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Procedural Justice in Policing: Insights, Complexities and Future Priorities
Information sharing, Procedural Justice & Community
Policing in Europe

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www.unity-project.eu



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Outline of presentation

- Background to Unity
- Research methods
- Findings on information sharing obstacles:
concerns of minority groups & intermediaries
- Findings on facilitating information sharing
- Analysis: Procedural Justice?
- Concluding thoughts

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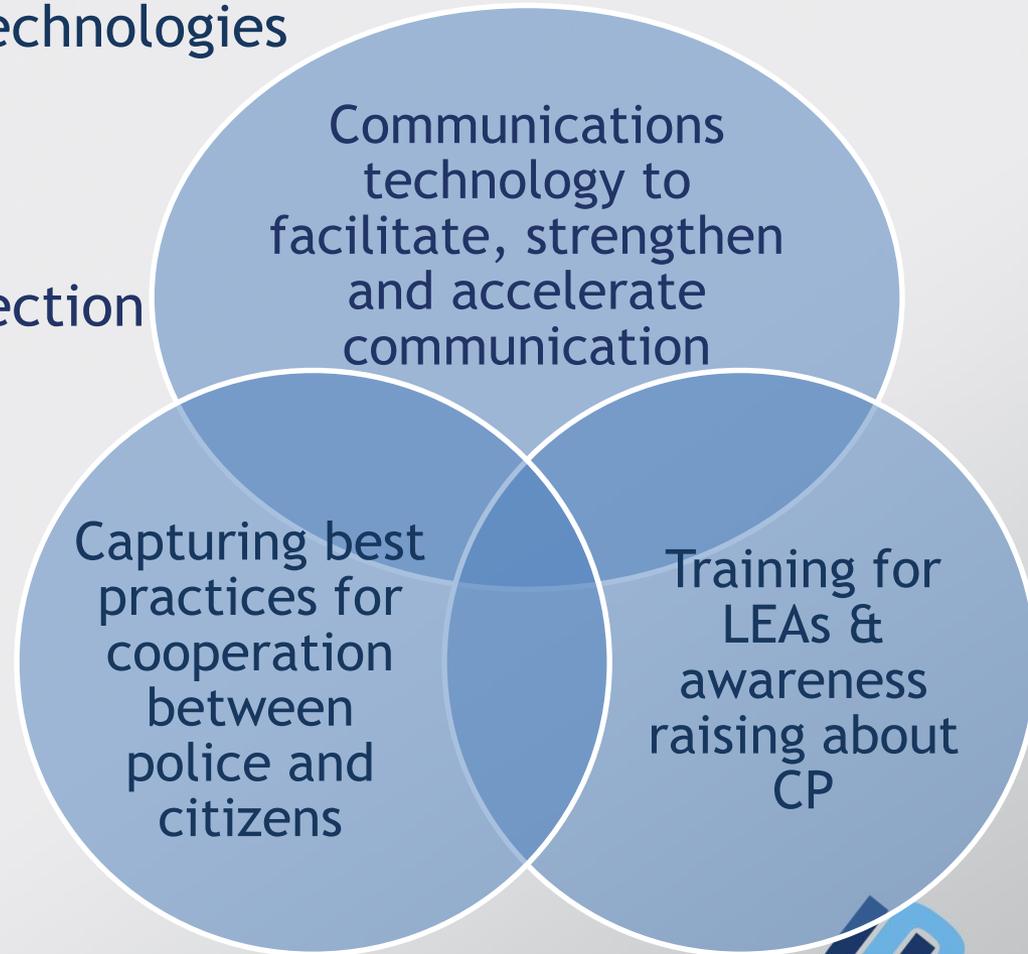
Background to Unity



Horizon 2020 project: FCT-14-2014 €4.3m
Community Policing & mobile technologies

VISION: to strengthen the connection
between policing organisations
and diverse communities

Data collected in:
Croatia, Estonia,
Germany, Belgium, Finland,
UK, Bulgaria & Macedonia





Research Methods

Focused on community policing of young minority communities, for consistency of setting across countries,

Structured interviews with key participants :

- Police/ Law Enforcement Agencies (LEAs)
- Young minority people
- Intermediaries (those who work with young minorities and the police, usually public sector)

Other stages:

- Legal experts
 - Advocates
 - Academic experts
-
- **TOTAL of 323 INTERVIEWS**



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What is community policing?

