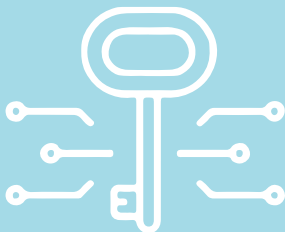
There are currently 5 CCTV cameras, but due to the complex topography, it is difficult to view the cameras because of the many obstacles that make it difficult to see them.

Installation of three more ultra-high definition cameras, leaving no blind spots.



EXPECTED RESULTS/
EXPECTED CHANGE/
TARGET GROUPS TO
BE ADDRESSED

KEY ACTIVITIES/
KEY PARTNERS



- **Activity 1:** having police officers monitoring the cameras 24 hours a day, so that they are connected to on-site officers and can act immediately in the event of an incident.
- **Activity 2:** connection and coordination with the Drone Section for follow-up actions.

- Crime prevention
- Perception of safety
- Social cohesion
- Capacity and access control, and to give attack alarms to the population



URBAN DIMENSION
ADDRESSED

CALENDAR



- Short-term: coordination of this new element in police activity
- Long-term: comparative crime between different periods of previous years.
- Medium term: to be another element of the devices at that location



RESOURCES



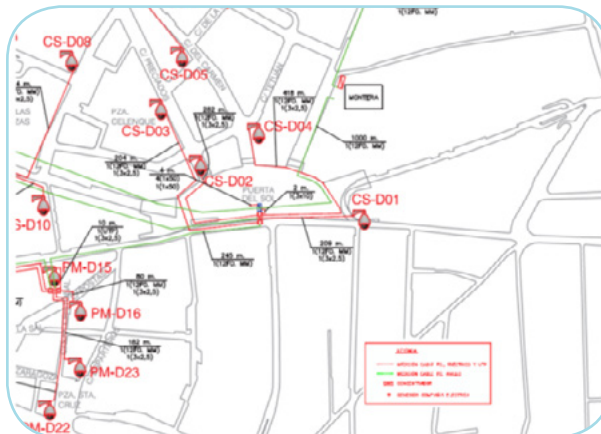
Police officers monitoring the cameras 24 hours a day at the Integrated Video Signal Centre (CISEVI).



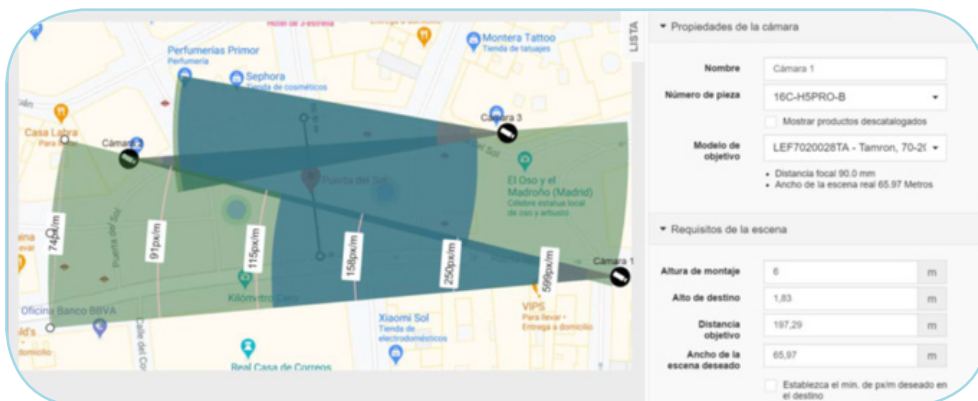
Image of the Integrated Video Signal Centre

- **Risk 1:** installation in areas of heritage protection and which are under special protection.
- **Risk 2:** Breakage of the devices due to vandalism or use. Failure to have an adequate maintenance and repair protocol in place which delays the time required to fix the problem.

RISKS



Electrical connection and communications rack diagram



Proposed remodelling of the CCTV system



action 3

Satisfaction survey for individual services



PROBLEMS/
CHALLENGES
ADDRESSED/
SCOPE OF THE
INTERVENTION/
PROFILE OF THE AREA
ADDRESSED



Services demanded by citizens through telephone calls or social networks, to assess whether they meet the expectations of a service offered.

