

## PP16. FOSTERING AND SHARING INNOVATION IN COMMUNITY POLICING PROGRAMS

[Tags: Community policing, ICT, Citizens]

When seeking to spread the use of ICT in community policing while also fostering citizens participation, it is important to engage in a process of continuous innovation. A key role is played by ITC companies, which have the capacity to provide creative, flexible and effective answers to these needs.

To foster innovation, law enforcement agencies should initiate and strengthen research partnerships with public and private actors. To be effective such partnerships should enable not only the development of common strategies and the sharing of material resources, but, also, a positive exchange of information and views, which would enhance the vision of each actor.

A key role in the innovation process is played by privacy. Using "privacy by design" principles increases the attractiveness of an ICT tool.

Examples:

- In Utrecht, Netherlands, the Mobile Safety Watch project is the result of collaboration involving the University of Applied Sciences, Utrecht Police department, Dutch Centre for Innovation and Safety, Dutch television program "Opsporing verzocht", and various neighbourhood watches;
- In Albania, the "Digital Commissioner" initiative (see above) arose from collaboration involving the Ministry of Interior, Vodafone Foundation and the Protik ICT Resource Center.

Mode of implementation:

- Participate in EU funded research projects that provide exchanges of information, experience and foster synergies;
- Initiate forms of coordination or full scale partnerships with private entities that finance specific technological applications (or develop applications);
- Use IT tools which facilitate interaction between police and research institutions (e.g. social media, collaborative working environments);
- Clearly communicate inside the police organization the advantages and benefits of engaging in a process of continuous innovation using concrete examples;
- Ensure the availability of technological resources;
- Ensure increased access to new technologies in general use;
- Implement pilot initiatives in the field of innovation;
- Disseminate success stories involving innovation;
- Ensure continuous changes in technological features and design to meet user needs;
- Use a "privacy by design" approach to apps development;
- Make use of the Internet, social networks and apps.

Resources:

- Trojanowicz, R. and Bucqueroux, B. (1990), Community Policing (Cincinnati: Anderson Publishing); Stipak, B. (1994), "Are you really doing Community Policing?", *The Police Chief*, 61(10): 115, 117-118, 120, 122-123; Denney, L. and Jenkins, S. (2013), *Security Communities. The what and the how of community policing*. Background paper (London: ODI).

- COMPOSITE project, see: [www.composite-project.eu](http://www.composite-project.eu).
- Verhoeven, F., Haring, A., van der Lugt, R., Vreekamp, L. and Zielhuis, M. (2011), Multifaceted Design for Persuasion: a Case Study about the Design of a Mobile Safety Watch, at: <https://hbo-kennisbank.nl/en/record/oai:repository.samenmaken.nl:smpid:44153>.
- <http://www.govtech.com/social/Cops-Increasingly-Use-Social-Media-to-Connect-Crowdsources.html>.
- Bijker, W.E., Hughes, T.P., and Pinch, T.J., eds. (1987), *The Social Construction of Technological Systems: New Directions in the Sociology and History of Technology* (Cambridge, MA: MIT Press).
- Korteland, E. and Bekkers, V. (2007), "Diffusion of E-government innovations in the Dutch public sector: The case of digital community policing", in *Information Polity* 12(3): 139-150.