‘...supplements traditional crime fighting with problem solving and prevention oriented programs that emphasize a *role for the public*’
(Skogan, 2008: 43).

“...a philosophy of full service personalised policing, where the same officer patrols and works in the same area on a permanent basis, from a decentralised place, working in a proactive partnership with citizens to identify and solve problems”
(Trojanowicz and Bucqueroux 1994:3)

Unity's six pillars of Community Policing

Crime Prevention /Public confidence /sense of security

Communication & information sharing

Collaboration with communities

Addressing local needs

Accountability

Trust (as the foundation)

Why is trust, communication & info sharing important in CP?



- Communication skills & engagement
- Identifying local priorities with citizens
- Working collaboratively with communities & policing partners to improve community safety
- Feedback, two-way communication
- Policing by consent: build trust and confidence

Barriers /concerns re sharing information with police

Effectiveness & public confidence [Tankebe 2010]

- Perceptions of effectiveness, efficiency, slow or no response, availability, communication, feedback, commitment, motivation

'In my family there was a situation when my grandmother called the police and they decided that she makes fun and did not react' (Estonian minority)

'Not knowing what the police did with the information you shared' (Belgian minority)

Knowledge of the police:

- Unsure if information would be relevant to police

'little information for the citizens to know what the community policing is' (Macedonian minority)

Cultural (e.g. language, awareness), legal, political & social barriers

More concerns re sharing information with police



Trustworthiness & public confidence [Tankebe 2010]

'lack of trust based on previous experience with the police' (Croatian minority);

Misconduct (discrimination, corruption, physical force)

'sometimes they are prone to aggressive behaviour' (Bulgarian minority)

Unprofessional attitude/behaviour, prejudice, lack of interest, understanding (education/training, integrity)

'lack of interest by the police' (Macedonian minority)

Concerns cont.



Fear of negative consequences:

- Being labelled in media, giving wrong information, misinformation
- Being seen as a snitch

'the saying here is 'snitches get stitches'' (Scottish minority)

- Fear of reprisals, personal safety or family at risk

'the majority of the criminal groups are receiving cooperation from the police'
(Bulgarian minority)

'due to corruption in police ranks the information in police registers is unsafe'
(Bulgarian intermediary)

Concerns cont.



Protection of personal privacy:

- System security; data protection; mass data storage & access (e.g. hacking & ID theft)

'scared of hacking, even if the information is protected' (Belgian minority)

- Confidentiality & anonymity, identity disclosure, leakage of information, misuse or abuse.

'would inform the police only anonymously' (Estonian minority)



What would make info sharing easier & safer? /Facilitators



Trust:

- Building relations with certain groups, long-term engagement

'Firstly the police need to improve their public face: they need to improve trust, trust encourages sharing, the police need to be more actively involved here, it takes long-term engagement' (Scottish intermediary)

- Responsive service; manner & attitude; behaviour & equal treatment; skills & training; reform & recruitment; data security ethics

'To build trust that their information will not be abused; protection through the physical & electronic storage of information.' (Macedonian minority)

Facilitators cont.



Accessibility:

- Foot patrol, visible policing, present in the community, beat officers

‘young people are ready to tell police of their worries: the police should have time to listen’ (Finish intermediary).

- Face-to-face contact, familiarity, named contact, consistency

‘the community should be able to access and communicate with the police’ (Croatian intermediary).

‘more personal contact to citizens’ (German intermediary).

Facilitators cont.



Modes of communication:

- Social media, two-way communication /dialogue, information & feedback

'make it more dynamic, make it more modern' (Belgian intermediary)

Technological solutions:

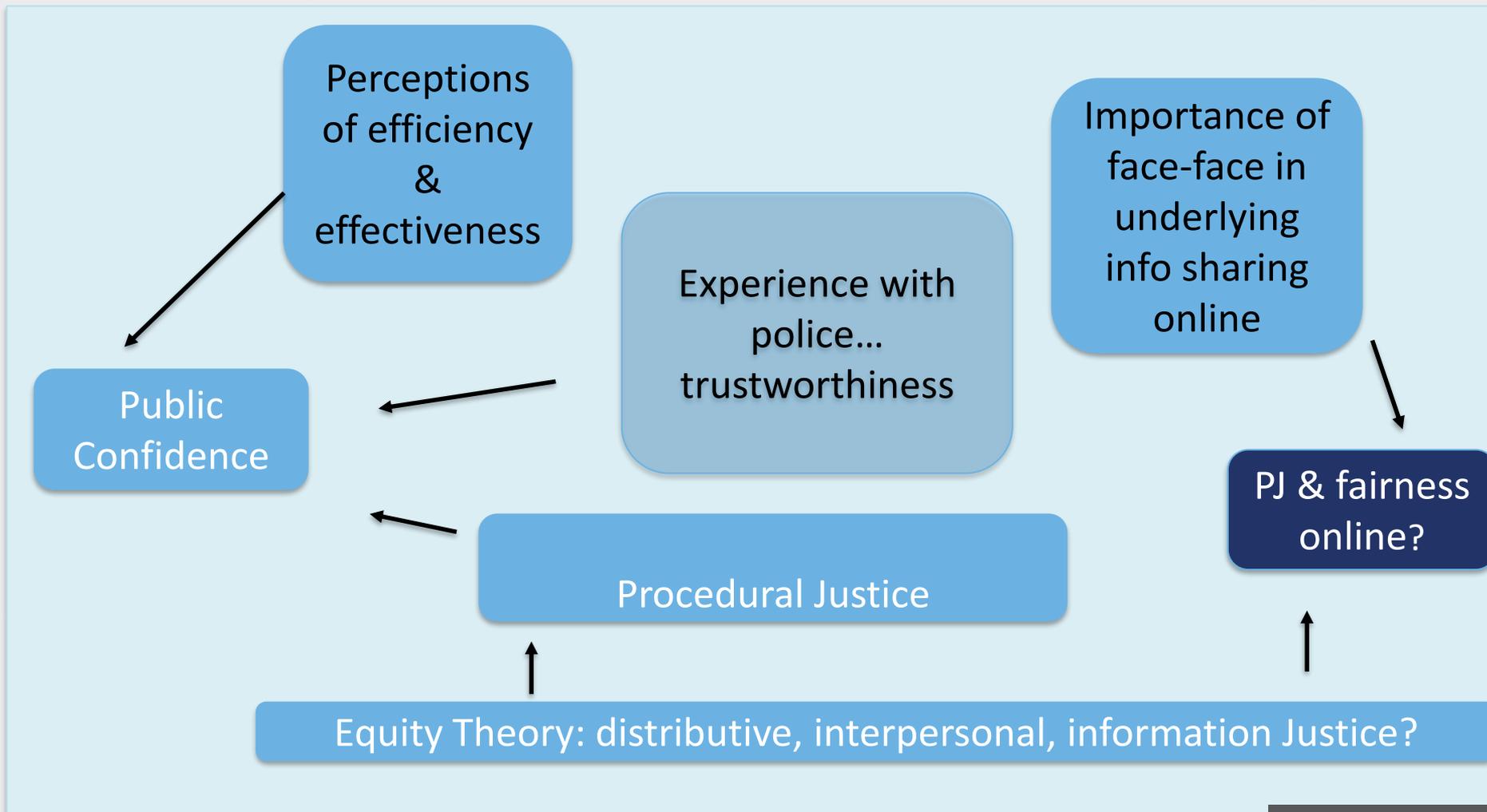
Share anonymously,
online presence /apps,
knowing who to contact,
listen to everyone, quick response, inform citizens

'online platform for anonymous sharing of information ' (Bulgarian intermediary)

