World Café Analysis

Introduction

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

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

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

Discussion of methodology

Qualitative study

The World café is a form of qualitative research. The nature and context of the phenomenon can be studied based on qualitative research. It does not specifically involve evaluating figures, but a theme or issue is placed in the forefront and focused on. This study focuses on the opinions and visions of the respondents to identify the possible supporting trends.[1]

A World Café fits in well with this. The opinions and visions of a large group of participants were asked based on various themes and questions.

Benefits of a World Café

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

The short discussion sessions (+/- 25 minutes) and the participants' enthusiasm made sure that the discussions did not get the chance to bleed to death. The timing also ensured that one had to get to the point straight away, without elaboration. This led to high quality conclusions. The small groups and the relaxed atmosphere also made sure everyone could voice their opinion[2]. Such discussions can provide interesting angles of perception for other files apart from domestic burglary prevention. The moderators can make these associations as file managers.

The moderator also discussed the same subject several times, which allowed him to avoid substantive pitfalls that occurred in a previous discussion, from reoccurring in a subsequent discussion. This allows him / her to remain on theme, which has a positive influence on the

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[1] REULINK, N., and LINDEMAN, L., *qualitative research*, http://www.cs.ru.nl/~tomh/onderwijs/om2%20(2005)/om2_files/syllabus/kwalitatief.pdf, 2005, p. 4
[2] LOYENS, K., and VAN DE WALLE, S., *Methoden en technieken van burgerparticipatie*, http://www.de-raet.be/index.php/cocreatie/methoden/166-world-cafe, 2011

end result. Combined with the fact that the background of the participants is always changing, this ensures that he / she has the choice to delve deeper into recurring elements, or to further investigate new elements.

Moreover, the methodology allows one to engage practitioners in the field in policy preparations by actively asking for their knowledge and opinions. This stimulates the bottom-up approach and shows appreciation for the field workers. The method is also suitable for working out a policy issue in depth, leading to new ideas and solutions.[3] Furthermore, it is also an ideal opportunity to network and to meet people who are all involved in prevention. To facilitate this and to keep everyone fresh, sufficient breaks were lined up.

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

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

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

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

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

Clarifying the purpose
The first step in organizing a World Café is clarifying the purpose. The general objective of a World Café is to stimulate as many ideas as possible, through dialogue, to collect them and to get the participants to interact. Thus one tries to come up with more effective solutions,

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

more insight, fundamental decisions and better supported decisions. It is a transparent and interactive way of collecting the opinions and insights of a large group of people[4].

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

Identification of the participants

The recruitment of participants is no simple task[5]. Many World Cafés invite people without really selecting them. It is however important to carefully consider which target group is needed for the World Café to succeed[6]. As indicated in section '*3.1 recording the objectives'* this World Café targets the practitioners in the field as target group to provide a balance for the experts and to not lose sight of the link with the practice.

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

To contact all these individuals, the participants of the advisory board have been called upon. They were asked to circulate the invitation further in their network. This action lead to the participation of 5 Dutch participants because there was also a Dutch colleague in the advisory board. Furthermore the invitation was also sent via the monthly electronic newsletter *Prevue*[7]. The target audience of this newsletter includes mayors, police chiefs, prevention services, etc. Moreover the invitation was also sent via the bi-weekly electronic newsletter 'safety' of the FPS Home Affairs. In addition, the invitation was also sent to all BIN coordinates and officials. In this way almost all links of the safety chain were represented. Participants of justice were however missing, partners like architects were also not present. This all ensured that there were a total of 79 World Café participants.

A variety of participants from various departments and positions (local vs. federal, police vs. administrative, preventive vs. repressive, specialist vs. civilian, etc.) allowed for varied discussions and good practices to be exchanged. The international presence also certainly provided an added value. Because a too diverse group of participants can also lead to restraint in the participants it was decided to provide every participant with a type of 'identity card'. On it were several details that were useful for the organizers and for the participants[8]. At this World café this was the name, the current function and at which institution (city, Police Zone, private...) the participant is working.

