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# Top-down vs. Bottom-up

**Does a top-down approach bear more advantages than a bottom-up approach within the implementation process of housing security projects?**

**Bachelor Thesis**

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## 1. Introduction

In March 2004 the European Commission enacted a legal act in order to manifest crime prevention within the European Union. This act aimed at the prevention of domestic burglary, violent crime and high-volume crime. The Council Decision of May 2001 stated that

> crime prevention covers all measures that are intended to reduce or otherwise contribute to reducing crime and citizens' feeling of insecurity, both quantitatively and qualitatively, either through directly deterring criminal activities or through policies and interventions designed to reduce the potential for crime and the causes of crime. It includes work by government, competent authorities, criminal justice agencies, local authorities, specialist associations, the private and voluntary sectors, researchers and the public, supported by the media (Europea - Summaries of EU legislation, 2006).

This is a very broad definition of crime prevention; this study does only focus on a small part of it: on 'interventions designed to reduce the potential for crime'.

The case study carried out in this thesis comprises two projects based on the crime prevention through environmental design (CPTED) theory. Crowe defines CPTED as "the proper design and effective use of the built environment (which) can lead to a reduction in the fear of crime and the incidence of crime and to an improvement in the quality of life" (Crowe, 2000, p. 1). This approach could only gain so much influence as it came along with the insight that over 60 percent of crimes are concentrating on a few small places – so called criminal hot spots (Braga, 2008, p. 41).

The CPTED theory is closely linked to the situational crime prevention theory developed by Ronald V. Clarke. This theory "focused on the settings for crime, rather than upon those committing criminal acts" (Clarke, 1997, p. 2). By changing the environmental features of a setting the risk for committing a crime shall be increased and therefore the opportunities for criminal actions be reduced. Crime prevention no longer concentrates on the social background of the offenders, yet it simply aims at diminishing the consequences of the social problems within the population. It does not set on the roots of criminality, however, as it deals with the crimes itself it contributes with little means to a safer society.

Both CPTED and Situational Crime Prevention theory acknowledge rational choice as behavior patterns of criminals. This approach suggests that "law-violating behavior occurs when an offender decides to risk breaking the law after considering both personal factors (…) and situational factors" (Siegel, 2010, p. 98). The criminal is reasonable within the process of making the decision to commit a crime and therefore his decision might be changed if the current situation is altered. According to the rational choice approach a criminal would not commit a crime if the personal risks are too high for him/her.

Taking the CPTED theory into account the European Union released a pre-norm (ENV 14383-2) to give a legal framework for the implementation of CPTED projects. This pre-norm outlines the most important features of the implementation process of CPTED projects as well as suggestions to the content of CPTED projects. It lays the fundament for the achievement of the basic right for European citizens to "a secure and safe town free, as far as possible, from crime, delinquency and aggression" as said in the European Urban Charter (CEN, 2003, p. 4). There is a good schema given in the pre-norm how to set up an elaborate implementation process (CEN, 2003, p. 22), however, it already

starts with a responsible body without defining it more precisely. It is not the task of this research to propose the best responsible body yet to make suggestions about the best approach a responsible body could adapt for an implementation process.

In the study two CPTED projects (a German and a Dutch one) which deal with housing security are investigated. As they are already evaluated by other scholars this will not be the purpose of the study. This thesis compares the two ways of implementing a project – bottom-up and top-down – and therefore deals with the research question whether a top-down approach bears more advantages than a bottom-up approach within the implementation process of housing security projects.

A lot of research has been done in the field of implementation yet hardly anyone has compared two similar projects which only differ in the way of implementation up to now. Thus this research is fairly unique and can enable new insights in the field of implementation research.

To begin with the development of implementation theories is described. After that the concept suggested by Najam is used to determine the important independent variables of an implementation process. Then the methods to gain the data for the investigation of the independent variables are presented and the way of testing the hypotheses is explained. Thereafter the findings are analyzed and compared. In the end the results are critically discussed before recommendations for future research are given.

## 2. Implementation in the Policy Process

This bachelor thesis puts forward the research question whether a top-down approach bears more advantages than a bottom-up approach in the implementation process of security housing projects. To investigate this question two comparative case studies are carried out. Yet first of all it is important to understand the theory behind the two ways of implementing projects.

## 2.1 Implementation Theory

Implementation forms a phase within the policy cycle which has been described by Harold Dwight Lasswell in 1956. He formulated the following seven components of the policy cycle: intelligence, promotion, prescription, invocation, application, termination and appraisal (Jann & Wegrich, 2003, p. 75). These have later been transformed in problem definition, agenda setting, decision making, implementation, evaluation and re-definition or termination proposed by Jones (1970) and Anderson (1975) as cited by (Blum & Schubert, 2009, p. 102).

### 2.2.1 Policy Cycle

For a more extensive study of the policy cycle (see Figure 1) one is referred to (Blum & Schubert, 2009). This source is also used for the following brief summary:  In the first phase a problem is acknowledged by interest groups, NGOs or medial discussion. Agenda setting means that political parties or influential interest groups are willing to discuss this problem and set it on their agenda. Now the decision upon the problem depends on the political responsibilities who hold the power in the moment of the decision making process – they decide according to their political engagement. Implementation means both the creation of a new law in which a solution for the problem is formulated and the enforcement of this new law in the society. Finally, the administration or the people concerned with the enforcement of the law evaluate it in order to figure out unforeseen negative consequences and to measure its level of improvement it brought to the actual problem. If the legal act is regarded as being satisfying the policy process is terminated – if not, a re-definition of the problem is necessary.
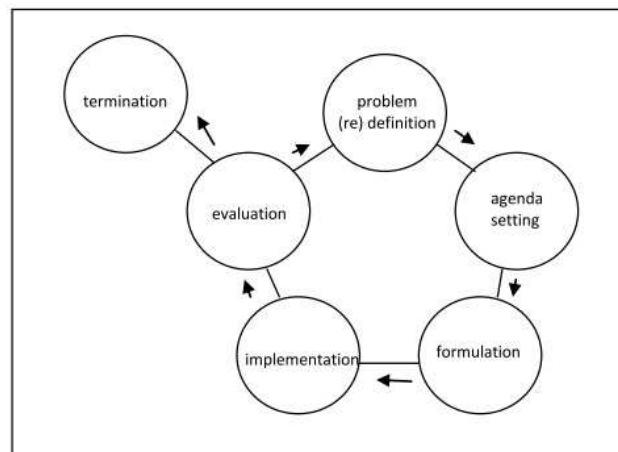


Figure 1: **Policy cycle  (Blum & Schubert, 2009, p. 102)**

This research concentrates on the implementation phase which deals with the questions "why, when, and how policies are defined and redefined" (Brodkin, 1990, p. 108).

### 2.2.2 Implementation Phase

According to Goggin et al. "there is still no widespread agreement among those who do implementation research about what actually constitutes a case of implementation. There is still some confusion over when implementation begins, when it ends, and how many types of implementation there are" (Goggin, Bowman, Lester, & O'Toole, 1990, p. 9). The confusion already starts with the use of a consistent definition of implementation. Paul Berman simply defines implementation as the process of carrying out an authoritative decision (Berman & McLaughlin, 1977, p. 1). More precisely Van Meter and Van Horn (Van Meter & Van Horn, 1975, p. 147) state that "policy implementation encompasses those actions by public or private individuals (or groups) that are directed at the achievement of objectives set forth in prior policy decisions". This definition will be used in this thesis as it names the possible responsibilities quite clearly and the projects which are examined are meant to permute objectives decided on by authoritative.

Goggin et al. adds the idea of a "communication model" linked with the process of implementation as "messages, their senders, and the messages' recipients are the critical ingredients (…) and decoding these messages and absorbing them in to agency routine is what implementation is all about" (Goggin, Bowman, Lester, & O'Toole, 1990, p. 40). They emphasis the importance of communication between the decision makers, the implementers who carry out the policy and the actual target group. Later this will be discussed during the investigation of the variables 'commitment of the implementers' and 'clients and coalitions'.

Matland recognizes that it is of importance for every implementation research to define a 'successful implementation' beforehand (Matland, 1995, p. 154). In this research a successful implementation is defined by looking at how successfully the project dealt with the influence of five variables which will be introduced later.

### 2.2.3 Three Different Generations of Implementation Researchers

In the beginning researchers assumed that "implementation would happen 'automatically' once the appropriate policies had been authoritatively proclaimed" (Najam, 1995, p. 8). Every actor was seen to be efficient and to act according to orders given to him without own reflection or discretion. The organizational hierarchy was followed without any interruption. This first generation of implementation researchers did not pay special regard to the implementation process as it was viewed only out of a theoretical perspective without any connection to the process as carried out in real life. This generation thus acknowledged the existence of the implementation phase, yet did not scrutinize it.

Despite the attitude of the first generation of researchers the academic society was bound to realize that the implementation of political decision did not automatically lead to the desired results. The

second generations of scholars therefore acknowledged the implementation process as being complex and embossed by the exercising of discretion of the different actors within the chain of the process. Several empirical studies have been carried out which showed that "implementation could not be taken for granted as the classical model had implied" (Najam, 1995, p. 11).

Finally scholars decided on the need of a consistent theory which would be applicable to all the different streams within implementation research and sum up the most important findings. The third generation therefore "set as its goal an analytic understanding of *how* implementation 'worked' generally" (Najam, 1995, p. 11). However, scholars never succeeded in setting up one single theory to combine all the different approaches, but separated the implementation process in two different categories regarding to its primary approach: the top-down approach and the bottom-up approach. Concerning the implementation research Elmore spoke of 'forward mapping' (top-down) and 'backward mapping' (bottom-up) (Elmore, 1979-80, p. 602).

### 2.2.4 Top-Down Approach

According to the top-down approach "the starting point is the authoritative decision; as the name implies, centrally located actors are seen as most relevant to producing the desired effect" (Matland, 1995, p. 146). The main actors are regarded to be the decision-makers who are responsible to formulate an efficient statute which suits to the kind of existing problem. To increase the level of efficiency top-down theorists thus demand a clear and consistent statement of the policy goals, a minimization of the number of involved actors, a limitation of the extent of change necessary and to find an institution which supports the point of view of the policy makers in order to guarantee that the implementers sympathize with the new statute (Matland, 1995, p. 147).

The top-down approach might be criticized because of its mere focus on the created statute (Matland, 1995, p. 147). It fades out the discussion process which has taken place before the agreement on one solution and treats the following implementation process as if there is no other opinion or no political feature concerning the solution of the problem which might lead to resentment among the implementers who have favored another solution. The fact that in a democratic legislation process several different parties try to agree upon a mutual consent displays the often contradictory content of a legal act in order to satisfy everyone in the coalition. However, the most striking criticism the top-down approach has to deal with is the way it regards the single actors within the process (Matland, 1995, p. 148). The approach clearly favors the decision-makers as key actors in the process of implementation and does not pay much attention to the administrative staff that carries out the legal act. For them the politicians own the expertise to formulate a good law and the role the implementers play – to deliver the legislation to the people – does not receive much appreciation.

To further reading about top-down approach one can consult Van Meter and Van Horn who developed one of the first top-down models and particularly address the communication process within the implementation phase (Van Meter & Van Horn, 1975). Important representatives are also Daniel A. Mazmanien and Paul A. Sabatier (1983).

### 2.2.5 Bottom-Up Approach

The bottom-up approach attaches exactly there, where the top-down approach shows its biggest failure: at the recognition of the work of the actual implementers. According to this point of view policy implementation is set on two levels: "at the macro-implementation level, centrally located actors devise a government program; at the micro-implementation level, local organizations react to the macro-level plans, develop their own programs, and implement them" (Berman, 1978, p. 156).  In contrast to top-down theorists they acknowledge the fact that implementers on the micro-level think about their work and form their own opinion about the tasks they receive and change the given programs in order to improve them or adapt them better to the real circumstances. They not only recognize this behavior, they state that it is even positive to the development of the whole project as the worker who is connected with the actual situation can judge better than the policy makers who do not have the same information as he does. As Palumbo et al. puts it: "if local level implementers are not given the freedom to adapt the program to local conditions it is likely to fail" (Palumbo, Maynard-Moody, & Wright, 1984, p. 61).

Bottom-up theorists are criticized for the overvaluation of the degree of actual local independency from the policy-makers as the implementation could not work without the resources and institutional structure provided by the central planners. Financial and human resources might have a great impact on the implementation process as it can make it more efficient. Above that, the administrative staff cannot claim any democratic power which enables them to decide on their own how to implement a statute decided by the elected representatives of the people (Matland, 1995, p. 150).

To study influential bottom-up models one is referred to Thomas B. Smith who put especially emphasis on implementation as a tension generating force in society (Smith, 1973). Later influential scholars on this field are Paul Berman (1978), Richard F. Elmore (1978, 1979, 1985) and Michael Lipsky (1978).

## 2.2 Concept

As mentioned before the third generation of scholars tried to formulate a unified theory which combines the top-down approach with the bottom-up approach. They did not succeed though as Najam points out "the difference [of the two approaches] is not as much about whether implementation is a multi-actor, multi-organization process, but which actors and organizations are the *most* relevant; furthermore, it is not about whether street-level bureaucrats and organizational networks are important as explanatory variables, but *how* important" (Najam, 1995, p. 23). Both points of view share an important contribution to the analysis of the implementation process; they only put their focus differently.

Najam undertook a large-scale literature review in which he especially focused on the different critical variables other scholars identified in their models. These critical variables are seen to influence the process of implementation essentially and thus are useful to the case study. Five variables have been identified and embedded in a concept by Najam as being the ones most often used by other scholars (whether being top-down or bottom-up theorists): content of the policy, nature of the institutional context, administrative capacity, commitment of the implementers to the

project and support of clients and coalitions forming the target group (Najam, 1995, p. 35). A concept is an abstract idea which adheres a plan or intention (in this case to describe the most important independent variables of the implementation process) (Oxford Dictionaries).
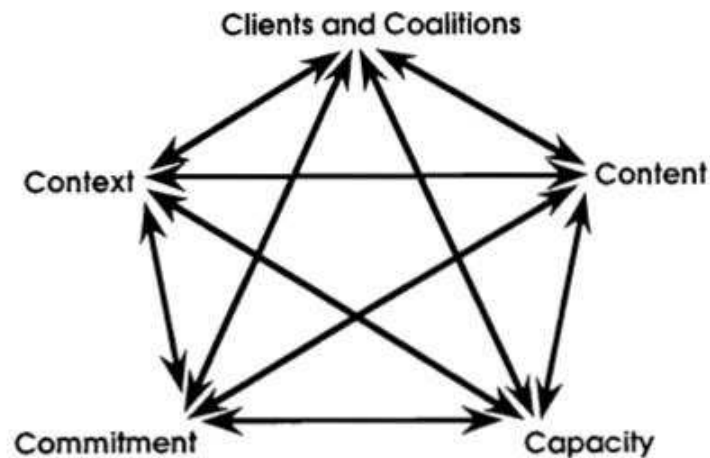
As indicated in figure 2 all these variables interact with each other yet these relationships will not be the object of this research. The focus is on the impact of the five independent variables on the implementation process (dependant variable).

## 2.2.1 Content

Regarding the content Theodore Lowi discussed in his works (1964, 1969, 1972) that policy is either distributive, regulatory or redistributive. A distributive policy mainly aims at sharing public goods for the general welfare, regulatory policy creates a controlling and sanction regime and redistributive policy deals with shifting of wealth and power of one group to the expense of another group (Najam, 1995, p. 38).