Since 2006, the Madrid City Council has applied **Excellence Models (CAF and EFQM)** (Common Assessment Framework and European Foundation for Quality Management) that use self-assessment as a fundamental tool to obtain a diagnosis and define improvement actions. This has made it possible to measure its progress in quality improvement and to establish comparisons with other organisations. With this, the City Council intends to adapt its services to citizens' demands (expressed through multiple means - 092, Municipal Meetings, UIDs (Integral District Units), etc.).

PM's (Madrid Municipal Police) users/clients are the citizens and visitors to the city of Madrid, not only individually but collectively, as they are part of associations (neighbours, traders, immigrants and other groups) but also in the sense that they require specific services (families, minors, adolescents, celebrities, and even other State Security Forces) (ref. 2.1 and Introduction to Criterion 5). The city itself is the client, because its security and coexistence directly influence the citizens.

These models are applied in different municipal units. Those currently in use are: **The Municipal Police**, the Mobility Officers, the Employment Agency, Línea Madrid (Madrid Citizen Services Office) and Madrid Salud (Health).



EXPECTED RESULTS/EXPECTED CHANGE/TARGET GROUPS TO BE ADDRESSED

As mentioned above, the tools used by Madrid Municipal Police are the CAF and the EFQM.

EXTERNAL RECOGNITIONS OBTAINED	
EFQM +300	
Name	European Seal of Excellence +300 (EFQM)
Date obtained/ Validity	2006 – 2008
Entity that granted it	SGS ICS Ibérica, S.A. provided by the Management Excellence Club
Scope of recognition	General Security Coordination
EFQM +400	
Name	European Seal of Excellence +400 (EFQM)
Date obtained/ Validity	2008 – 2010
Entity that granted it	SGS ICS Ibérica, S.A. provided by the Management Excellence Club
Scope of recognition	General Security Coordination
EFQM 500+	
Name	European Seal of Excellence 500+
Date obtained/ Validity	2010 – 2012
Entity that granted it	Evaluation and Quality Agency (AEVAL). Ministry of the Treasury and Public Administration
Scope of recognition	General Security Coordination and Municipal Police
EFQM 400+	
Name	EFQM 400+ Standardisation
Date obtained/ Validity	2012 – 2014
Entity that granted it	Madrid City Council
Scope of recognition	General Security Coordination and Municipal Police
MADRID MUNICIPAL POLICE	
Name	UNE 93200 Certification
Date obtained/ Validity	2016 – 2019
Entity that granted it	AENOR
Scope of recognition	Directorate-General of Municipal Police



EXPECTED RESULTS/EXPECTED CHANGE/TARGET GROUPS TO BE ADDRESSED (CONT.)

MUNICIPAL POLICE FOR THE CARE OF WOMEN, MINORS, THE ELDERLY AND DIVERSE SOCIETIES

Name	UNE 93200 Certification
Date obtained/ Validity	2018 - 2021
Entity that granted it	AENOR
Scope of recognition	Directorate-General of Municipal Police

ENERGY MANAGEMENT SYSTEM CERTIFICATION

Name	ISO 50001:2011 Certification
Date obtained/ Validity	2014 - 2020
Entity that granted it	AENOR
Scope of recognition	Department of Vehicles, Signalling and Maintenance

ENERGY MANAGEMENT SYSTEM CERTIFICATION

Name	ISO 14001:2004 Certification
Date obtained/ Validity	2011 - 2020
Entity that granted it	AENOR
Scope of recognition	Department of Vehicles, Signalling and Maintenance

Starting in 2003, a profound change took place in the Madrid Municipal Police's management structure, initiating a "journey" towards excellence. Evidence of the Directorate-General of Municipal Police's interest in service quality can be seen in the fact that it has initiated a process to apply the **CAF Model**, focused on continuous improvement.

On the one hand, it is a model specifically designed for public sector organisations taking into account their characteristics and, on the other hand, it was compatible with the other European quality models, which are increasingly being implemented, in addition to the opportunity of having the assistance and training of the Directorate-General for Participation, Transparency and E-government.

The CAF belongs to the family of total quality management (TQM) models and is originally inspired by the Excellence Model of the European Foundation for Quality Management (EFQM) ®. It is a performance management model that functions as a "compass" that guides managers to find the path to excellence. The graphs explain the cause/effect relationship between the facilitating agents and the results.