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[4] THE WORLD CAFE, *method*, http://www.theworldcafe.com/method.html

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

[6] GASTMANS, F., *Waarom en hoe een World Café organiseren?* http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf, 2010

[7] Electronic newsletter issued by the management Local Integral Safety (FOD Home Affairs),

[8] GASTMANS, F., *Waarom en hoe een World Café organiseren?* http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf, 2010

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

Selection of a host

There should be a host at every café to welcome people and to explain what a World Café actually is and what its objectives are. The host is also responsible for creating a welcoming atmosphere, which is very important because it generates an inviting and safe feeling. When people feel at ease they are often at their most creative, they are then also more quickly inclined to share their opinions and to listen to other people[9].

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

At a World Café it is not unusual if there are no moderators leading the discussions. This is left completely up to the participants. With every change-over, one participant remains sitting at the table to play hostess / host for the following group[10]. Due to the technical complexity of the various themes at this World Café, it was however decided to work with moderators.

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

Development of the questions / statements

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

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

The project group then drafted a statement for each theme. These statements were sent to the moderators where every moderator was able to adjust the statement if necessary. Thus

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[9] THE WORLD CAFE, *principles,* http://www.theworldcafe.com/principles.html
[10] GASTMANS, F., *Waarom en hoe een World Café organiseren?*
http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf, 2010

the expertise of a large group of people was used to setup proper statements. Below is a summary of the statements per theme.

Civilian participation

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

Private partners

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

Social media and burglaries

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

Standardisation

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

New technologies

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

> i. *Is safety more important than privacy?*

BINs

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

International dimension

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

Reserving a room

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

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

Writing and sending invitations

Due to the assumed large number of participants it was important to make the invitation attractive. As already mentioned in *3.2 identification of the participant,* the invitation was sent via various channels. The invitation was firstly sent in the form of an article via the electronic 'safety' newsletters of IBZ and Prevue[11]. This was repeated again in the following month. A mail was also sent to the advisory board with the invitation to the World Café in annexure. Via this mail, they were asked to forward the invitation to their network.

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

Follow-up of the invites

Due to the assumed large number of participants it was important that the invitations proceeded smoothly. Registering via mail was therefore avoided due to its lack of transparency. As a result, it was decided to have the registrations proceed via an online

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

registration form on the website www.besafe.be[12]. On this online form, people were also asked to state the function and institution or service. This makes it easier to assemble varied groups during preparation.

A week before the World Café, a 'participation confirmation' was sent to the registered persons. The exact time and address of the World Café was included. The agenda of the day was also added[13]. The full version of this invitation can be found on the website[14].

room arrangements

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

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

Gathering session materials

A World Café, generally speaking does not really need a lot of material. As already mentioned in '3.8 room arrangements' the statements were printed in advance on A3 pamphlets so that the participants could easily read these. It was also important to provide enough paper, markers and / or pens on the tables.

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

Progress of the World Café

World Cafés always proceed the same way. It starts with a general welcome followed by an explanation of the content of the World Café. Then the discussions start, per group. There is a 'table sheet' per table on which notes can be made. After a predetermined period (usually around 20 to 30 minutes) the groups move to a different table. One person remains seated at the table and functions as host / hostess, to explain the previous discussion. Then the debate is picked up and continued. This happens a few times, the organization can decide for themselves how often. With the last round it is possible to ask that action points are suggested to resolve the discussed statement.[15]

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

The agenda:

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[12] Website of the the Directorate General for Security and Prevention, Belgian Federal Public Service (FPS) Home Affairs
[13] The full agenda is located under section *3.10 Progress of the World Café*
[14] www.domesticburglary.eu
[15] GASTMANS, F., *Why and how to organise a World Café?* http://www.lemniscaatmethode.be/Lemniscaat_methode/BIB_files/World_Cafe_Concreet_5.1.pdf, 2010

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

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

At this World Café the group of participants were split up into 11 smaller groups (the list of participants can be found on the website[16]). Every group sat down at a table with a statement or question. After approximately 25 minutes, tables were swapped. One moderator was present per table to moderate the discussion and take notes, the participants did not take notes themselves. After every table change, the moderator discussed shortly what was already said and written by the previous group(s), after which the discussion was continued within the new group. This was repeated 4 times. During the last round of discussions, participants were asked to present possible policy action points. Throughout the entire World Café there was a timekeeper who ensured tables were swapped in time. Because of this the agreed end time was respected.