Najam claims that there are three important elements of policy content: goals, causal theory and methods (Najam, 1995, p. 39).

The choice of means is made according to the goals which should be achieved. The characteristics of the means – the content of the policy – have influence on the implementation of the project. It is assumed that a high level of coercion of the content leads to greater influence on the implementation process because compliance of the implementers is forcefully achieved than a low level of coercion. Mbaye claims that "the best method of ensuring compliance is to create strong coercive procedures that limit (…) choice and make compliance an attractive political option" (Mbaye, 2003, p. 3).

*Within this research the hypothesis is that a top-down approach bears a higher level of coercion as it is centrally managed than a local bottom-up approach.*

## 2.2.2 Institutional Context

The context can be described widely as the actual social, economic, political and legal realities of a system (O'Toole, 1986, p. 202) and more narrowly the institutional context of a project. Yet it goes beyond the scope of this research to examine the social, economic, political and legal conditions during the time of the implementation process, thus the focus is on the institutional context. With regard to the institutional context it is important "to identify the key institutional actors (…) and to trace the interests and power relationships between and within the relevant institutions" (Najam, 1995, p. 42).

*The hypothesis formulated with regard to the variable 'institutional context' is that top-down implemented projects have to deal with more administrative levels and thus with more different interests and are therefore more concerned with the influence of the institutional context.*

This hypothesis follows from the knowledge that top-down policy "begins at the top of the process (…) and proceeds through a sequence of increasingly more specific steps to define what is expected of implementers at each level" (Elmore, 1979-80, p. 602). In contrast bottom-up policy "begins not at the top of the implementation process but at the last possible stage, the point at which administrative actions intersect private choices" (Elmore, 1979-80, p. 604).

## 2.2.3 Capacity

Without any financial or human resources no political program or project can be implemented. A good accessibility and disposability to capacities like financial and human resources are assumed to have a (positive) impact on the implementation process.

*The hypothesis in this research is that a top-down project has more capacities at deposit because top-management has more power than bottom-up implementers to apply for financial and human resources or to find sponsors.*

Najam declares in that context that "middle- and bottom-level functionaries (including street-bureaucrats) are less likely to influence capacity politics and their needs, arguably the most critical to effective implementation, may often be sidelined, leading to less effectual implementation" (Najam, 1995, p. 50).

The investigation of the variable 'capacity' is limited to the features Edwards determined to be important in this context – size and skill level of the staff, access to information, incentive and sanction power and physical facilities (Edwards III, 1980).

## 2.2.4 Commitment

As Warwick observed "if those responsible for carrying it [the policy] out are unwilling or unable to do so, little will happen" (Warwick, 1982, p. 135) thus the variable 'commitment' is quite important for the successful implementation of a program. Of course commitment is relevant at all administrative levels, however, this research will focus on the so-called 'street-level' as the communication between the implementers and the target group seem to be the most crucial one in

the implementation process: "lower-level bureaucrats actually made policy by giving it concrete meaning through their actions" (Brodkin, 1990, p. 110).

*Thus the hypothesis is that the commitment of the implementers of a bottom-up project is higher than the commitment of implementers of a top-down project as the concerns of the street-level implementers are more regarded and reality is more taken into account in the first approach than in the latter one.*

It is said that the variable 'commitment of the implementers' has a more (positive) influence on the implementation process of a bottom-up project than on a top-down project. Matland argues that "by concentrating on the statutory language, top-downers may fail to consider broader public objectives" (Matland, 1995, p. 147).

### 2.2.5 Clients and Coalitions

The target group might only be able to deal with the last administrative level – the street-level bureaucrats – yet they have the power to make a project successful by their acceptance or make it meaningless by their refusal. As Warwick put it clients can "speed, slow, stop or redirect implementation" (Warwick, 1982, p. 163).

Najam refers to clients and coalition when he talks about the target group of a policy. The German project was not discussed politically at all thus the research does not concentrate on coalition. The Dutch project was indeed supported by the Ministry of the Interior, however, did not include a political legislation until the Dutch building regulation of 1998, therefore coalition are left out of the investigation. The focus lays on the clients of the program – the target group who can apply for the police label. Within the German project that are especially the house owners. The Dutch project aims at a much broader target group as there are police labels for houses, housing complexes and neighborhood, therefore the housing corporations, house owners, tenants and local authorities who own public environment are concerned.

*The hypothesis is that a bottom-up project designs a better fitting program for the target groups as it is developed by street-level implementers who are familiar with the actual conditions and problems of the target group.*

Thus the variable 'clients' is said to have a less (negative) impact on the implementation process of the bottom-up project than on the top-down project as Matland claims that "local service deliverers have expertise and knowledge of the true problems" (Matland, 1995, p. 148)

### 2.3 Purpose of the Study

As mentioned before there is no single theory uniting the top-down and bottom-up approach. Thus the just presented concept is used as academic foundation of the case study. With aid of this concept the impact of the five independent variables on the dependent variable 'implementation process' will be estimated. The projects will not be evaluated by their effectiveness on burglary reduction. The

focus is on which approach – bottom-up or top-down – bears more advantages within the implementation process of housing security projects.

# 3. Methods

Within the research two comparative case studies are carried out. A case study is "a research strategy which focuses on understanding the dynamics present within single settings (here the two projects) and typically combines data collection methods such as archives, interviews, questionnaires, and observations." (Eisenhardt, 1989, p. 534). First the cases of investigation are described, then the different methods of investigation are displayed and in the end the way the hypotheses are tested is explained.

## 3.1 The Cases

Both cases of interest are based on the idea of using CPTED features to make houses and neighborhoods more secure. The Dutch project is called 'Politiekeurmerk Veilig Wonen' (English: Police Label Secure Housing) and bears a top-down approach. This case was selected for the research because it was next to the Secured by Design project in the UK the first CPTED project implemented in a European country. In contrast to the UK project the Dutch project comprised not only houses yet also housing complexes and neighborhoods. As an expert interview is carried out to collect data for the research the UK project was no option for the thesis. The German project is called 'Die Präventionsplakette' (English: Certification Mark) and adheres a bottom-up approach. This case was selected for the case study because it is the only known bottom-up project which is comparable to the top-down project in the Netherlands. As bottom-up projects are implemented locally they are not very well known until they start to spread over several regions. This might be a reason for the limited choice of bottom-up projects with CPTED background.

In addition to the information that is now given about the content and structure of the two projects table 5 is available in the annex.

### 3.1.1 The Dutch Project 'Veilig Wonen'[1]

In 1992 some prevention civil servants from the district office of the 'Rijkspolitie' initiated an investigation whether it is possible to adapt the English police label 'Secured by Design' to the Dutch housing system (Korthals Altes, Mölck, & van Soomeren, 1998, p. 5). Both the Ministry of the Interior and the 'Stuurgroep Experimenten Volkshuisvesting' SEV (English: Housing Experimental Steering Group) supported the investigation and in 1993 Holland's Midden became the first police district where houses under construction where built according to the instructions of a preventative design. There are two different police labels: one for existing building and one for new building. In the

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[1] In the Internet: http://www.politiekeurmerk.nl/

beginning, the police was responsible for providing advice to the population and to confer the police label to the residents who built their houses or improved their old houses according to the guidelines.

All police districts have implemented the project Police Label Secure Housing by the year 1997 and it has been evaluated in several different regions mainly by the team of Paul van Soomeren. For further information please refer to (Van Dijk, Van Soomeren en Partners - DSP groep, 1998). The evaluations showed that there had been a reduction of burglary crime about 98% on new estates and 80% on existing buildings.

Since 2008 there is a new regulation (Regeling PKVW 2008) which shifts the responsibility away from the police to the municipalities. The municipalities now carry out the administrative work and market actors supervise the installation of the requirements to gain the certification and in the end – after an inspection – give the police label to the residents.

The Police Label Secure Housing finds its legal base in the national building regulation (Dutch: *Bouwbesluit*) where housing security is manifested since 1999 (Overheid.nl, 2011).

The Dutch project can be seen as a top-down approach because the Ministry of the Interior supported the program from the beginning on financially and had been the owner of the police label until 2005 when it transferred the ownership to the 'Centrum Criminaliteitspreventie Veiligheid' CCV (English: Centre for Criminal Prevention and Security) (Jongejan, 2010, p. 19). According to Jongejan the project bears bottom-up features, too, as one police region (Holland's Midden) was mainly concerned with the start of the project and it was up to the police regions to take part in the program (Jongejan, 2011, p. 1). However, as a nationwide implementation was intended (Korthals Altes, Mölck, & van Soomeren, 1998, p. 5) and the management was clearly from top-down a top-down approach prevails.

### 3.1.2 The German Project 'Zuhause Sicher'[2]

In 1995 the chief commissioner Heinz Schulting developed a certification mark which citizens can apply for if they have made their houses secure according to police guidelines (Kober, 2002, p. 1).

In contrast to the Dutch project the German project was not a national program. It started in the German town Gütersloh and after its implementation there, other German cities in the region of North Rhine-Westphalia adapted the same project. In 2005 the network 'Netzwerk Zuhause Sicher' (English: Network Secure at Home) was founded which offers the opportunity to share knowledge and experience (Kober, 2005, p. 29).

This network was initiated by the police and is under the patronage of the Ministry of the Interior of the federal state North Rhine-Westphalia. However, a membership is possible for any German city and company and is not limited to this special region. The network has the legal state of an incorporated association (German: *eingetragener Verein).* Public institutions and private companies can take part in that network in order to be able to award residents with the certification mark.

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[2] In the Internet: http://www.zuhause-sicher.de/

Similar to the former Dutch system police stations provide consultation for interested citizens and private companies then carry out the changes recommended by the police.

At the moment, the police stations of 19 major cities in North Rhine-Westphalia are taking part in the network and the chamber of handicrafts, several assurance companies and industrial companies, too.

The network is evaluated by the 'Europäisches Zentrum für Kriminalprävention' EZK (English: European Centre of Crime Prevention). For further information please refer to Kober (2000, 2002, 2005).

The German project can be regarded as a bottom-up project as one police officer started the program in his own district and then tried to convince colleagues first in his district, later in other police regions to adapt the project. After three years he embedded the certification mark in a network structure and other police regions followed his example. Finally, a regional network was founded to manage the single local protection associations of the police and craftsmen's companies.

## 3.2 Methods of Investigation

In this research qualitative methods like expert interviews and literature review and quantitative methods like standardized questionnaires will be used in order to investigate the research question.

### 3.2.1 Qualitative Method: Expert Interview

An expert interview are "sessions where one or more people who are considered experts in a particular subject, program, process, policy, etc., meet with others to share their knowledge. (...) The experts can come from within an organization or from the outside" (State, 2011). The interviews can be used to gain a first insight into a new research field or to shorten extensive observation processes. The advantage of expert interviews are that they do not bear high costs and that experts are normally easy to contact (Weischer, 2007, p. 280). The disadvantage is that experts who are involved in a special research field or work for the examined organization do not have an objective opinion. However, they do have insider knowledge which can be important for the research.

The interviewed persons are two police officers (a German and a Dutch one) who have been involved in the projects right from the start. The German officer was chosen to be questioned because his name appeared in the report about the secondary data that is used in this research as a main initiator of the whole project. The Dutch officer wrote an article I read in which he mentioned that he has been involved with the project in his own police region (Alkmaar) which had been the second region to adapt the project. Above that, both have been recommended to me by Marcus Kober from the European Centre for Crime Prevention. Only one interview per case is carried out because information regarding the content, capabilities and institutional context can be aligned with information gained by literature review. To get unbiased statements about the commitment of the implementers a standardized interview would have been necessary. This is beyond the possibilities of this thesis.

For this research a systematized expert interview is carried out to work more thoroughly with the knowledge of the experts. Both experts received the same questions though the Dutch police officer got a slightly modified version as overlapping appeared during the first interview. Both police officers received the questions some days beforehand in order to prepare for the interview. A guideline is designed to lead through the interview (Weischer, 2007, p. 279) and to make sure that the participants answer the questions to full extent.

The interviews are made independently from each other. On March the 31st the German officer was interviewed in Gütersloh and on April the 6th the Dutch police officer in Zeist. The interview with the German police officer was in German and the researcher translated the statements into English. The interview with the Dutch police officer was entirely in English. The interrogation took one hour, was audio taped and later typewritten. Text sequences were then chosen out of the written interview for being interpreted by the researcher. These text sequences were paraphrased to isolate the actual meaning of the statement from the context. After that a code was developed for the individual statement categories (Weischer, 2007, p. 368). The whole process of the analysis of the interview can be tracked down in the annex and the page numbers of the interviews are progressional to the bachelor thesis.

### 3.2.2 Qualitative Method: Literature Review

According to Fink "literature reviews are based on an analysis of the original studies" (Fink, 2009, p. 84). This means that already existing scholarly material is searched in order to sum up the significant information and results for academic use.

For the research it is crucial to reconstruct the implementation process and to get an idea how many people, institutions and different administrative levels are involved in the process. Above that, it is important to know what have been the financial and human resources for the projects.

### 3.2.3 Quantitative Method: Secondary Data

There have been two questionnaires carried out right after the implementation of the projects to measure the satisfaction and level of acceptance of the target group – the house residents.

The German questionnaire was selected for this study because it is the only evaluative questionnaire which has been carried out to examine the attitude of the target group towards this project so far. It has been conducted by the European Centre for Crime Prevention in 2002 (Kober, 2002). The Dutch questionnaire was chosen because the information available let conclude that it is very similar to the German questionnaire and thus comparison would be possible. It has been carried out by 'Nederlands Instituut voor Publieke Opinie' NIPO (English: Dutch Institute for Public Opinion) on behalf of the SEV in 1998 (NIPO, 1998).

It was intended to work on the datasets with aid of the program SPSS. Unfortunately the SPSS dataset of the Dutch questionnaire costs 500€ and could not be bought at that price by the student. Only some bivariate cross tables are available without any further statistical information. As it is

necessary for a case study to be able to make comparisons of different cases it is of no use to work on only one dataset with the program SPSS.

The German datasets comprises 189 persons and the Dutch dataset 200. The persons interviewed in Germany are exclusively people who had received police advice about the certification mark and they received the questionnaire by mail. Whereas the persons interviewed in the Netherlands have not received police advice about the police label at the moment of the interview and were interviewed by telephone. The questionnaires do not contain the same questions, so only similar question categories can be compared. Moreover, as the Dutch project comprises police labels not only for houses yet also for housing complexes and the neighborhood different target groups are to be found in the two countries. Because of this major difference a closer examination of the characteristics of the target groups are not of great statistical use.

## 3.3 Testing Hypotheses

The hypothesis regarding the **content**-variable has been that a top-down approach bears a higher level of coercion as it is centrally managed than a local bottom-up approach. In order to test this hypothesis the characteristics of the policies are determined by looking at documents, handbooks and legal acts. The findings are displayed in table 2 with the categories suggested by Najam (Najam, 1995, p. 39): 'goals' of the project, 'causal theory' behind the project and 'methods' used in the projects. The focus of the analysis then lays on the methods used in the projects because this determines the coercion level of the policies.