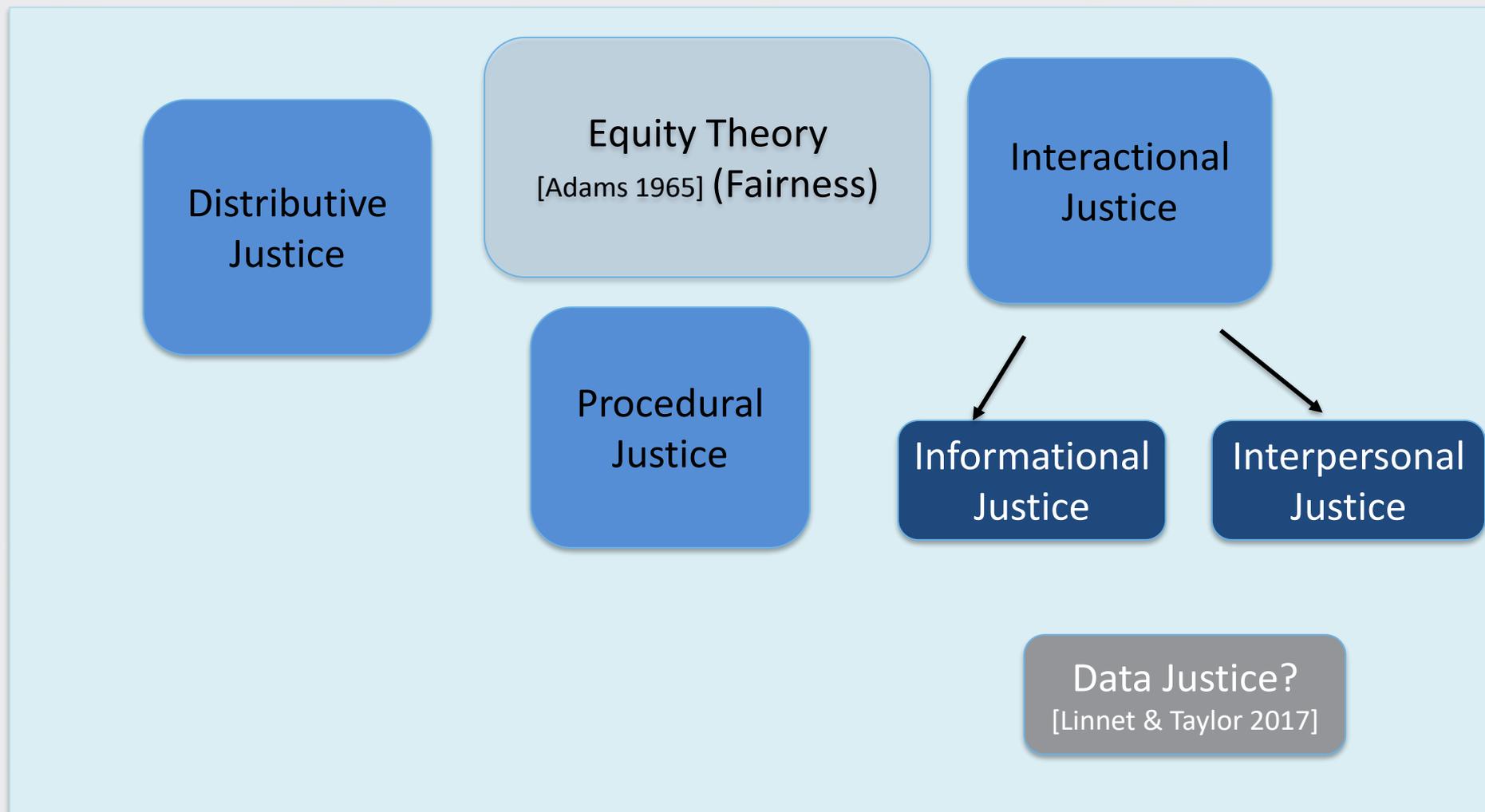
So how can PJ processes facilitate information sharing in relation to community policing?

- Access to communication platforms should be accessible & functional for diverse groups
- Equitable access for community members
- Training /education for police on importance of information sharing in community policing
- ICT tool should not require lots of personal info BUT faces & names of officers visible to build trust?
- **Importance of the attitude, behaviour and cultural knowledge base of police**
- ICT tool to have separate platforms for public, intermediaries & police so police & partners can share sensitive data
- Requirement for additional diversity training

Analysis: applicability of Procedural Justice to information sharing in CP?



Analysis: Equity theory?



Concluding thoughts

Legitimacy
[Bottoms &
Tankebe 2013]

Wider social, cultural,
historical & political context

Perceptions of
efficiency &
effectiveness -
confidence

Experience &
trustworthiness
-confidence

PJ

Value of
technology
/online
communication
BUT face-to-
face
relationship
/trust building
central

Willingness to
share info w
others if benefits?
Police function
important?

Communication & info
sharing in CP

Info /data Justice?

Policing geographical & virtual
spaces - expectations, austerity
and trust

Online visibility:
opportunities &
risks

Danger if CP
seen as
'intelligence
gathering' CT
exercise

Please get in touch if you have any questions or you would like to hear more L.Aston@napier.ac.uk,

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