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

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

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

As already stated in point '*2.3 Drawbacks of a World Café*' it is no easy feat for the moderators to take notes and lead the discussion at the same time.

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[16] www.domesticburglary.eu

Writing the report and sending it to the participants

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

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

Analysis of the World Café

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

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

Statement 1

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

Conclusions

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

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

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

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

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

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

Statement 2
There should be more cooperation between the private sector and FPS Home Affairs. What can the private sector do for the prevention policy? Will the citizens accept this?

   e. Should architects have more safety training?

   f. No insurance without registration of valuable goods?

   g. The better the security of a house, the lower the insurance premiums.

   h. Would it be a good idea for private security companies to patrol along with the police?

Conclusion

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

Training would best be broad in the sense that safety in the broad sense of the word should be integrated: domestic burglary prevention (both structural and electronically), social control in the context of urban development, fire safety, etc.

In addition to a comprehensive regulation it would be nice if the calculation of the insurance premiums could be based on factors. It is indeed true that the client does not really know the

method by which his / her premium is calculated. It is then also not motivating to take some safety measures, the client can after all not see whether the measures have a positive effect on his / her premium. An additional advantage of such a factor is that the client can 'shop': he / she can compare insurers with each other.

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

Action points

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

Statement 3

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

a. In which matters is civilian participation necessary, for example assistance in sensibilisation campaigns and giving prevention advice? And in which matters absolutely not?

b. How can we make civilians responsible to accept their responsibility?

Conclusion

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

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

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

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

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

Action points

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

Statement 4

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

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

Conclusion

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

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

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

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

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

Action points

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

Statement 5

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

(This statement was only discussed with the Dutch participants)

Conclusion

The social cohesion increases within the BINs. In districts where there was no social cohesion this will increase anyway. Via this social cohesion the residents become more alert. We also see that BIN members have an increased willingness to report. Messages that are distributed within the BINs must be meaningful and have a preventive capacity. The BIN offers the citizens the opportunity to take action against crime themselves.

The quality of the function of a BIN depends on the motivation of the mandated police officer and the coordinator. That a BIN would be a rat-line is a myth and a prejudice that is usually used by critics. Proper communication from the beginning can prevent this so there is

no false expectations with the citizen. If a BIN is imposed by the government, there is a risk that it could become a rat-line. Therefore BIN's need to be voluntary.

Action points

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

Statement 6

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

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

(This statement was only discussed with the Dutch participants)

Conclusions

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

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

Action points

- Knowledge about new technologies plays an important role in the success thereof and the added value that it can offer for the prevention of crime. Monitoring the current developments in this area and exchanging information on this with the police and the prevention services therefore forms an important point of action.
- There should be a healthy balance between safeguarding the rights of the citizen via, amongst other, the privacy legislation and innovative action against criminality using new technologies.
- With communication one should give the message that technologies such as cameras and alarm systems should be approached within a broader security

concept. A camera does not stop one from receiving unwanted visitors when the door is not locked.

Statement 7

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

What should the EU do?

(This statement was only discussed with the Dutch participants)

Conclusions

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

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

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

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

Information-exchange of good practices between the various countries is enriching. However good communication and knowledge of the correct channels is crucial for this. The EUCPN[17] can play an important role in this, but unfortunately there is still too little know about it. There could also be organized work visits or short internships in other European member states to gain actual experience which can later be used in the own prevention policy.

Action points

- The EUCPN[18] should become better known to the practitioners in the field in order for an optimal information exchange to be realized.
- National partners should be encouraged to convert European standards into national regulations.

What now?!

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

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[17] European Crime and Prevention Network
[18] European Crime and Prevention Network

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