With regard to the **context**-variable it is stated that top-down implemented projects have to deal with more administrative levels and thus with more different interests and are therefore more concerned with the influence of the institutional context. The impact of this variable is estimated by reconstructing the implementation process with aid of a literature review and the data gained by the expert interviews. The main sources for table 3 are (Jongejan, 2010), (van Zwam & Hooftman, 1998), (Kober, 2005) and (Kober, 2002) and comprises the categories 'administrative levels', 'interests' and 'companies involved'. The analysis concentrates on the different administrative levels and the powers and interests displayed in the organizational form of the projects.

The hypothesis stated with reference to the **capacity**-variable has been that a top-down project has more capacity at deposit because top-management has more power than bottom-up implementers to apply for financial and human resources or to find sponsors. By means of the information gained by the expert interviews and official documents like (Netzwerk, 2011) and (Schulting, 2000) the resources used by the two projects are listed in table 4 with aid of the categories 'size and skill level of the staff', 'access to information', 'incentive and sanction power' and 'physical facilities' as proposed by Edwards (Edwards III, 1980). Then the two projects are compared in each category and the findings are described.

To get good results of the **commitment**-variable it would be necessary to carry out a questionnaire among the street-level implementers within they are asked about their opinion of and attitude toward the project and their actual job in the implementation process. This is not possible because of the limited research time. Instead, the leader of a Dutch and a German police team involved with the implementation process are asked about the commitment of their staff in order to test the

hypothesis that the commitment of the implementers of a bottom-up project is higher than the commitment of implementers of a top-down project as the concerns of the street-level implementers are more regarded and reality is more taken into account in the first approach than in the latter one. Of course, these statements are highly biased because of the close relationship of the two police officers with the team they preside.

The hypothesis of the **client-and-coalition**-variable states that a bottom-up project designs a better fitting program for the target groups as it is developed by street-level implementers who are familiar with the actual conditions and problems of the target group. In order to test the hypothesis the reaction of the target group is investigated with the aid of questionnaires which had been carried out to measure the satisfaction of the people who took part in the project or decided against it. However, in the German questionnaire the part of the target group who did not have any contact with the project (and did not have any chance to accept or refuse it) is not taken into account.

In Germany a questionnaire has been carried out among the people who have received advice about the police label by the EZK. Question 24 asked the following question: The police have founded the protection association 'Secure House' together with the craftsmen's guild in Gütersloh. Certified craftsmen companies who are specified on the installation of security devices take part in the initiative and carry out the necessary preventative measures according to police guidelines after the police have identified the weak points of a house. How do you evaluate this project? The respond categories have been on an ordinal scale: very positive, positive, neither positive nor negative, negative, very negative.

In the Netherlands people have been called in order to answer a questionnaire about the police label. The interviewees were asked whether they are positive or negative about the concept of the police label. The respond categories have been on an ordinal scale: positive, negative, no opinion.

The German five ordinal scale can be transformed into a three ordinal scale by summing up the categories positive and very positive and the categories negative and very negative. 'Neither positive nor negative' is regarded as 'no opinion'. With that transformation it is possible to create a figure which comprises the results of both questionnaires concerning this question. This figure will be discussed during the analysis of this hypothesis.

## 4. Results

The five independent variables are now analyzed as described before. This is done for both projects and the results are compared.

## 4.1 Content

As described before table 1 displays the characteristics of the two different policies used with the top-down approach and with the bottom-up approach.

| Project | Goals | Causal Theory | Methods |
|---|---|---|---|
| Dutch Police Label Secure Housing | <ul><li>Burglary resistance of houses, housing complexes and areas</li><li>Enforcement of a national standard of security</li></ul> | CPTED | Regulatory method:<ul><li>Police label is embedded in the Dutch building regulation</li><li>Industrial companies have to produce according to ENV standard</li><li>Craftsmen can only use certified products</li></ul> |
| German Certification Mark | <ul><li>burglary resistance of houses</li><li>gradual spread of security standard</li></ul> | CPTED | Distributive method:<ul><li>police label is voluntary</li><li>checklist is a supportive means</li></ul> |

The goals set out by the two projects are quite similar: to make houses more secure. In the Netherlands, however, the project also comprises housing complexes and areas and it is aimed at a national security standard whereas in Germany no legislation is passed. Both projects use the CPTED theory to address the burglary problem and develop methods according to this theory. Yet the two projects chose different kinds of policy.

The Dutch Ministry of the Interior pursued a regulatory policy. During the experimental phase two handbooks – one for new estates (1995) (Bruinink, Woldendorp, & Krijnen, 1997, p. 1) and one for existing estates (1997) (Korthals Altes, Mölck, & van Soomeren, 1998, p. 6) – were developed which have to be used by the craftsmen, architects and town planners. Above that, the experiment changed into Dutch standard in 1999 (Jongejan, 2010, p. 147). Besides that Mr. Jongejan points out that former additional requirement were made obligatory for the town planners and architects (Jongejan, 2011, p. 73) and that companies were forced to produce items according to the police label as they could be used only if they were certified (Jongejan, 2011, p. 75). As a consequence new houses are only built according to the standard of the Dutch police label. Because of this regulatory policy the level of coercion is relatively high at the Dutch top-down project.

A distributive character fits best with regard to the German project. There a checklist was developed for the craftsmen responsible for the installation of security devices which they can use as a guideline. It was developed by the police and by the craftsmen in cooperation. The craftsmen can use discretion during their work as it turned out that this is the most effective way of handling business (Schulting, 2011, p. 37). The craftsmen have to stick to other rules, too, for example guidelines of their companies and instruction manuals. Above that, the police suggest the use of products which have been produced according to the European norm 1627 (Schulting, 2011, p. 37). The use of certified products is therefore not obligatory, it is only being recommended. In German law the police label is not written down. Therefore the level of coercion is relatively low within the German bottom-up project as the implementation is on voluntary basis and for no one – neither the companies nor the craftsmen nor the house owners – compulsory.

## 4.2 Institutional Context

The key institutional actors of the two projects and the interests of different parties are described in the table 2.

Table 2: **Institutional context of the two projects**

|  | Police Label Secure Housing | Certification Mark |
|---|---|---|
| Administrative levels | • 1995-1998: SEV, Ministry of Justice, police regions<br>• 1998-2005: Ministry of Interior<br>• 2005-2008: local authorities, police, Dutch Centre of Crime Prevention and Safety (CCV)<br>• Since 2008: local authorities, CCV | • 1995-1998: police in Gütersloh<br>• In 2001: foundation of protection association of police regions and craftsmen's guild (network)<br>• Since 2005: non-profit incorporated association in Münster, single local protection associations |
| Interests | Organisation CCV<br>• Ministry of Justice<br>• Ministry of Interior<br>• Association of insurance companies<br>• Employer association VON-NCW<br>• Association of Dutch municipalities<br>• Council of Commissioners | Network 'Secure at Home':<br>• Steering Group: Police, fire service, Chamber of Craftsmen, regional craftsmen's guilds<br>• Consultant group: private companies<br>• Local protection association: craftsmen's companies |
| Companies involved | • Insurance companies<br>• Craftsmen's companies<br>• Town planners, architects | • Insurance companies<br>• Craftsmen's companies<br>• Architects, construction builders<br>• Chimney sweepers |

In the beginning the Ministry of Justice and the Ministry of the Interior were the highest administrative level responsible for the Dutch police label. Together with the SEV – a scientific organization – it financed the police label (Van Soomeren & Woldendorp, 1996, p. 192). The single police regions were responsible for the police label in their district and were able to lay own emphasis on the different kind of labels (Korthals Altes, Mölck, & van Soomeren, 1998, p. 7). Since 2005 the police label is owned by the CCV and managed by the local authorities (Jongejan, 2010, p. 19).

It becomes clear that there had been a shift from a centrally organized project to a more local organized project with the inclusion of the local authorities. However, the CCV is introduced as the owner of the police label and as the representative organization of the Ministry of Justice, the Ministry of Interior, the association of insurance companies, the employer association VON-NCW, the association of Dutch municipalities and the Council of Commissioners (CCV). It is obvious that there are at least six different interests represented not to mention the single interests presented in the individual associations. With the establishment of the CCV the administrative levels are limited and more closeness to the implementation level is created but at least six different interests and power relationships still exist.

With regard to the German project the implementing level was also the administrative level as the crime prevention department of the police in Gütersloh was responsible for the project (Kober, 2002, p. 1). This department had to cooperate with the Chief Commissioner of the police, however, after agreement had been reached decisions could be made on their own (Schulting, 2011, p. 35). In 2001 the craftsmen's guild became involved by founding a protection association (Kober, 2002, p. 11). In this network the police and the craftsmen have the same rights. Finally, in 2005, a regional network was started in Münster which includes single local protection associations of craftsmen and the police (Kober, 2005, p. 29).

One can see that a structure has been created from the bottom-up. The key actors are the protection associations which have to deal with the different power relationships of their members. Now, the superior regional network changed the former power relations.

In the Dutch (and the German) project the police are centrally directed by the Ministry of the Interior. The power relationships are very clear which has been demonstrated by the decision of the Dutch Ministry of the Interior to withdraw the police from the police label in 2005. Jongejan puts it like that: "There was a decision of the Home Office. It's not a decision of the police. We wanted to go further with it, but the Home Office decided differently." (Jongejan, 2011, p. 72). Schulting admits that the Ministry of the Interior of North-Rhine Westphalia can stop the network at any time, too (Schulting, 2011, p. 46).

## 4.3 Capacity

The four features of the variable 'capacity' identified by Edwards (as explained before) are displayed in table 3:

**Table 3:** Capacities of the two projects

| | Police Label Secure Housing | Certification Mark |
|---|---|---|
| Size and skill level of the staff | Police region Alkmaar:<br>• Existing housing team: 14 persons<br>• New housing team: 8 persons<br><br>➔ Representative more or less for all Dutch regions<br><br>Education:<br>• Standard police education<br>• Five day training course for all partners<br>• Training by special educated police officers<br>• Architects work together with Architectural Liaison Officers | Network Gütersloh (local):<br>• 15 police officers for one police region<br>• Crime prevention department: two police officers<br>Network Münster (regional):<br>• Two persons<br><br>Education:<br>• Seminars about security devices and communication 3x a year for all network members<br>• Additional education by craftsmen's companies<br>• Police officer of prevention department gets further education<br>• Standard (technical) police education |
| Access to information | • DSP-groep gives scientific support<br>• Work of CPTED scholars | • Own development of the project, no experiences<br>• EZK: scientific support |

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| | | |
|---|---|---|
| | • Experience from research with public lightening or garages<br>• Information gained by interviews with burglars<br>• Exchange with Secured by Design police officers and scholars | • AGIS: platform for exchange of experiences |
| Incentive and sanction power | • Home Office pays for the project (finances now the CCV)<br>• SEV financed the experimental phase<br>• Dutch building regulation | • Hierarchical structure of police<br>• No real power of the network (financed by membership fees) |
| Physical facilities | • 1996-1998: Secure Housing Service Point in Rotterdam<br>• Crime prevention police departments<br>• Local authorities | Network Gütersloh<br>• No bureau or technique<br>• Crime prevention department<br>Network Münster<br>• Bureau<br>• Crime prevention police departments |

With regard to the size and skill level of the staff there are great differences between the Dutch and the German project. For example, the project in Alkmaar – which can be seen as representative for the entire Dutch project - contains two teams which were centrally formed at the main office of the police region who were exclusively responsible for project tasks (Jongejan, 2011, p. 70). In Germany the crime prevention police department at the main office of the police region was supported by police officers de-centrally positioned. The police officers as well as the crime prevention department worked additional to their normal tasks for the project (Schulting, 2011, p. 38). The Dutch and the German police officers involved in the projects received the standard crime prevention police education (Schulting, 2011, p. 40). Above that, the Dutch team members took part in a five-day training day (Jongejan, 2011, p. 70) whereas the German network members have to take part in further educational workshops three times a year (Schulting, 2011, p. 35).

It is obvious that the Dutch project had a greater access to information than the German project. The Dutch police used several scientific works of CPTED scholars to write the handbooks and to establish regulation (Jongejan, 2011, p. 73). Above that, they exchanged experience with the responsibilities for Secured by Design in Great Britain (Jongejan, 2011, p. 74), carried out interviews of burglars to gain more information which was used in the development of the police label (Jongejan, 2011, p. 73) and hired independent organizations like the DSP-groep for evaluation (Jongejan, 2011, p. 77). Contrary the German certification mark was developed by own experience (Schulting, 2011, p. 35). An exchange of information was only realized with the contemporary platform AGIS where German, French, Polish and Dutch police officers took part (Schulting, 2011, p. 42). The EZK was engaged with the evaluation of the project (Schulting, 2011, p. 36).

In the Netherlands the Ministry of the Interior possessed great influential power as it owned the label until 2005 (Jongejan, 2011, p. 72) and still is represented in the new owning organization CCV (Jongejan, 2010, p. 19). It demonstrated its power as it withdrew the police as project partner from the police label (Jongejan, 2011, p. 72). Moreover, it still finances the label, thus is able to stop the project at any moment (Jongejan, 2011, p. 77). The police label was even embedded in the Dutch

building regulation and therefore industrial companies, architects, town planners and housing corporations are forced to comply according to the rules of the police label (Jongejan, 2011, p. 75). In Germany, however, the police are hierarchically structured, too, yet the network partners have equal rights and the network is financed by the industrial company partners, the craftsmen's companies and architects who pay membership fees (Netzwerk, 2011, p. 3). The requirements of the police label are for all participating parties voluntary (Schulting, 2011, p. 37).

At the beginning, both projects were mainly managed by police officers of the prevention department and thus, no additional physical facilities were needed. However, a service point was set up in the Netherlands, yet it does not exist anymore (van Zwam & Hooftman, 1998, p. 8). Now the project is included at the Centre for Criminal Prevention and Security (Jongejan, 2010, p. 19) which is responsible for similar projects, too, and information is handed out by the local authorities (Jongejan, 2011, p. 72). One can say that besides the service points no additional organizations have been set up. The German project set up a bureau in Münster to manage the whole network, however, only two persons work in the office.

## 4.4 Commitment

When asked about the commitment of their staff both police officers claim – as expected – that there is a high commitment among their team (Schulting, 2011, p. 40) (Jongejan, 2011, p. 76). Both explain this high level of commitment as consequence of the possibility to take part in the project voluntarily. Schulting declares that he presented the project to the local police officers in his district and about half of them (15) then decided to use the program as it gives them the chance to expand their offer for burglary victims and people who want to make their houses more secure (Schulting, 2011, p. 41). Jongejan needed eight police officers to form the project team in his district. It was up to the police officers to register voluntarily for this project and it was quite easy to find eight motivated people out of 1600 police officers (Jongejan, 2011, p. 76).