EXPECTED RESULTS/EXPECTED CHANGE/TARGET GROUPS TO BE ADDRESSED (CONT.)

The CAF is based on the premise that it is possible to achieve excellent results in the performance of the organisation, citizens/customers, people and society through strategic leadership, planning, proper people management, and the development of alliances, resources and processes. The model examines the organisation from different angles at the same time, with a holistic approach to the analysis of the performance of the organisation.

Structure of the CAF model				
FACILITATING AGENTS			RESULTS	
1. Leadership	3. People	5. Processes	7. People results	9. Key performance results
	2. Strategy and planning		6. Citizen/customer-oriented results	
	4. Alliances and Resources		8. Results in social responsibility	
INNOVATION AND LEARNING				

The 2015-2019 Government Plan includes the structured set of political objectives established by the Government of the City of Madrid for the current term of office, planning the set strategy to the level of specific actions and allowing for the evaluation of municipal action in all its spheres of action.

The Directorate-General of Municipal Police disseminates the strategy, commitments, activities and results to the public.

The Directorate-General of Municipal Police has different communication tools to communicate its strategy, commitments, activities and results.

- **SyR System.** (Madrid Municipal Police's **Suggestions and Complaints** System User Survey)
- Open Data.
- Transparency Portal.
- CS system.
- OAC (Citizen Services Offices)
- Safety recommendations.
- Meetings with associations and stakeholders.
- Press releases.
- Social networks.
- Coexistence and Participation Magazine.



KEY ACTIVITIES/ KEY PARTNERS

- **Activity 1:** monitoring of services: citizens conduct a survey after an operation, evaluating actions with a view to improving them. (citizen's requests are collected)

There is a defined framework for collecting suggestions and claims or complaints from citizens/customers. Citizen participation is carried out through requests for information, as well as through the system of complaints and suggestions formulated in relation to the provision of the service and through the needs expressed.

A general approach is made by the Madrid City Council, through an integrated set of studies carried out by the different units of the City Council in order to know the opinion, expectations, needs and satisfaction of the citizens, among them, the survey on Quality of Life and Satisfaction with the Public Services of the City of Madrid.

This **survey** develops stratified sampling by district, type of sections (according to socio-economic variable) and quotas by age and sex, through the procedure of random routes. A proportional fixing by district.

The results provide information about the main problems of the City, related to **security, perception of security, satisfaction with the service** provided by the Municipal Police, among other things.

Sectoral studies are also carried out, which are classified into areas of action that constitute the scope of municipal policies and citizen surveys that gather citizen's opinions on current issues.

Periodic meetings with neighbourhood associations, universities, affected groups, victims' associations, etc. and focused surveys that allow us to adapt the strategies to the needs of citizens (SyR survey, Road and Civic Education).

Through the Local Security Meetings, as a space where actions, problems and needs are systematically and periodically analysed and evaluated with the closest citizens (district), being also a space for accountability, where the results of the work carried out are reported.



KEY ACTIVITIES/KEY PARTNERS (CONT.)

THE 10 MAIN PROBLEMS IN THE CITY OF MADRID					
	2009	2012	2014	2016	2017
1	Traffic, traffic jams	Unemployment, lack of job opportunities	Unemployment, lack of job opportunities	Cleanliness	Cleanliness
2	Air pollution	Air pollution	Cleanliness	Unemployment, lack of job opportunities	Air pollution
3	Unemployment, lack of job opportunities	Traffic, traffic jams	Traffic, traffic jams	Air pollution	Traffic, traffic jams
4	Noise	High cost of living	Air pollution	Traffic, traffic jams	Unemployment, lack of job opportunities
5	Works	Cleanliness	High cost of living	Insecurity	Lack of parking
6	Insecurity	Insecurity	Healthcare: lack of services or professionals. Waiting lists, quality or prices	High cost of properties, access difficulties	Insecurity
7	Crime, theft and robbery	High cost of properties, access difficulties	Insecurity	Poverty, inequality, social injustice	Noise
8	Crowding	Noise	High cost of properties, access difficulties	Pavements and roads in poor condition	Scarcity or lack of park and garden maintenance
9	Cleanliness	Crime, theft and robbery	Crime, theft and robbery	Healthcare: lack of services or professionals. Waiting lists, quality or prices	Crime, theft and robbery
10	High cost of living	Lack of public transport	Corruption	Education: lack of teachers, schools or places, quality and fees	Pavements and roads in poor condition

In addition, non-urgent service requests received at the 092 station are studied and analysed through the Citizen Services Offices, establishing criteria for action priorities and needs assessment.