## 4.5 Clients and Coalitions

As explained in the method section the figure 3 contains the data gained by the two quantitative questionnaires carried out among the target group of the German project and among the target group of the Dutch project.
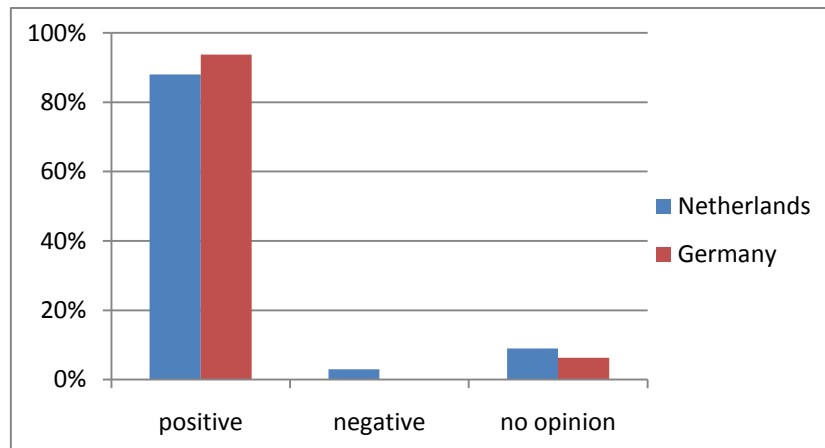
It is obvious that there is a high level of acceptance of the project among the Dutch and the German target groups (house owners and tenants). 88 percent of the Dutch interviewees evaluate the project as positive and in Germany even 94 percent. Nearly no one claimed resentments against the projects (Dutch interviewees: 3 percent; German interviewees: 0 percent). And even the level of indifference towards the projects was very low (Dutch interviewees: 9 percent; German interviewees: 6 percent).

As mentioned before there are also other clients than house owners and tenants in the Netherlands. Interviews have been carried out among them; however, this research did not achieve access to them. Jongejan mentioned that companies, local authorities and architects saw the police label as market strategy: "this makes it easier for us to sell these houses with the police label than without it" (Jongejan, 2011, p. 76).

## 5. Discussion

With regard to the **content**-variable one can say that the Dutch project exercised a high level of coercion and the German project a low level of coercion. The variable 'content' has therefore a greater influence on the implementation of the Dutch project than on the German project. The content-hypothesis that a top-down approach bears a higher level of coercion as it is centrally managed than a local bottom-up approach could be confirmed during the research. It is difficult to determine whether the kind of impact of the content-variable is positive or negative. The variable has a positive component because it enables a fast implementation yet it also has a negative component because top-down projects might not take into account interests of special groups concerned. During this research no hints for that assumption appeared. Above that one has to keep in mind that this result does not mean that every top-down project adapts a regulatory policy and every bottom-up project a distributive one. Therefore generalization of this result is not possible.

The **context**-hypothesis was that top-down implemented projects have to deal with more administrative levels and thus with more different interests than bottom-up projects and are therefore more concerned with the influence of the institutional context. At the beginning of the implementation process the German project had to deal with one administrative level whereas the

Dutch project had to deal with three different administrative levels. However, as the implementation process went further on the German project now faces two administrative levels. In contrast the Dutch project reduced the administrative levels with the withdrawal of the police and the Ministry of the Interior. The current institutional context is quite similar in both countries: in Germany one regional network and several local networks work together and in the Netherlands the organization CCV and the local municipalities work together. However, within the CCV the Ministry of the Interior and several other organizations are still represented. At the beginning of the implementation process the bottom-up project was not so much dominated by the impact of the institutional context than the top-down project which confirms the hypothesis. Later developments show gradual adjustment.

The **capacity**-hypothesis stated that that a top-down project has more capacity at deposit because top-management has more power than bottom-up implementers to apply for financial and human resources or to find sponsors. The top-down project possessed more incentive and sanctions power, employed a greater staff and had more access to information regarding the project during the implementation process. The bottom-up project offered a more consistent education for its members. The need for physical facilities was comparable. As said before a high level of disposable capacity influences the implementation process in a positive way. The top-down approach applied in the Netherlands bear more capacities and therefore was able to implement the project in a broader context than the German bottom-up project. The hypothesis could be confirmed.

Both police officers did not force anyone of their police men to take part in the project and therefore ensured that **commitment** to the project is high among their teams. However, a voluntary participation might not be necessarily the consequence of very motivated police officers yet also of very ambitioned police officers who want to push their carrier with the participation. Without an elaborated questionnaire among the implementation team it is not possible to figure out the real attitude of the team members. As mentioned before the commitment of all administrative levels play an important role in the implementation process, however, it is not possible to measure the attitude of the implementers on different administrative levels without a standardized questionnaire. With regard to the 'commitment of the implementers' variable it is not possible to get a significant result yet it is striking that both approaches created the chance for voluntary participation for their team members.

With regard to the **clients-and-coalitions-**variable one cannot confirm the hypothesis that a bottom-up project designs a better fitting program than a top-down project as the program was accepted by the target groups in both countries. It might be a problem to internal validity that the German interviewees were familiar with the project and the Dutch interviewees were not familiar with the project. The German group might be better able to evaluate the program than the Dutch people. However, the diagram shows that there is no significant difference between the top-down and the bottom-up project and this allows the conclusion that the different level of information is not a very important factor in the evaluation process of the project. The project seems acceptable to the target group whether they are well informed about the project or not. One has to hint out that as the projects' goals are the reduction of burglary and an increase of security among the population they do not tackle very controversial issues and thus do not provoke a political and social discussion.

With three variables ('content', 'institutional context', 'capacity') an influence on the implementation process of the projects could be measured. The other two variables ('commitment', 'clients and

coalitions') do not allow conclusions about their impact on the implementation process of top-down and bottom-up projects. In table 4 the results are summed up:

**Table 4:** **Summary of the results**

| Variable | Dutch project | German project |
|---|---|---|
| content | High influence | Low influence |
| institutional context | High (negative) influence | Low (negative) influence |
| capacity | High (positive) influence | Low (positive) influence |
| commitment | No significant result | No significant result |
| clients and coalitions | No significant result | No significant result |

It is important to point out that it is difficult to determine the positive or negative tendency of a variable. It is not possible to say whether the 'institutional context' variable had a high or a low negative influence or even a low positive influence on the top-down project. One can only claim that it has a higher negative impact on the implementation process than the bottom-up project. The same applies for the 'capacity' variable. Moreover, an exact measurement of the impact of the variables is never possible, only a vague estimation. Besides that the relationships between the different variables have not been taken into account. Yet most importantly it is not possible to declare which of the five variables has the greatest influence on the implementation process and which one had the least impact.

Above that it is desirable to examine more cases as two cases are never enough to make good conclusions about relationships of variables and generalizations are not possible. The fact that the two projects are settled in two different countries might also create cultural influences that could not be examined in this research.

# 6. Conclusion

This research was undertaken in order to investigate whether a top-down approach bears more advantages than a bottom-up approach with concern to the implementation of burglary prevention projects which follow the CPTED theory within their program. Therefore two cases were examined by looking at five different variables which have an influence on the implementation process. The way the two projects dealt with the impact of the variables determines a successful implementation.

The results show that the top-down project has the disadvantage that it has to deal with a complex system of different administrative levels and several individual partners and organizations involved in the management process. Besides that the Dutch project understood to hand over administrative tasks to existing organizations thus no new organizations had to be founded.

Within the bottom-up project the administrative structure was much simpler. Only the police and craftsmen were concerned and therefore no new infrastructure had to be created. The decision-making process was short and with the introduction of the network cooperation and exchange of experiences was enabled.

An advantage of the top-down project is clearly its vast capacities. With the involvement of the Ministry of the Interior the resources are guaranteed. However, after the withdrawal of the police local authorities had to take over administrative tasks besides their normal tasks. The consequences could not be investigated during this research yet first indicators show that the commitment of the new administrative staff is not very high because they were forced to take over additional tasks and they are not bounded with the project from the beginning on. This top-down decision might risk the entire project – future research should be concerned with that.

The bottom-up project bears the disadvantage that it has only minor capacities available yet this leads to support of the higher management as there are no financial charges. The police took over additional tasks thus no new employers have to be hired and no new organizations have to be paid.

Another advantage of the top-down project is that it was implemented very fast because of its regulatory program. The German project spreads only slowly because of its distributive nature yet it might be more long-lasting and sustainable. Future research could deal with that aspect of the findings.

The findings of this study show that there is no perfect way of implementing a project. Neither the top-down approach nor the bottom-up approach can deal with all the investigated influences perfectly. The observed tendencies are that a top-down approach might enable a fast and broad implementation of a CPTED program and a bottom-up approach might be more long-lasting, more elaborate and without vast capacities. These results should be regarded in future decision processes concerning the implementation of projects comparable to the ones used in the case study.

As mentioned before only little research has been done in this field. Scientists are mainly interested in how (top-down or bottom-up) an implementation process should be evaluated and not how a project should be implemented from the start on. Because this study puts the two approaches in a direct comparison it makes a contribution to the theoretical literature cited before.

However, one has to point out that the scope of this research is limited. It has given an overview over the two projects and their implementation processes. The most important features of the impact of the variables on the project have been described yet each variable deserves a more thoroughly investigation to deliver more data and to rule out the problems mentioned before in the discussion of the variables. Future researches should take this thesis as a start to find out more about bottom-up and top-down implemented projects.

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# 8. Annex

## 8.1 Information about the Projects

Table 5: **Additional information about the two projects**

| Project | Police Label Secure Housing New Building/Existing Building | Network 'Secure at Home' |
|---|---|---|
| Who can take part in the project? | • Private companies can apply for a certification as PKVW company<br>• Housing corporation can also apply for a certification as PKVW institution<br>• Private companies have to stick to the Dutch building regulation | • The network is open for new members from whole Germany<br>• Craftsmen's guilds have to adapt guidelines of network<br>• Private companies have to stick to national/European standards for their products |
| Who can apply for the certification? | New Building: (future) house owner<br>Existing Building: house owner, landlord, tenant<br>Secure Complex: owner of a housing complex (housing corporation, special landlord, association of house owners, another institutions)<br>Secure Neighborhood: municipality or association that is the owner of the neighborhood | • House owners<br>• Tenants (have to speak with their landlords) |
| Process | New Building:<br>1. Ask for advice at PKVW companies/ talk also with architect and construction company<br>2. Construction can be checked by the national rating commission (*Landelijke beoordelings-commissie*)<br>3. Ask inspection institution (*inspectie-instelling*) to control your house and to hand over the Police Label<br><br>Existing Building:<br>1. Ask for advice at a qualified craftsman company (may cost!)<br>2. Adapt your house to the requirements or let it be done by the craftsmen<br>3. After the inspection of the house by the craftsman you can receive the Police Label | 1. Police gives advice to house owners within their prevention department (no costs!)<br>2. qualified craftsmen analyze the weak points of the building of interest with aid of a checklist the house owners can decide when and which suggestions they implement<br>3. if they fulfill all requirements of the checklist the police inspects the building and hands over the certification mark (this is no guarantee) |

| Products | House: Doors, windows and ventilation opening, basement windows and roof-light, smoke detector<br><br>Housing Complex: Surveillance, accessibility and lightening of housing complex, common rooms, storerooms, bicycle storage rooms, sheds, garages and parking lots<br><br>Neighborhood: Accessibility, lightening, parking lots and public garages, underground crossings and tunnels, | - protection measures for all openings of the building<br>- at least one smoke detector for each floor<br>- telephone next to the bed<br>- clearly visible house number |
|---|---|---|
| Validity time | 'New Building': 10 years<br>'Existing Building: 10 years<br>'Secure Complex' and 'Secure Neighborhood': 5 years | No expiry date |

## 8.2 Expert Interview: Schulting

### 8.2.1 Interview

A: Claudia Liedl
B: Herr Schulting

A: Anfang der 90iger, also 94, 92 war, glaub ich, die Überlegung, dass man das machen könnte und bis es dann mal ins Rollen kam war es 94/95. Und die haben das ja auch erst bei verschiedenen Städten als Experiment durchgeführt und 98 war dann wirklich jede Polizeistation daran beteiligt.

B: Holland ist von der Einwohnerzahl oder flächenmäßig so groß wie NRW. Da gibt es, wenn man vergleichen will, Bundesebene mit Föderalismus mit 16 Bundesländern und so ein Land wie Holland, ist das gar nicht so einfach. Holländer sind da auch sehr flexibel. Ich bin 1994 aus dem uniformierten Polizeidienst zur Regionalpolizei. In die Vorbeugung, direkt zur Polizeiprävention. Wir waren zu zweit damals. Und haben alles bedient. Nicht nur Sicherheitsberatung, was es traditionell seit inzwischen 25 Jahren in Deutschland gibt. Die Kripo berät, heißt es so schön. Das ist das was ich unter anderem seit 94 machen sollte. Dazu gibt es auch eine Ausbildung. Eher technisch orientiert, mehr aber auch nicht. Und dazu sexualisierte Gewalt, sollte von uns bearbeitet werden und ein paar andere Dinge noch. So dass für jemand der aus der repressiven Schiene kommt erstmal ein Umdenken erforderlich ist. Und dass man dann erst mal eine Ausbildung bekommt hat mir damals auch nicht sehr weitergeholfen. Also wenn man dann sehr stark technisch ausgebildet wird und zu den Menschen geht und Beratung macht vor Ort und sagt das braucht man an Technik, dann haben die Menschen nett gelächelt, mich aber nicht verstanden. Und ich hatte eben auch das Gefühl, das wär nicht der richtige Weg. So irgendwie. Ich hatte kein gutes Gefühl und wollt das nicht mehr so lange machen. Hat mich nicht zufriedengestellt. Dann ist es auch so gewesen, dass die Handwerker auch nicht wussten was sie so letztlich machen sollten. Hatten keine Erfahrung, keine Ausbildung. Jedenfalls überlegte ich, dass man erst mal dafür sorgen musste, dass die Leute überhaupt Interesse haben beraten zu werden. Beratung muss bekannter werden. Die Nachfrage war auch eher mäßig. Ich brauchte Unterstützung dazu. Das musste dezentral sein, mit den Kollegen. Ich hatte mir überlegt, ein Label zu entwickeln, das diejenigen bekommen, die polizeiliche Beratung sowohl in der verhaltens- als auch in der technischen Prävention auch umsetzen und wir uns dann anschließend anschauen - nicht als TÜV-Gutachten, nur eine Nachschau halten - ist das passiert oder nicht. Wir sind keine Handwerker, aber wir können sehr wohl sehen ob das Fenster abgesichert ist oder nicht. Ist die Sicherungstechnik da oder nicht. Weil wir sehr viel in der Nachrüstung beraten. Das war so die Thematik. Das war so 94 als die ersten Überlegungen dazu waren. Das gab's so in Deutschland noch nicht, von den Holländern wusste ich nichts zu dem Zeitpunkt. Das war mir nicht bekannt, das hat sich erst später rausgestellt. Und dort ist alles sofort auf Landesebene und Bundesebene umgesetzt worden. Und das ist zum Teil in die Baugesetzgebung geflossen, dass die Leute, die Wohnungen bauen, die Sicherungstechnik gleich mit einbauen müssen, also standardisierte Technik, breite Elementenbau, also Fenster Türen Fassaden. Das ist natürlich eine Hilfe. Hier heißt es Eigentum verpflichtet, pass auf deine Sachen selber auf. Hier muss der Eigentümer tätig werden sein Haus abzusichern. Wenn man noch nicht Opfer geworden ist, ist die Bereitschaft nicht so gegeben. Da hab ich eben versucht ein Konzept zu entwickeln, das die Nachfrage dahingehen erhöht. Und den Menschen etwas anzubieten, eben das Label und Nachlässe in der Versicherung. Das war so die Grundüberlegung. Ich hatte auch kein Sicherungsbüro, also Beratungsbüro mit viel Technik, denn ich

war sehr schnell der Ansicht, dass die Polizei über polizeiliche Dinge sprechen soll und die Handwerker über fachliche. Also wenn der Bürger sagt, ja ich möchte was machen, dass der Handwerker dann weiß wie die Sicherungstechnik zu montieren und zu befestigen ist.

A: Und wie macht man das jetzt? Also sie hatten ja die Idee zu diesem Projekt. Muss man die Vorgesetzen dann überzeugen von dem Projekt?

B: Ja klar, zuerst hat man grundsätzliche Überlegungen und schreibt die auf, dann muss man überprüfen ob es juristische Bedenken gibt. Dann bemüht man einen Verwaltungsrechtler. Der hat gesagt hier gibt es kein Problem. Dann versucht man daraus ein Pilotprojekt zu machen, das dann von der Behörde abgesegnet werden muss. Keiner hat Erfahrung damit; juristisch war es nicht problematisch. Die Holländer konnte ich nicht zitieren oder anführen, weil ich wusste davon nichts. Dann hat die Behörde gesagt ja, auf Landesebene war es eher kritisch. Das geht eigentlich gar nicht, da gab es sehr viel Störrfeuer. Trotzdem konnten wir das. Dann hat ich quasi auch die Bezirksdienstkollegen, die Kollegen vor Ort, die in den einzelnen Stadtteilen und Dörfern oder Gemeinden arbeiten. Die haben auch naturgemäß den Auftrag in der Nachsorge wenn eingebrochen wurde. Da gibt es einen Erlass Beratung anzubieten. Also hab ich die Kollegen dann gebeten herzukommen. Dann hab ich das der Behörde vorgestellt. Die haben gesagt sie können sich das gut vorstellen, daran arbeiten wir mit. Dann haben wir dem Bürger was anzubieten. Dann gab's natürlich dazu - also hier in der Behörde - eine Projektbeschreibung. Die Behörde war überzeugt, ja, das machen wir. Dann musste das natürlich öffentlich gemacht werden. Dann gab es dazu einen Pressemitteilung. Fernsehbeiträge was weiß ich, alles Mögliche. Und ja, die Beratungsanfragen sind stark gestiegen natürlich. Da gab's die Motivation anzurufen. Das ist sehr interessant, das find ich gut wenn die Versicherung auch was gibt. Obwohl dafür sollte man es eigentlich nicht machen. Aber es wurde darüber gesprochen. Dann konnten wir die ersten Plaketten vergeben. Das ist nicht so, dass die Leute sofort kommen und sofort umsetzen. Manche rufen nach fünf, sechs Jahren an, dass sie endlich alles fertig haben. Aber sie bleiben dran und haben ein Ziel mit der Plakette. Das war alles Mitüberlegung. Und nach den ersten Nachschauen - so will ich das mal beschreiben, so Besichtigungen - stellte man fest, dass die Handwerker dann doch - eine Ausbildung haben die ja schon - aber dass die Handwerker wohl dann doch nicht so glücklich unterwegs waren. Und es fehlte anscheinend an Fachwissen. Dann spielte mir der Zufall in die Hände, weil in der Kreishandwerkerschaft eingebrochen wurde. Dann kann man ja sagen, wer macht denn sowas? und dann sagte ich, das ist genau das Problem. Ich fänds gut wenn wir hier ein Netzwerk aufbauen könnten mit Planern, Handwerkern, Architekten. Und das Projekt, die Präventionsplakette so hieß das damals, eine Schutzgemeinschaft sicheres Haus, ja so heißt das hier, aufzubauen und das setzt voraus, dass die Handwerker sich ausbilden mussten. Gleichzeitig nehmen meine Kollegen auch daran teil. Weil die ja nicht in einen speziellen Teil arbeiten, sondern auch andere Dinge machen. Das ist vor Ort, kurze Wege. Und jedes Jahr sollen sie sich weiterbilden, mindestens dreimal. Da werden spezielle Referenten gesucht über Sicherungstechnik, Kommunikation und und und. Das war 2000 glaub ich, dieses Netzwerk. Also nach ungefähr fünf Jahren, da lief das Projekt schon. Ich muss eben nachschauen, das ist irgendwo aufgeführt.

A: Und die Erstberatung der Polizei ist kostenlos?

B: Ist alles kostenlos. Das Angebot bleibt auch kostenlos. So, also hier ist der Projektverlauf beschrieben. 94/95 waren die ersten Überlegungen, 96 dann die konzeptionelle Entwicklung, 97 die ersten Vorbereitungsmaßnahmen. Im Wesentlichen hab ich das schon alleine gemacht. 98 ist dann

das Projekt gestartet. 2000 wurden Rückmeldungen bearbeiten, also das sich dann 2000 die Schutzgemeinschaft das Netzwerk gebildet hat. Die Ausbildungen mussten ja auch erst mal laufen, dass die Handwerker auf eine Liste kommen, die ihnen ausgehändigt haben. Das musste ja auch erst juristisch geprüft werden. Haben wir auch, war alles ok. Dann 2000 ist da Projekt - sagen wir in Anführungszeichen - internationaler geworden, mit dem EZK, mit dem Herrn Kober. Aus ganz Deutschland sind Behörden eingeladen worden, also auch die Kollegen aus Holland. Dem Herrn Hollgen - ist bereits pensioniert - hat das niederländische Projekt vorgestellt. So wie die Holländer das halt machen, locker, das ist gut, die Polizei arbeitet mit. In Deutschland war ich da immer noch alleine, aber in der Runde, da waren noch - genau kann ich das gar nicht sagen - mindestens 200, 300 Leute waren aus verschiedenen Behörden aus Deutschland, wo sich ein Interesse aufgebaut hat. Das war noch sehr am Anfang, es gab noch keine Evaluation. Man konnte im Kreis keine großen Zahlen schreiben. Also 2002 haben wir uns bei dem European Crime Prevention Network damit beworben und wurden als Best Practice Projekt ausgewiesen. Also diese Präventionsplakette. Ja danach ... was haben wir hier nochmal? Ist es in den verschiedenen Bundesländer vorgestellt, also deutschlandweit besprochen worden, es gibt z.B. hier eine Broschüre Prävention Städte und Gemeinden, die Bürgerbroschüre Niedersächsisches Innenministeriums, wo sowas aufgeführt wird, Professor Schubert und Frau Schmitke. In Hamburg, wo auch immer ich überall war. Versicherungen geben Nachlässe. Gut, dann wurde es auch evaluiert, mit den kleinen Zahlen die wir hier haben. Damit für uns erkennbar wurde, wollen wir das haben, wollen wir so weitermachen, ist das gut? Und dann wurde auch beschrieben, dass es so in Ordnung ist. Wir wurden bekannt. Die Nachfragen waren beständig hoch, mehr als vorhe,r eben signifikant. Dazu waren wir auch Planern und Architekten - da sind wir ziemlich die einzigen die einen relativen großen Stab haben mittlerweile. So dass man mit denen arbeiten konnte. Dann hab ich nach anderen Konzepten gesucht, auch um diese Arbeit weiter bekannt zu machen. Wir sind Kooperationen mit Bezirksschornsteinfegernmeistern eingegangen, die sind ja auch öffentlich rechtlich. Die kommen in jedes Haus, jedes Jahr mindestens einmal. Die haben ein Anschreiben mit verteilt, dass es jetzt dieses Netzwerk gibt. Der Fokus von der Plakette ist Richtung Netzwerk gewandert. Früher war es ja nur die Plakette, daraus ist jetzt eigentlich mehr das Netzwerk geworden. Schutzgemeinschaft Sicheres Haus Handwerk Polizei so heißt es. Bis zum heutigen Tag läuft die. Die Handwerker sind alle dageblieben, keiner ist weggelaufen. Viele haben sich ein zweites Standbein aufgebaut. Eben mit der Sicherungstechnik nachrüsten, oder auch mittlerweile Elementenbau, die zertifiziert sind nach der Euronorm 1627 ...Zweielemente. Der ständige Austausch ist da untereinander. Also meine Kollegen, die mit an diesem Projekt arbeiten. Wir treffen uns regelmäßig, wie gesagt zwei bis dreimal im Jahr. Damit man im Wesentlichen eine Sprache spricht, damit man sich versteht. Damit nicht der ein hüh und der andere hott sagt.  Dann ist es so, dass die Beratung der Polizei sehr stark im Bereich Verhaltensprävention wär. Schwachstellenanalyse wird gemacht ohne zu sagen der Riegel xyz muss angebracht werden. Das überlassen wir den Handwerkern. Die verantworten das, was sie machen. Das ist eine sehr komfortable Geschichte für den Bürger, eine gute Sache, weil die Polizei in ihrer Profession arbeitet in diesem Konzept und die Handwerker wiederum in ihrer, in der fachspezifischen Profession, in der man sie ausbildet. Und man steht jedes Jahr im Austausch. Durch die Vergabe der Plakette, wenn sie denn erwünscht ist. Die für uns ein Marketingprojekt ist, ein Projekt das wir zählen wollen. Das was wir zählen wollen, was wir für wichtig halten, ist eine hohe beständige Nachfrage, das zählen wir und beteiligen uns an Messen wo man als Gemeinschaft, als Netzwerk auftrifft, aber jeder vertritt sein Reich. Und dann haben wir Teile des Brandschutzes aufgenommen, weil die Feuerwehr da keine Beratungsleistung machen kann. Rauchmelder ZB. Auch deshalb lässt sich das begründen, weil die Polizei ja zu den Brandorten kommen muss wo es Tote gegeben hat. Wo wir auch tätig werden

müssen. Das wollen wir eigentlich nicht. Deshalb ist das für uns auch noch mit Thema geworden. Das ist auch nicht üblich in der polizeilichen Beratung.

A: Ich habe noch eine Frage zu der Checkliste. Wenn ich das richtig verstanden habe, haben die Handwerker eine Checkliste anhand der sie das Haus besichtigen und markieren, was verbessert werden muss und dann verbessert man das und bekommt diese Plakette. Haben die Handwerker die Checkliste selbst entwickelt?

B: Die haben wir natürlich gemeinsam entwickelt. Obwohl die polizeiliche Beratung, da gibt es ja auch Vorgaben, wie man beraten muss. Man soll auf normierte, zertifizierte Sicherheitsprodukte hinweisen oder auf Elemente, die der Euronorm entsprechen, der 1627, das war ja eine Vornorm ist jetzt aber eine Norm geworden. Das ist das, worauf wir hinweisen. Aber die Handwerker wiederum haben die Möglichkeit - so muss ich das formulieren - diese Checkliste zu nutzen. Sie müssen aber nicht. In der alte Form, wie hier diese Schutzgemeinschaft bisher gelaufenr. Weil wir haben auch festgestellt, wenn man die Handwerker mit zu vielen formalen Dingen belastet, ist das eher kontraproduktiv. Wir müssen also voraussetzen, wenn ein Handwerker von einem Betrieb ausgebildet ist, Fachleute dafür hat, dass die das dann ordentlich machen. Es gibt auch andere Dinge wie die VUB, das sind Richtlinien nach denen Handwerker bestimmte Arbeiten verrichten müssen oder die Einbauanleitung der Produkte, die sie einbauen, danach müssen sie arbeiten. Also die Handwerker entscheiden vor Ort. Weil vieles wiederholt sich, aber es gibt doch Unterschiede. Da die Fenster unterschiedlich alt sind, die Türen und und und. Und der Handwerker entscheidet was er den Leuten rät. Aber immer im Hinblick auf gute zertifizierte Produkte, die die Polizei empfehlen. Das wissen die, weil wir auch Acht geben. Und müssen sie das war ursprünglich auch angedacht, die Checkliste existiert auch, die gibt es auch. Aber das müssen sie selbst entscheiden. Ansonsten müssen sie auch die Rechnung schreiben wo alles dokumentiert ist. Sollte es zu Streitigkeiten, Problemen kommen, kann man eben genau diese hinzuziehen und schauen was ist da nicht richtig gelaufen. Verantwortet aber der Handwerker. Aber auch jetzt in dem neuen Zuhause Sicher Netzwerk gibt es neue, sehr aufwendige Listen. Ich mach das ja auch schon zehn Jahre, ich habe das Gefühl, dass ich das jetzt auch nicht so begrüße. Dem einen oder anderen Handwerker oder Kollege in der Beratung kann das eine Hilfe sein und der Bürger kann auch sagen, ich hätte gerne diese Liste, er wird ja informiert, aber ich persönlich meine, dass man die Zusammenarbeit so wenig aufwendig wie möglich, möglichst effektiv, gestalten sollte. Wenn man denn weiß, dass Handwerker damit so wenig Zeit wie möglich opfern wollen, das kostet Geld. Und je komplizierter man das aufbauen will mit Regularien und ja, die gibt es schon in ausreichenden Maße, mit zusätzlichen Formularen, wo mehrere Leute irgendetwas unterschreiben oder abzeichnen, halte ich für kontraproduktiv auf Dauer. Ich persönlich würde das weiter zurückrudern in Anbetracht dessen, dass es für Arbeit, für die Beratung der Polizei, gibt es bestimmte Vorschriften in Anführungsstriche nach denen wir beraten und an die sich jeder Kollege auch hält und auf der anderen Seite gibt es das auch für Handwerker. Der Bürger muss darauf vertrauen können, dass man die Arbeit auch ordentlich macht. Wir können nicht kontrollieren ob jeder Riegel richtig angebracht wurde, dazu sind wir nicht befähigt, wir sind Polizisten und nicht Handwerker. Deswegen ist dieses Netzwerk umso wichtiger, es ist wichtig, dass beide voneinander wissen, dass man die gleiche Sprache spricht. Dass die Handwerker mich verstehen und ich die Handwerker oder Planer. Denn jeder arbeitet in seinem Fachbereich. Das ist der Vorteil eines Netzwerkes wenn ein solches über Jahre hinweg zusammenarbeitet. Da kann man dann auch sehen wo sind Dinge wichtig und wo sind sie weniger wichtig und würden ein Projekt nur behindern letztendlich. Und das ist auf jeden Fall zu viel Formalismus. Das kann ich schon mal ganz

deutlich sagen. Vorher musste ich sehr genau gucken und arbeiten um möglichen Vorbehalten entgegenzuwirken, weil eben keiner Erfahrungen mit einem Netzwerk dieser Art hatte, das war gar nicht üblich. Ich hab nebenher noch ein anderes Netzwerk aufgebaut, das befasste sich mit dem Bereich sexueller Missbrauch und Prävention. Da hab ich Theaterpädagogik und Polizeiarbeit vernetzt, das Stück heißt mein Körper gehört mir. Ich weiß nicht ob sie das kennen? Das Stück ist sehr erfolgreich. Die waren damals zu zweit, die Theatergruppe und haben heute 200 Mitarbeiter in dem Netzwerk. Das war ein Projekt, das sofort durchstartet und gut war. Auch da musste man vorher immer genau gucken was geht, was darf, was ist in Ordnung? Es gab auch keine Erfahrung, genau wie es hier keine Erfahrung gab, da hatten wir auch keine jegliche Erfahrung. Nur das es dort sehr kurze Wege gibt die es hier nicht gibt. Im Verhältnis.

A: Die Polizei macht ja die Erstberatung, oder?

B: Also ... ich muss mir schnell was zu Trinken holen.

A: was ich grade sagen wollte war, inwiefern die Polizisten, die die Interessierten an dem Projekt beraten, bestimmte Vorgaben beachten müssen. Also haben die eine bestimmte Ausbildung oder Fortbildung?