The SyR system makes it possible to identify specific needs and problems, which are analysed and evaluated, and to respond to people's needs.

In the closest territorial scope, each UID develops a Territorial Plan where they analyse and develop local actions after detecting the needs of the stakeholders with the objective of satisfying them.



KEY ACTIVITIES/KEY PARTNERS (CONT.)

The broad knowledge of the territory and the community in which it operates, together with the diversity and specialisation of its areas of action, allows the Municipal Police to place each problem in the appropriate context and to identify and relate the stakeholders and the knowledge and deployment of the entire organisation.

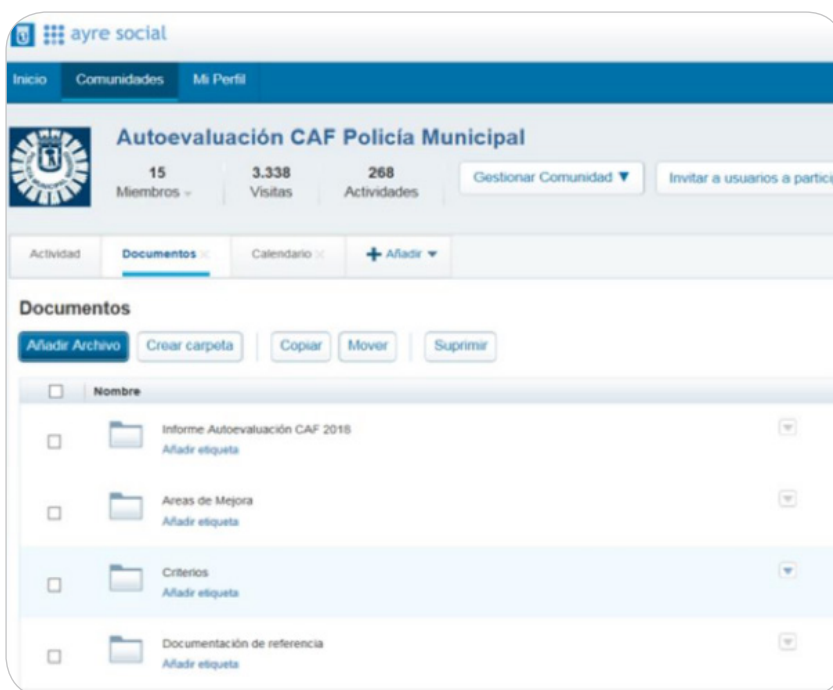
- **Activity 2:** evaluation of human resources based on the results obtained in the surveys.

The General-Directorate of Municipal Police carried out its first self-evaluation in 2006, which was followed by others in 2008, 2010 and 2012. The current process corresponds to the fifth self-assessment undertaken.

The self-evaluation has the following objectives:

- Conduct a diagnosis of the organisation in order to determine its current situation and its degree of excellence.
- Ensure, through self-evaluation with the CAF model, that the quality criteria increasingly become part of the organisation's culture.
- Identify the strengths and areas for improvement of the current management system of the Municipal Police.

- Establish and implement an action plan with the aim of improving the organisation, in line with the continuous improvement process.



The General-Directorate of Municipal Police has a comprehensive strategic approach to managing people, workplace culture and the environment, considering them to be a key part of the Organisation's strategic planning.



The Madrid Municipal Police has several tools (in addition to those already mentioned) that seek to address aspects such as “Crime Prevention”, “Perception of Security”, “Social Cohesion” and “Governance”. For example: IPOL (Police Intelligence), the Police Data Warehouse or Risk Maps (among others).