B: Ja, Fortbildung ja. Ich musste meine Kollegen erst mal selbst im Grundsatz ausbilden. Also es gibt erstmals Beratung der Polizei im Bereich Mechanischen, was nicht so kompliziert ist und einmal im Bereich Elektronik, Meldetechnik, Alarmanlagen, Überfallanlagen. Damit haben meine Kollegen nichts zu tun, ich berate auch Industrie, Banken oder habe Sonderberatung wenn jemand bedroht wird. Industrielle oder andere. Das hat hiermit nichts zu tun. Hier geht es ums Einfamilienhaus oder Wohnung. Da konnten meine Kollegen von mir ausgebildet werden und über die fortlaufenden Ausbildungen in der Schutzgemeinschaft. Immer überlegen, es ist gut wenn wir was voneinander wissen, eine Ausbildung haben. Nur die Kollegen sollen nicht konkret im Detail Technik erklären, sondern sollen nur überzeugend vertreten können, dass Sicherungstechnik zu deutlich mehr Sicherheitsvorkommen als normal führt. Dazu müssen sie was dazu wissen. Das machen dann die Handwerker oder Fachverbände, die uns ausgebildet haben, ich hab das über meine Expertenausbildung bekommen und ansonsten soll auch der Handwerker über die Dinge, die er da einbaut, vernünftig Bescheid wissen und verantworten.

A: Und am Anfang, wenn ich das richtig verstanden habe, waren es vor allem Sie, der das alles initiiert hat. Und jetzt in Gütersloh mit der Polizei, wie viele arbeiten da oder sind dazu ausgebildet zu beraten?

B: Das sind circa - ich kann's jetzt nicht richtig sagen - 15 Kollegen etwa. Das sind die sogenannten Bezirksdienstbeamten, also in Anführungsstrichen die Dorfpolizisten vor Ort, die Gemeindepolizisten, die natürlich auch noch andere Aufgaben haben. Die in dem Bereich der Opfernachsorge z.B. auf jeden Fall jedes Opfer eines Einbruchs anrufen und Beratung anbieten. Das bedeutet Verhaltensprävention, da kann man für wenig oder gar kein Geld mehr Sicherheit bekommen und wie bekomm ich Hilfe und Hinweise auf das Netzwerk und natürlich die Schwachstellenanalyse. Die sind soweit ausgebildet zu sagen, das Fenster ist nicht ausreichend gesichert, das wiederholt sich ja immer. Es gibt Verdeck-Technik die man anbringen kann wenn das Fenster nicht zu alt ist oder Aufliege-Technik, die sollte natürlich zertifiziert sein, dann gibt es Unterlagen der Polizei Deutschland, die Pro Unterlagen, das sind diese hier. Da sind auch alle LKA aufgeführt, die Hinweise geben können wer wo was. Da gibt es schon erste technische Hinweise als Beispielfunktion. Der

Bürger soll nicht irgendwas aussuchen, aber damit er halt weiß das gibt es an Technik. Das bekommt er dann ausgehändigt zusammen mit einer Liste von Handwerkern. Wenn es ein sehr großes Haus ist oder die Leute keine Zeit haben, dann können sie ausgebildete Architekten nehmen, die wiederum in ihrem Studium keine Ausbildung in der Sicherungstechnik haben. Die wissen da nichts von, es sei denn es ist bauliche Technik die baubehördlich vorgeschrieben ist. Aber Eigentumsschutz also Einbruchsschutz wissen sie nichts davon. Die musste ich auch erst ausbilden lassen. Und da ist es so, dass die bis auf ein Büro, immer noch seit über zehn Jahren mitarbeiten, weil sie festgestellt haben das bringt uns auch etwas. Das ist zwar nicht wegen dem Planungsauftrag, aber einmal weil Ausbildung und Sicherungstechnik auch weiter nachgefragt wird und in der Zukunft - davon bin ich überzeugt - mehr nachgefragt wird als jetzt und da macht es Sinn, dass gerade Architekten, die sich dadurch verkaufen, dass sie etwas besonders gut planen, davon auch etwas wissen. Das haben viele in Deutschland noch nicht verstanden, von den Planern und Architekten. Hier ist das so, dass wir auch im Moment gerade versuchen auch in anderen Zuhause Sicher Schutzgemeinschaften, die sich jetzt gerade überall langsam aufbauen, die Architekten dort mit hineinzubekommen, zu begeistern. Da werden auch meine in Anführungsstrichen Architekten sich sicherlich bereiterklären ihre Erfahrung zum Besten zu geben, sodass dann auch das gesamte Netzwerk noch effektiver arbeitet. Das heißt, dass uns Menschen mit Bauplänen zur Dienststelle schicken was hier passiert und die Architekten schicken uns dann die mit den Bauplänen. Die können das dann im Vorfeld planen und sagen aha, das sollte man wohl eigentlich haben oder tun und das was die Polizei dann eigentlich empfiehlt an Sicherheitstechnik, dafür gibt es die entsprechenden Unterlagen und die Hinweise wer kann's denn bzw. das macht dann der Architekt. Das wäre das, was vielleicht mal irgendwann läuft. Also wer baut, bekommt dann deutliche Hinweise sich beraten zu lassen, das habe ich schon versucht mit den Schornsteinfegern, die die Zetteln verteilt haben, das hat einen regelrechten Ansturm gegeben, sodass wir teilweise in Gruppen beraten mussten und wir konnten dann gar nicht mehr groß rausgehen, aber da greift dann schon das Netzwerk, weil der Handwerker das dann weiß. Da gibt es mehrere, der Bürger kann aussuchen, er muss nicht einen, er kann zwei kommen lassen. Hier kriegt er Hinweise was geht, was ist in Ordnung, was nicht, was ist sonst noch wichtig, das wäre, sagen wir mal, die Zukunft, dass wir Nachbarschaftsgruppen beraten, ohne dass wir jedes Mal jedes Haus anschauen müssen. Was ist hier passiert, können wir ein Label vergeben? Wichtig dabei ist das Projekt immer so weit zu beobachten und zu gucken, kann man es effektiver gestalten? Aber leider ist es erforderlich, dass ein Projekt einen langen Weg nehmen muss um wirklich zu gucken, was kann man wirklich brauchen und bleibt es ökonomisch. Wie entwickelt sich die Gesellschaft auf Hinblick auf Einbruch und Straftaten. Ein Projekt wie dieses, da kann man nicht, sagen wir mal, seriös sagen, das wird jetzt absolut dazu führen, dass die Zahlen jetzt eindeutig nach unten gehen. Vielleicht werden irgendwann mal, wenn die Versuchsanteile steigen, …, aber entscheidend hier geht es um das Sicherheitsgefühl der Bürger auf der einen Seite und darum je mehr Sicherheitstechnik eingebaut wird, kann es tatsächlich dazu führen, dass irgendwann wirklich sowas messbar wird.

A: Also man konnte jetzt nicht sagen, dass wirklich ein Rückgang von Einbrüchen war?

B: Also in seriöser Weise meiner Ansicht nach nicht. Die haben evaluiert, da gingen die Zahlen runter. Aber über die vielen Jahre sieht man immer mal wieder eine Spitze, da braucht nur eine Tätergruppe kommen, die uns eine Serie an Straftaten hinlegt, bis wir die festsetzen können sind die Zahlen oben. Wenn irgendwo wer sich entscheidet und sagt, ich will einbrechen, dann tut er das. Und das können ganz viele sein und dann haben wir die Einbrüche und können noch so viel beraten und Plakette, wir können nur den einzelnen Bürgern und Opfern, die Opfer geworden sind, Hinweise geben. Wenn du

das nicht möchtest, wenn du nicht Einbruchsopfer werden willst, dann hast du hier die Möglichkeit und je mehr Menschen,..., oder es in die Baugesetzordnung fließen wird, desto schwieriger wird, dann werden automatisch die Einbruchszahlen zurückgehen. Und da sind wir noch auf dem Weg dahin.

A: Wenn man jetzt diese Plakette erhalten hat, die gilt dann für immer?

B: Ja, die gilt für immer. Die sagt aus, dieses Haus ist mit Sicherheitstechnik bestückt. Hier hat polizeiliche Beratung stattgefunden, dann kann der Täter sich überlegen, ob er nicht lieber ein Haus weitergeht. Weil der Täter, der Gelegenheitstäter, kein Interesse daran hat mehr als nötig Risiko einzugehen oder länger als nötig zu arbeiten. Und wenn man weiß, dass ein Fenster, das nicht gesichert ist, innerhalb von zwanzig Sekunden geräuschlos zu öffnen ist und dann wenn Technik da ist, er viele Minuten arbeiten muss, was er nicht möchte. Nach zwei drei Minuten maximal gibt er auf. Weil der Risikofaktor für ihn ist einfach zu hoch. Er hat es gar nicht nötig. Draußen hat er die bunte Vielfalt nicht-abgesicherter Häuser, das wird er nutzen. Und da kann man natürlich die Sicherheitstechnik durch Hinweise auf Sicherheitstechnik abschrecken. So dass wir sagen können, wenn wir etwas messen wollen, dann müssen wir schauen, werden diese Häuser angegangen? Das kann man messen und das werden sie nicht.

A: Also sie haben eine Liste von den Häusern, die in Label haben?

B: Ja.

A: Und in die wird nicht eingebrochen?

B: Bisher nicht. Es wurde in drei von diesen Häusern versucht einzubrechen, aber die hatten dieses Label nicht angebracht.

A: Aber in die anderen wurde auch gar nicht versucht? Das ist ja schon...

B: Bisher nicht, nein.

A: ...schon sehr interessant. Es würde mich auch interessieren, was denn,..., sie haben vorher ja schon gesagt es war nicht so einfach die Vorgesetzten oder insgesamt zu überzeugen.

B: Das war allein meine Aufgabe.

A: Ok, Sie haben dann auch die Polizisten in den verschiedenen Stationen angesprochen, die auch andere Aufgaben haben, aber wie war denn der ihre Reaktion auf das Projekt? Fanden die das gut? War es leicht sie zu überzeugen?

B: Ja es war leicht sie zu überzeugen, weil auch die Kollegen oft das Problem haben, wenn sie ein Opfer beraten haben oder mit Opfern zu tun hatten, ja nicht viel anbieten konnten. Hier kann man anbieten gute Beratung, ein Netzwerk, ein Labeln, ein Nachlass auf die Versicherung, ein ganzes Portfolio von Möglichkeiten. Das war vorher nicht da. Sie können sagen, das ist ein Projekt, das ist auf Euroebene ausgezeichnet, sie können sagen, wir haben hier etwas besonderes, sie können jetzt einen Weg beschreiben, da kriegen sie alle Unterstützung, sie müssen sich nicht selber kümmern wer oder was, sie haben eine Handwerkerliste, eine Planerliste. Sie stehen nicht mehr alleine da, früher war es so, da haben sie die Bürger beraten, ich alleine, oder auch die Kollegen, dann ist man anschließend gegangen und hat sie mit einer Menge Informationen in Anführungsstrichen

überfrachtet, sehr stark technisch orientiert und dann standen sie im Regen weil die Handwerker überhaupt kein Verständnis dafür hatten, wussten überhaupt nicht was sie machen sollten und wie und wo, und haben dann genau kontraproduktiv beraten. Das brauchst du nicht und du weißt, wenn einer reinkommen will dann kommt er rein, es gibt keinen hundertprozentigen Schutz und du bist ja versichert, kauf mal lieber eine neue Küche. So, das war komplett kontraproduktiv und das hat sich dadurch geändert und das fanden sie auch überzeugend. Es war dann so, dass ich allen freigestellt habe, keiner muss das machen. Weil derjenige, der das machen muss, also top-down, der kann auch nicht die richtige Arbeit leisten. Also in den meisten Fällen. Von etwa 30 Kollegen haben sich 17 entschieden das zu tun. Und es gibt ja auch Kollegen, die haben so viel zu tun, die können Schwerpunkte setzen. In Schulen kann man ja andere Projekte bedienen oder andere Arbeiten machen. Ein großer Teil der Kollegen hat sich dann entschieden das so zu tun. Dann haben sie festgestellt, dass sie ausgebildet werden, dass sie nicht im Regen stehen und fühlen sich dabei sicher, obwohl sie dabei im Wesentlichen auch nur im Bereich Verhaltensprävention arbeiten. Da gibt es leichte Neigungsgeschichte, es gibt auch Kollegen die vorher mal Handwerker waren oder andere, die natürlich immer ein bisschen Schwierigkeiten haben nicht stark technisch zu beraten, aber das ist menschlich. Die Linie heißt den Menschen zu überzeugen, warum macht es Sinn dafür Geld auszugeben, warum macht es eben Sinn. Das braucht man bei Opfern nicht so doll, das kann man messen. Also nach recht kurzer Zeit. Die wollen nur wissen was kann ich machen. Und da ist es auch so, dass es sehr gute Rückmeldungen gibt. Das da ein Netzwerk da ist. Sie haben keine Probleme, sie haben sofort Ansprechpartner und es kann sofort schnell umgesetzt werden. Es gibt dann auch noch äußere Insignien, dass etwas passiert ist. Das ist Opfernachsorge. Die fühlen sich nicht alleingelassen. Diejenigen, die Angst bekommen, weil in der Nachbarschaft eingebrochen worden ist oder in der Siedlung, haben auch sofort Möglichkeiten, dass sie beraten werden und selbst wenn die Polizisten nicht sofort greifbar sind gibt es die Kreishandwerkerschaften, dann haben sie auch Handwerker, die ja auch unsere Sprache sprechen. Und das läuft sehr gut.

A: Ich hab gelesen, dass das jetzige Netzwerk mit Jahresbeiträgen finanziert wird von den Industrieunternehmen, wie haben Sie das denn mit der Präventionsplakette gemacht? Lief das über Ihre Abteilung?

B: Ich glaub irgendwo steht das, das müssen sie dann sicherheitshalber nochmal nachlesen. Ich meine 15000 Mark, die Herstellung dieser Plaketten. Die hatte eine sehr barocke Form, da musste eigentlich alles drauf. Da musste die Polizeistelle drauf, dass die aus Gütersloh kommt, es musste die Kammer drauf, also Hebelwerkzeuge und Einbruchsschutz, wobei ich das heute anders machen würde. Dazu kommt die waren aus Kunststoff, haben nachts auch nachgeleuchtet, aber irgendwie verwittern die. Also dieses neue Label, das ist zeitgemäßer, muss nicht mehr alles Mögliche ausweisen, weil die Entwickler dürfen keine Fehler mache, da könnt einer kommen und sagen, dass man gar nicht weiß, was das ist. Da muss das noch drauf und jeder hat was zu sagen. Damit das nicht passiert hab ich sie deswegen erst mal in dieser barocken Form aufgebaut. Heute würd ich das auch so machen, wie die Kollegen das jetzt in Münster mit entwickelt haben. Das ist gut so. Und ja, diese Plakette jedenfalls gibt es hier ja demnächst nicht mehr. Wir sind ja gerade erst dem Netzwerk beigetreten in Münster. Im Vollzug sozusagen, ich hab das dort mit aufgebaut, aber hier ist es so, dass das Netzwerk hier dann gesagt hat, was soll das, es läuft doch alles, was haben wir denn damit zu tun, so ungefähr, ist ja klar, das ist auch ein bisschen aus Westfalen hier. Aber da musst ich dann schon Werbung dafür machen, warum es Sinn macht, das auf breite Basis zu stellen, das nochmal optimiert wird und das die einzelnen Kollegen alleine nicht stemmen können. Man merkt das es

weiter um sich greift, dass da eine ganz andere Organisation dahinter stecken muss, Geschäftsstelle, das muss auch ein vernünftig eingetragener Verein sein und und und viele andere Dinge. Das was hier die Kreishandwerkerschaft mit übernommen hat ist hier einmal geregelt, abgeprüft, natürlich auch mit sehr viel Aufwand, wenn sich das alles erst eingespielt hat wird sich das auch deutschlandweit… das war ja auch das Ziel zu sagen, dass ist nicht mehr ein Gütersloher Machwerk in Anführungsstrichen, sondern das ist jetzt so ausgelegt, dass jeder von überall in Deutschland das jetzt so übernehmen kann. Und das ist wovon ich geträumt habe, dass so etwas auch mal passiert. Ich war ja auch überall, in Frankfurt und in Dresden, die das übernommen haben oder ihre eigenen Plakette entwickelt haben. Es gibt verschiedene Plaketten in Deutschland, mit unterschiedlichen Materialien und Aufdrucken dazu hat jeder jetzt seine eigene Schutzgemeinschaft gemacht. Da wo die Kollegen es in ihrem Hause durchsetzen konnten und auch überzeugt davon waren. Es gibt schon seit längerem verschiedene Behörden in Hessen, in ...

A: Werden sie dann auch aktiv befragt wie man sowas umsetzen kann?

B: Jaja.

A: Also Sie müssen gar nicht Werbung machen, sondern die kommen...

B: Ja, die kommen dann hierhin oder haben sich hier gemeldet. Irgendwann wurde das dann auch ganz schön viel, dass dann gesagt wurde, irgendwann musst auch mal hier sein. Aber in der ersten Zeit war's dann schon... dass die Behörde gesagt hat, das wurde auch Europaprojekt. Es gab dann Agis, wo wir mit Holländern, mit Polen und Franzosen zusammengearbeitet haben und jeder im Einzelnen vorgestellt hat, was wir her so machen. Das war eine sehr aufwendige Geschichte. Vom Aufwand her hätte man sagen könne, brauch ich nicht wieder, aber diese Anerkennung, die man dadurch bekommen hat, hat dazu geführt, dass sich das Projekt hier etabliert. Genauso wie European Crime Prevention Network Ebene, best practice prize hat hier wieder etabliert. Ich hatte es immer leichter zu sagen das wird jetzt so gemacht, das wird jetzt nicht mehr wie weiß wie hinterfragt, sondern was Europapreis oder Landespreis für Innere Sicherheit wird, das kann ja nicht verkehrt sein.

A:  Es ist ja jetzt sogar der Innenminister für NRW der Schirmherr auch des Netzwerks, oder?

B: Ja das ist ja dann die Krönung, irgendwann.

A: Wenn man soweit kommt, ja.

B: Als Einzelkämpfer war ich am Anfang natürlich froh, dass ich das weiterbearbeiten konnte und habe jede Gelegenheit genutzt damit öffentlich zu werden; mein Ziel war ja eben es bekannter zu machen, es effektiver zu machen, für den Bürger freundlicher zu machen, die polizeiliche Beratung. Das ist mir gelungen und es war etabliert, ich hatte auch keine Probleme. Es gab dann mehrere auch in NRW auch Behörden die es dann auch umgesetzt haben mit eigenem Label oder im Bund, bis dann irgendwann die Kollegen in Münster das auch gerne machen wollten und sich überlegt haben in Absprache mit mir, können wir das dann nicht gleich so machen... wie es eben jetzt da läuft. Das kennen Sie ja glaub ich. Das Projekt. Ja natürlich können wir das so machen.

Und die Erfahrung, die wir hier haben, müssen nochmal gemacht werden, in Teilen auf einer anderer Ebene, ganz klar, aber der Austausch ist da, ... meine Kollegen oder die Handwerker auch, Mitglied werden… es sind ein paar Formalien, die dazugekommen sind. Das Landeskriminalamtes, der Mechanik, dort müssen sie Mitglied werden, das Aufnahmeverfahren ist nicht ganz einfach. Aber

auch da bietet das Netzwerk natürlich Unterstützung was anderer gar nicht haben, so dass im nächsten Monat zum Beispiel die Frau Münker hinkommt aus dem Netzwerk. Ein Handwerker sagt dann, so muss man das jetzt machen, eine Liste kommt des Landeskriminalamtes der mechanischen Richter. Sowas kannten sie vorher alles auch nicht. Gab es überhaupt nicht, dass sich irgendwo aus dem Land sich dafür interessiert hat. Dieses Netzwerk wird auch bekannter, heißt eben, dass auch Menschen, die woanders hinziehen wissen, dass es so eine Liste gibt und können dann auch Handwerker bemühen und wissen dann auch, dass sie das ordentlich montiert bekommen.

A: Können Sie sich denn erinnern, inwieweit das Projekt wie geplant umgesetzt wurde? Also hatten Sie einen Plan oder haben Sie das so, wie die Situation es ergeben hat...

B: Sukzessive! Also ich muss sagen, ich hatte eine klare Vorstellung was ich erreichen will. Die Ziele habe ich ja schon, sind auch hier beschrieben, mehrfach genannt. Da es aber keine Erfahrungswerte gab musste ich eben sukzessive umsetzen. Ich hatte eine Vorstellung, eine Zeitleiste, hab aber sehr schnell gemerkt, geht so nicht, man muss dicke Bretter bohren und ich hab Gegenwind bekommen, wo ich ihn eigentlich so nicht erwartet habe. So dass ich dann wirklich sehr viel werbend für die Sache auch unterwegs sein musste. Innerbehördlich, also Polizei NRW. Auch Handwerkerschaft, auch da gab es Abstimmungsschwierigkeiten, Zeitverzögerungen, nicht böse gemeinte, sondern einfach Dinge, die man nicht bedacht hatte abgeklärt werden müssen. Kann die Polizei einfach so mit betreuen und ist das überhaupt möglich mit Handwerkern in dieser Form zusammenzuarbeiten oder Planer und Architekten. Heißt also, Ziel ja, aber so zu sagen, dass will ich jetzt 2006/07 umgesetzt haben war nicht der Fall. Obwohl, wenn man hier sieht, ist das eigentlich relativ schnell  gegangen. Allerdings ist es ja so, dass Learning by Doing auch immer wieder nachgesteuert wird, geändert wird. Das man sagt hier muss man anders arbeiten miteinander, hier kann es Probleme geben, wenn Behörde und Privatwirtschaft zusammenarbeiten. Wir wollen uns nicht angreifbar machen, deswegen muss man gucken wer kann was, darf was, sagt was und so weiter. Das sind so Dinge, wenn man sowas entwickelt wie soll ich sagen, immer wieder dazu führen, dass Fallabstimmungen erforderlich sind.

A: Sie haben ja dann auch mit den Niederländern geredet bei diesem Agis. Haben Sie irgendetwas davon dann auch konkret übernommen in Ihr Projekt? Gab es irgendwelche Ideen aus dem Ausland?

B: Ja, was für mich, was ich von den Holländern habe, war die Überzeugung oder der Wille die städtebauliche Kriminalprävention damit zu vernetzen. Das was wir hier machen sind ja im Grunde Einzelberatungen, die städtebauliche Kriminalprävention hat damit noch wenig zu tun. Und die Holländer haben ja schon ganze Wohnquartiere eben. Veilig Wonen, Secured By Design, was weiß ich denn alles, auch ganze Areas mit Schildern bedient, auch im Gewerbegebiet. Einmal die Häuser abgesichert aber auch das Wohngebiet entsprechend nach diesen Kriterien. Das ist etwas, was ich jetzt parallel auch bearbeite. Will heißen, das ist etwas, was ich von den Holländern mitgenommen habe, wo ich sage das macht Sinn.

A: Sie erarbeiten das jetzt? Also das gibt's noch nicht bis jetzt?

B: in Deutschland ist es im Moment so – so muss ich das jetzt mal formulieren – es wird sehr viel über Städtebauliche Kriminalprävention geredet, aber es gibt wenig umgesetzte Projekte. Das hat mit Geld zu tun, das geht nur mit einem größeren Netzwerk normalerweise so, wie das auch hier dargestellt wird. Ich arbeite in kleinen Pilotprojekten, jetzt im Moment, in der städtebaulichen Kriminalprävention. Erkenntnisse aus Nutz- und Schulzentren zum Beispiel so zu verwerten, dass es

da nicht mehr zu Störrungen kommt. Das Projekt heißt Wechselgeld. Vorher wurde evaluiert. Vorher sind dem Kreis schon Kosten entstanden aus Vandalismus und anderen Schäden, dann wird umgesetzt nach einem bestimmten Muster, und nach drei Jahren schaut man wieder und wenn dann die Zahlen runter gegangen sind wird ein Teil des Geldes genommen und in die zielgruppenorientierte Jugendarbeit gesteckt. Deswegen heißt das Wechselgeld, um Schäden zu regulieren wird ein Teil des eingesparten Geldes eben darein gesteckt. Das heißt man verdrängt die Täter an einen anderen Platz, das heißt da sollen jetzt die sogenannten Nachtwachen eingesetzt werden. Ich weiß nicht ob Sie schon davon gehört haben. Das sind Freiwillige, die jetzt nicht mit dem pädagogischen Zeigefinger unterwegs sind sondern Kümmerer die einfach da sind und als solche erkannt werden und mal hinhören was diese Jungs und Mädchen zu erzählen haben. Wo sind die eigentlich und überhaupt. So das Rahmenkonzept. Das heißt, von den Holländern Städtebau. Das ist hier also einmal die Sicherheitsberatung Städtebau, Wohnquartier, das ist das was ich sage das mach ich auch.

A: Und beraten Sie eigentlich vor allem Menschen die ein Haus haben, also Hauseigentümer oder auch welche, die jetzt bauen wollen? Mit den Architekten geht das ja in die Richtung, oder?

B: Ja, ja genau. Sowohl als auch. Und da sind die Nachfragen auch gestiegen, vorher ist nie oder kaum einer mit Bauplänen gekommen. Seitdem die Architekten da sind oder allein durch die ja sehr viele Öffentlichkeitsarbeit, die mit diesem Projekt zusammenhängt und die Mundpropaganda. Je mehr Leute an so einer Sache arbeiten, die Handwerker, die Berater der Polizei, Bezirksdienstkollegen eben oder die die schon beraten worden sind spricht sich ein bisschen rum und dazu wird auch viel Werbung gemacht unabhängig von den Architekten, die lassen sich beraten bevor sie bauen. Und da muss ich sagen ist es nicht so, dass man uns jetzt jeden Tag hier, die Dienststelle aufgesucht wird mit ihren Plänen, aber es ist stetig immer mal wieder einer da der sagt ich habe hier was gekauft, ich möchte umbauen anbauen oder ich möchte neu bauen oder dass sie mit ihren Plänen kommen. Oder haben schon einen Rohbau stehen damit sie mit einen meiner Kollegen da hingehen. Oder dass sie an einen Handwerker geraten der ihnen sagt es gibt Sicherungstechnik.  Und dann wird der Handwerker sicherlich sagen dass sie sich trotzdem nochmal von der Polizei beraten lassen in Hinblick auf Verhaltensprävention, der weiß nämlich was das ist, das wissen sonst Handwerker nämlich auch nicht zwingend, dafür weiß ich den ein oder anderen technischen Begriff auch nicht. Aber durch den Austausch wächst da jetzt schon seit zehn Jahren eine Sache zusammen die sehr effektiv ist und zwar, dass man im Blick hat, dass man wo nachsteuern muss. Wenn mal das was die Münsteraner jetzt aufbauen so lange läuft, ich glaube dann hat man da sehr viel erreicht.

A: Kam die Idee denn, für dieses gesamte Netzwerk ‚Zuhause Sicher', von den Münsteraner?

B: Ja, also, die Münsteraner, da ist ein Kollege mit dem ich über Jahre verbunden bin, ein noch jüngerer Kollege und der Marcus Kober natürlich, der sich sehr früh als Wissenschaftler angehängt hat. Der geguckt hat, der hat immer beraten und war begleitend immer dabei. Und der Kollege hat mich angesprochen was hältst du davon wenn wir das jetzt so machen, dass andere Behörden das auch übernehmen und ich sagte das find ich gut, das will ich unterstützen. So ist das gekommen, dass ich ganz am Anfang bisschen Werbung dafür gemacht habe, weil die Kreishandwerkschaft in Münster, die Handwerkskammer wer auch immer musste ja wissen was ist das überhaupt, gab's ja da noch nicht. Wir wollen das ganze jetzt in groß aufbauen, so ungefähr. So dass ich dafür Werbung machen konnte, so dass die Kollegen da auch den Einstieg vielleicht ein bisschen leichter bekommen haben. Jedenfalls hab ich da unterstützt und mit begleitet. Aber das haben die Kollegen da auch, weil

der Kollege da auch im Thema steckte und auch wusste, wie ich denke, wie das für mich persönlich laufen soll. Hat er gesagt, mensch wir sind ein Präsidium, hier nur eine kleine Behörde, hier haben wir vielleicht mehr Möglichkeiten, mehr Power, mehr Unterstützung. Und hat dann den auch steinigen Weg muss man sagen, wer was verändern will, beschritten und es dann immer so weiter entwickelt wie es jetzt ist.

A: Ja, ok.

B: Da ich, da meine Dienstzeit ja auch absehbar ist, denk ich, hab ich auch die Vorarbeit geleistet und das muss reichen.

A: Jetzt würde mich auch interessieren, wie Sie die Vor- und Nachteile des Bottom-Up Ansatzes, den Sie hergenommen haben, beurteilen in Hinsicht auf dieses Projekt und was Sie von dem niederländischen Projekt halten?

B: Das niederländische Projekt, so wie ich das jetzt auch in Erinnerung habe, ist top-down gekommen. Irgendwo haben Menschen gesagt, mensch, das könnten wir doch eigentlich machen und dann wurde es den Leuten aufgestülpt. Ja, also, ich meine, dass man für eine Netzwerkarbeit eine gewisse Leidenschaft haben muss, Netzwerker sein ist nicht jeder Kollege und auch nicht jeder Handwerker glaube ich. Oder Verwaltungsbeamter. Wir haben hier auch ein Beispiel in Deutschland in NRW wo eine Behörde es top-down angegangen ist. Da hat dann ein Präsident gesagt ich find das gut und ihr macht das jetzt. Und genau so verhält sich das da dann auch. Also für mich, ich kann nur sagen, ein Projekt dieses Ausmaßes, das kann eigentlich nur Menschen machen, die Lust dazu haben engagiert zu arbeiten und es muss sich schon daraus entwickeln. Diejenigen, die sowas machen… einfach den Mehrwert erkennen als das was sie sowieso machen müssen. Wenn sie den Mehrwert erkennen… das ist eine Geschichte, eine wachsende Geschichte, eine Geschichte die sich entwickelt, dann wird sowas auf Dauer Bestand haben. Ansonsten entwickelt sich eine Kultur, ja, da entwickeln sich geheime Negationsräte, die sagen ach das ist doch alles doof, das kann doch niemand wirklich hinterfragen, oder wie soll ich sagen, kontrollieren, weil es gibt ja keine wirklichen Erfahrungswerte, wenn es top-down kommt, so habt ihr das jetzt zu machen. Und hier sprechen Kollegen zu Kollegen oder Handwerker zu Handwerker und sagen das ist aber gut, die sehen die Vorteile.