Police Intelligence (IPOL)

An application that manages information from various police data sources, as well as from other agencies, digital media, websites, electronic newspapers, blogs. It allows for complex searches and with the data obtained it is able to place the results on the map of Madrid. The analysis of this type of data provides the CPM (Municipal Police Force) with a complete system of immediate intelligence information, which helps to **predict what may happen**, based on what has already occurred, taking into account the circumstances and other external factors. It also enables security strategies, action plans and risk analysis of great value for police operations and effectiveness to be determined. Selective searches allow cross-referencing data on people, vehicles, places, types of crime, municipal police operations and the Internet, providing text reports and geo-referencing the results on a map.

Police data warehouse

A tool that allows the Municipal Police to obtain aggregated reports and dashboards that are useful for decision making by the Management and Head of the Municipal Police Force. For this purpose, the following sources of information are integrated:

- Police Human Resources.
- Police reports.
- Information on security incidents and emergencies.
- Information on police actions. Other additional information sources (corporate statistics, operations, etc.)

Risk maps

These are graphical representations of the geo-referenced reports generated with IPOL and ArcGis Desktop (ESRI) tools that allow the visualisation of the distribution of incidents in Madrid, according to different criteria (geographical, weather etc.) and at different levels: (city, districts, street).

URBAN DIMENSION ADDRESSED





CALENDAR



- **Short.** It is difficult to adapt a police organisation to the demands of citizens in the short term. That said, the many tools implemented at Madrid Municipal Police are intended to adapt our organisation to the needs of citizens as quickly as possible.
- **Medium term.**
- **Long.**

Law and order forces

In order to meet the demands of the citizens, the Directorate-General of Municipal Police has the following personnel available. In this sense, there has been a decrease due to the 2012 Budgetary Stability Law, which imposed elements of cost containment on local councils.

	2014	2015	2016	2017
Total DGPM	6.787	6.651	6.503	6.275
Inhabitants	3165235	3141991	3174945	3191117

RESOURCES



RISKS



- **Risk 1:** hesitation of citizens to tell the truth.
Surveys often suffer from this type of problem; however, Madrid Municipal Police has several tools (already mentioned) that allow us to try to correct these possible deviations.
- **Risk 2:** Information distortion/interference.



action 4

Police action protocol for security certificates



In the field of human relations, 40 years ago, the concern for the urban environment, in which coexistence activities take place, appeared as a relevant factor in the commission of criminal acts and insecurity. It became apparent that certain design conditions are more conducive than others, offer more facilities for the commission of crime, for the development of anti-social behaviour or disruptive activities that end up being preferred or simply create unsafe urban spaces or generate uncertainty and are thus perceived by citizens. In those societies in which the level of development and urban complexity is high, and the concept of quality of life is a dominant value, they have a low level of tolerance to crime, they are consumers of welfare, because that is what their citizens want, in short, the security of welfare.

Thus, those who advocate an urban order that generates security, propose streets, neighbourhoods, squares, parks, etc., have lighting, where neighbours are identifiable and where order and control of the environment prevail, and it is on these reflections that this work, in collaboration with the Directorate of Public Works, is intended to be created, and to ensure that the modifications that a city like Madrid needs are aligned, creating public spaces allowing them to be enjoyed peacefully with ideas or solutions that the Municipal Police Force can provide.

Situational prevention is based on the idea of the “rationality of crime”, at least to some extent. Here, beyond the offender and their environment, the circumstances of the act, such as light/darkness, time/space, access, technology, etc., are considered and acted upon. This prevention refers to non-criminal operations that seek to prevent the act from happening, modifying the particular circumstances under which a series of similar behaviours are committed or could be committed. Its purpose is to prevent crimes from happening and it seeks to permanently suppress the opportunities to commit them, make them more difficult, more risky or less profitable or worthwhile. Thus, situational prevention is based on three “laws”: the law of least effort, the law of least risk and the law of most profit in the shortest time, signalling to the potential offender that their project is too difficult, too risky or not profitable enough.

This protocol proposal seeks to institutionalise, in the future remodelling of public spaces, a system of information and assistance, through analysis and methodological representation for the prevention of crime through environmental design, and that serves to reduce the opportunities for urban violence through the modification of certain environmental parameters. From this perspective, a safer city will be achieved by diversifying urban land uses, promoting greater street activity, stimulating the creation of informal controls and creating greater possibilities for surveillance of urban spaces.



PROBLEMS/CHALLENGES ADDRESSED/SCOPE OF THE INTERVENTION/ PROFILE OF THE AREA ADDRESSED

The purpose of the protocol is to coordinate the actions of the Department of Public Spaces, Works and Infrastructure of the Madrid City Council and the Madrid Municipal Police, so that the different projects carried out in the City of Madrid can be safe and pleasant spaces for citizens.

In this regard, the collaboration and cooperation between the two Departments and, within the framework of the competencies assigned to the two Departments in the current regulations, shall be governed by the following principles:

- a) To guarantee the users of these spaces that they will be remodelled, using minimum architectural standards compatible with guaranteeing the right to move freely and safely.
- b) To provide a response of maximum sensitivity, quality and efficiency in the attention to environmental prevention, with architectural designs and supplemented with the necessary technology of the actions, which imply the unnecessary duplication of operations, after having drafted the projects for their execution.
- c) Coordination and reciprocal collaboration between both Departments.

The scope of application of the protocol is limited to the territory included in the municipality of Madrid, within the competences of both Departments in accordance with the regulations in force and, more specifically, in the following matters:

- Proposals for the improvement of public areas or spaces, where citizens have suffered any type of illegal activity, whether criminal or administrative, and which entails a loss of rights.
- Adaptation of existing elements, or new facilities, according to new forms of coexistence or criminal acts
- Use of public space for the enjoyment of all residents and visitors to Madrid
- Street furniture in accordance with safety requirements
- Other risk situations:
 - Urban mobility.
 - Massive new technologies, such as smart cities.



PROBLEMS/CHALLENGES ADDRESSED/SCOPE OF THE INTERVENTION/ PROFILE OF THE AREA ADDRESSED

- Public places of mass leisure.
- Those unsafe areas that occur in the school environment.

The Municipal Police will inform the Department of Public Spaces, Works and Infrastructure of those cases it considers relevant, and which may generate risk, so that, within the scope of the competencies of the Department of Public Spaces, Works and Infrastructure, it may take the actions it deems appropriate.

Short term: Creation of the document.

Medium term: Intervention in the project during its execution.

Long term: Comparison of crime rate data before and after remodelling.

CALENDAR



RISKS

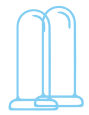


- Lack of trust in each of the departments that will collaborate.
- Information distortion/interference.



action 5

Hydraulic bollards at entrances to the Square



PROBLEMS/
CHALLENGES
ADDRESSED/
SCOPE OF THE
INTERVENTION/
PROFILE OF THE AREA
ADDRESSED

Currently, in the face of terrorist threats, fixed obstacles are installed, which in one way or another, spoil the aesthetics of the place.

These architectural elements/barriers are removed as required and are subsequently removed by cleaning teams, in most cases, who are responsible for their removal and subsequent disposal.

Its installation would be limited to one or more streets that start from the Puerta del Sol and that are susceptible to be controlled by its channelling of the flow of people to control the capacity of the square.

The projected idea would consist of the installation of two rows of hydraulic bollards whose maintenance and control would be carried out by the Police, in this way they would become multifunctional elements, so that they could be activated depending on the circumstances or the nature of the event, that is: demonstrations, loading and unloading, prevention of terrorist acts, access control, etc.



EXPECTED RESULTS/
EXPECTED CHANGE/
TARGET GROUPS TO
BE ADDRESSED





KEY ACTIVITIES/
KEY PARTNERS



- **Activity 1:** Contracting this system. Maintenance, operation and use by the officers of the surveillance room
- **Activity 2:** various ways of acting, each bollard can be activated independently or jointly, depending on the situation

- Prevention of a terrorist attack
- Perception of a safe environment by users of urban spaces by having a controlled capacity system
- Control of large events



URBAN DIMENSION
ADDRESSED





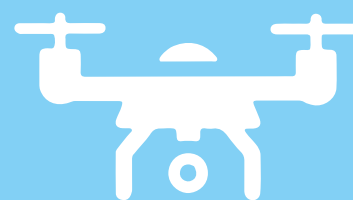
CALENDAR



- long
- medium term

- System already integrated into the Puerta del Sol remodelling project
- Maintenance company to be paid from the Police budget
- Officers operating the system

RESOURCES



DESIGN FOR SECURITY: CREATING SAFER CITIES

INTEGRATED ACTION PLAN

IAP MADRID