Und je länger so ein Projekt dann läuft, umso sicherer wird es sich ausbreiten. Das sehen wir ja jetzt. Das dauert alles nochmal zehn Jahre tipp ich mal, aber dann hat man das, dann weiß man aha das geht. Und wenn dann Menschen vorgearbeitet haben wie jetzt auch die Münsteraner Kollegen und der Einstieg etwas komfortabler ist, ja dann… und je länger das dauert, das geht nur von unten, dann macht das Sinn. Das geht nur eigentlich… da muss Überzeugungsarbeit geleistet werden von denen, die Erfahrung damit haben. Weil das nicht so viele waren, dauert das eben relativ lange. Top-down geht schnell, hat sich aber auch schnell erledigt. Da muss man schon sehr viel Glück haben. Das sind meine persönlichen Lebenserfahrungen. Wenn ich etwas machen muss, das ich nicht kenne, dann werde ich das pflichtgemäß versuchen, aber wenn keine Leidenschaft dahintersteckt, dann muss man schon sehr viel Glück haben, dass deren Projekt auf Dauer Bestand hat.

A: In den Niederlanden ist jetzt vor ein paar Jahren… sind sie dazu übergangen, dass jetzt nicht mehr die Polizei berät sondern die Gemeinden. Ist das in Deutschland auch irgendwann gedacht?

B: In Deutschland ist sicherlich überhaupt nichts gedacht, glaub ich mal. Es ist hier so, dass die Sicherheitsberatung Sache der Polizei ist. Die Kripo rät wie gesagt, das gibt es seit 60 Jahren

mittlerweilen, denk ich. Und da bin ich auch überzeugt, dass der Mensch. der draußen beraten werden will in Sachen Einbruchsschutz, Kriminalität, das auch von der Polizei gemacht haben möchte und nicht von einem der sonst vielleicht auch andere Dinge in einem Verwaltungsamt oder in einem Bürgermeisteramt bearbeitet, der ist da einfach nicht der Profi, der wird das auch nicht sein können. Das hat auch mit Glaubwürdigkeit zu tun und genauso halt ich das nicht für glücklich, vor allem wenn die Polizei was anstößt und sich dann rauszieht. Das ist meine persönliche Meinung. Wenn ich so mit meinen Netzwerkpartnern umgehen würde oder die mit mir, kann das keinen Erfolg haben auf Dauer. Davon bin ich überzeugt. Also ich würde meine Netzwerkpartner nicht zurücklassen. Wenn natürlich auch hier, das kann natürlich sein, der Innenminister sagt oder sonst wer, das wird jetzt untersagt, das darf nicht mehr sein, dann sind mir die Hände gebunden. Dann muss ich mich verabschieden. Das wär sehr schade. Das kann natürlich auch hier passieren. Ich glaub das ist denen, ja, wie soll ich das sagen, aufgegangen, dass es nicht passiert. Weil dann glaub ich wird das Projekt nicht lange weiterleben. Zum Nachteil der Bürger.

A: Aber so wie's jetzt aussieht wird die Polizei da nicht rausgezogen werden?

B: Eher nicht, nein. Und grade das Projekt, wenn es sich so weiterentwickelt, so bedient wird, der Austausch ständig da ist, wird es immer optimaler werden, es ist jetzt so dass es auf größeren Bahnen etwas komplizierter geworden ist, wird sicher aber deutlich in der Struktur einfacher gestalten, weil jeder weiß was er zu tun hat, was er darf und was er nicht macht und das sind Dinge die noch wachsen müssen. Das dauert hier noch einige Jahre, aber dann wird es dazu führen dass viele sehen, dass ist jetzt auch für mich einfach ökonomischer. Ich kann mit Wenig viel mehr erreichen, als ich vorher alleine erreichen konnte. In einer kleinen Behörde wie hier zum Bespiel. Die Prävention, die Vorbeugung, das ist nicht so, dass die Polizei da immer weiß wie viel Frauen und Männer letztlich arbeiten, das kostet ja auch Geld. Und es gibt ja sehr viel zu tun im Namen der Polizei. Und umso effektiver müssen wir arbeiten können. Da kann ein Netzwerk natürlich sehr viel leisten. Das geht aber auch nur, wenn die, die da drin arbeiten, das auch gerne tun und verlässlich tun können. Wenn dann ein Land sagt, ach das ist ganz nett gelaufen, jetzt macht das mal selber, wir ziehen uns zurück, wir haben was anderes zu tun, wird so ein Netzwerk, und das ist jetzt kein Wissen sondern eine Überzeugung, dass es nicht lange gut gehen wird oder es wird nicht mehr ernst genommen, oder keine Ahnung, vielleicht glückt es den Niederländern. Aber ich befürchte,... ich weiß nicht was da für Erfahrungen mittlerweile gemacht worden sind, das kann ich Ihnen nicht sagen, ich hab schon lange keine Kontakt mehr zu den Kollegen dort. Ich weiß nur, als sie wegen dem EU-Projekt hier waren, gab es da schon die ersten Hinweise, und da hatten wir auch mit Firmen und mit Richtern zu tun, mit Handwerkern, die das überhaupt nicht gut fanden. Wenn etwas gesetzlich geregelt ist, und der Bürger so und so kaufen muss, ist das wieder etwas anderes. Das muss man dabei auch berücksichtigen, vielleicht kann dann die Polizei sagen, ja ok wenn das jeder kaufen muss, dann brauchen wir auch nicht mehr beraten. Da gibt's dann jetzt Richtlinien, vielleicht da wo keiner neu baut kann man das noch machen, das kann natürlich auch ein Grund sein, dass die Polizei dann sagt das ist jetzt auch nicht mehr effektiv. Das kann ich mir vorstellen, nur trotzdem, in der Netzwerkarbeit sich einfach rauszuziehen, das glaube ich könnten wir uns hier nicht ohne weiteres erlauben. Zumal hier, wie gesagt, nichts von der Baubehörde vorgeschrieben ist.

A: Ja, von meiner Seite wären das alle Fragen.

B: Die Zukunft hat begonnen, mit Münster sozusagen. Ich wünsche mir… also das ist auch wirklich wichtig, dass ein Projekt auch nicht formalistisch überlastet wird, nicht zu kompliziert wird und da

werd ich auch immer versuchen Einfluss zu nehmen, im Sinne der Handwerker, im Sinne der Polizei. Das muss ökonomisch sein, effektiv sein und es darf nicht zu viel Aufwand betrieben werden, der vielleicht nicht nötig ist. Und da muss man immer einen Blick drauf haben. Das ist auch wichtig. Und Städtebau muss angehängt werden. Das ist dann auch demnächst sicher Thema.

A: Ich bedanke mich.

## 8.2.2 Analysis

| Text Sequence | Paraphrase | Code |
|---|---|---|
| „Holland an der Einwohnerzahl oder flächenmäßig so groß wie NRW" | Comparison Holland and North-Rhine Westphalia | Comparison: Similarities: Holland and North-Rhine Westphalia are comparable |
| "Föderalismus mit 16 Bundesländern ist das gar nicht so einfach" | Difference federalism vs. unitarism | Comparison: Differences: Germany with federalism and Holland without federalism |
| "Holländer sind da auch sehr flexibel" | Characterization of the Dutch people | Comparison: Differences: Dutch people are more flexible |
| "Ich bin 1994 aus dem uniformierten Polizeidienst zur Regionalpolizei. In die Vorbeugung direkt zur Polizeiprävention." | personal carrier | Project: Structure: prevention department |
| „Wir waren zu zweit damals" | Structure of the team | Project: Structure: two persons |
| „Nicht nur Sicherheitsberatung" | Different tasks | Project structure: project is one task out of many prevention tasks |
| "Dazu gibt es auch Ausbildung. Eher technisch orientiert, mehr aber auch nicht" | Special education, emphasize on technical aspects | Education: Police Officers: technical education |
| „So das man ja als jemand der aus der repressiven Schiene kommt erst mal ein Umdenken erforderlich ist" | Personal challenges, new way of view | Education: Police Officers: personal reflections necessary |
| "Und das man dann erst mal eine Ausbildung bekommt hat mir damals auch nicht sehr weitergeholfen" | Critic on education | Education: Police Officers: no education in consulting people |
| "Also wenn man dann sehr stark technisch ausgebildet wird und zu den Menschen geht und Beratung macht vor Ort und sagt das braucht man an Technik dann haben die Menschen nett gelächelt mich aber nicht verstanden" | Communication problems | Education: Police Officers: communication problems as consequences of sole technical education |
| "Und ich hatte eben auch das Gefühl, das wär nicht der richtige Weg" | Own feelings towards the work | Project: Reasons: unsatisfied with conservative prevention work |
| "Dann, ist es auch so gewesen, dass Handwerker wussten auch nicht was sie so letztlich machen sollten" | Knowledge of the craftsmen | Project: Reasons: no knowledge of the craftsmen about good security devices |
| "Hatten keine Erfahrung, keine Ausbildung" | Education of the craftsmen | Project: Reasons: no special education of the craftsmen |
| "überlegte ich dass man erst mal dafür sorgen musste, dass die Leute überhaupt Interesse haben beraten zu werden" | Low interest of the citizens in prevention measures for their houses | Project: Goal: increase of interest in prevention measures for houses |

| "Beratung muss bekannter werden" | Increase of knowledge about consulting possibilities | Project: Goal: people should know about consulting possibilities |
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| "Nachfrage war auch eher mäßig" | Low demand in prevention advice | Project: Reasons: low demand in prevention advice |
| "Ich brauchte Unterstützung dazu" | Need for support | Project: Resources: more people are needed |
| "Das musste dezentral sein, mit den Kollegen" | Colleagues should be involved | Project: Structure: involvement of local police officers |
| "Ich hatte mir überlegt, ein Label zu entwickeln" | Label should be developed | Project: Content: police label |
| „Das diejenigen bekommen die dann polizeiliche Beratung sowohl in der verhaltens- als auch in der technischen Prävention dann auch umsetzen und wir uns dann anschließend anschauen nicht als TÜV-Gutachten nur eine Nachschau halten is das passiert oder nicht" | Process of the project: advice for behavior and technical prevention, investigation of the actual implementation, no guarantee | Project: Content: police advice, then installation of the devices by the craftsmen and after that investigation by the police and handing over of the certification mark |
| „Denn wir sind keine Handwerker, aber wir können sehr wohl sehen ob das Fenster abgesichert ist oder nicht. Ist die Sicherungstechnik da oder nicht" | Police investigates the implementation of the measures, yet no education like craftsmen | Project: Content: investigation of implementation by the police |
| "Das war so 94 als die ersten Überlegungen dazu waren" | First reflections about the project | Project: Process: in 1994 first reflections |
| "Das gab's so in Deutschland noch nicht, von den Holländern wusste ich nichts zu dem Zeitpunkt" | Own development of the project, no knowledge of the Dutch project | Project:Content: own development, no experiences |
| „Und dort ist alles sofort auf Landesebene und Bundesebene umgesetzt worden" | Nationwide implementation in Holland | Comparison: Differences: nationwide implementation in Holland |
| „Und das ist zum Teil in die Baugesetzgebung geflossen" | There are Dutch laws to security technique | Comparison: Differences: Dutch national law about security technique |
| "Hier heißt es Eigentum verpflichtet, pass auf deine Sachen selber auf" | In Germany house owners are responsible for their houses | Comparison: Differences: no law in Germany |
| „wenn man noch nicht Opfer geworden ist, ist die Bereitschaft nicht so gegeben" | Only victims of burglary are interested in prevention | Project: Reason: only victims ask for prevention advice |
| "ich eben versucht ein Konzept zu entwickeln, das die Nachfrage dahingehen erhöht" | Demand for prevention advice has to be increased | Project: Goals: development of concept for increase of interest in prevention advice |
| „den Menschen etwas anzubieten, eben das Label und Nachlässe in der Versicherung" | Attractions for the house owners | Project: Content: label and insurance benefits |
| „Ich hatte auch kein Sicherungsbüro, also | Furniture resources | Project: Resources: no bureau or technique |

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| Beratungsbüro mit viel Technik" | | |
| "die Polizei über polizeiliche Dinge sprechen soll und die Handwerker über fachliche, über Fachwissen verfügen" | Task of the police and task of the craftsmen | Project: Network: Police gives behavioral advice and craftsmen have technical knowledge |
| "der Handwerker dann weiß wie die Sicherungstechnik zu montieren und zu befestigen ist" | Task of the craftsmen in detail | Project: Craftsmen: construction of the security devices |
| "zuerst hat man grundsätzliche Überlegungen und schreibt die auf" | Begin of a project | Project: Process: written project description |
| "dann muss man überprüfen ob es juristische Bedenken wenn wir da was machen gibt" | Project has to be cleared by an advocate | Project: Process: juristic review |
| „hier gibt es kein Problem" | No problems | Project: Process: no juristic problems |
| "Dann versucht man eben daraus ein Pilotprojekt zu machen, das dann von der Behörde abzusegnen werden muss" | Project has to be designed as an pilot project, the administration has to agree | Project: Process: approval of administration |
| "auf Landesebene war es eher kritisch" | Federal state criticize the project | Project: Process: disproval of federal state |
| "Dann hat ich quasi auch die Bezirksdienstkollegen, die Kollegen vor Ort, die in den einzelnen Stadtteilen und Dörfern oder Gemeinden arbeiten" | Colleagues work at different parts of the city, in villages and communities | Project: Resources: colleagues in other districts |
| "Haben auch naturgemäß den Auftrag in der Nachsorge wenn eingebrochen wurde da gibt es einen Erlass Beratung anzubieten" | Colleagues have the task to give prevention adivce | Education: Police Officers: give prevention advice |
| "haben sie gesagt können sie sich gut vorstellen, daran arbeiten wir mit" | Colleagues like the project | Project: Commitment: police officers want to get involved |
| "Dann gab es dazu einen Pressemitteilung. Fernsehbeiträge was weiß ich, alles Mögliche" | Public Relations | Project: Communication: press release, news on television, … |
| "die Beratungsanfragen sind stark gestiegen" | Increase of the demand for prevention advice | Project: Effect: more interest in prevention advice |
| "Aber es wurde darüber gesprochen" | People talk to each other about the project | Project: Communication: oral propaganda |
| „Dann konnten wir so die ersten Plaketten vergeben" | First labels are given to house owners | Project: Effect: labels are handed out |
| "Das ist nicht so dass die Leute sofort kommen und sofort umsetzen das machen die rufen nach fünf sechs Jahre an das sie endlich alles fertig haben" | People need a long time to implement the security devices | Project: Label: house owners need up to 5 years for the implementation |
| "aber sie bleiben daran und haben ein Ziel, mit der Plakette" | The label is an attraction to install the devices | Project: Label: people have a goal with the label |

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| "nach der ersten nachschauen so will ich das mal beschreiben, so Besichtigungen, stellte man fest das die Handwerker dann doch, ja weil eine Ausbildung haben die ja schon, aber dass die Handwerker wohl dann doch nicht so glücklich unterwegs waren" | After the first investigations it came out that the craftsmen have problems with the installation | Project: Process: problems of craftsmen |
| "es fehlt dann an anscheinend an Fachwissen" | There is a lack of expertise | Education: Craftsmen: lack of expertise |
| "Und dann spielte mir der Zufall in die Hände, weil in der kreishandwerkerschaft eingebrochen" | Building of the craftsmen's guild was burgled | Project: Process: craftsmen are ready to take part in the project |
| "Ich fänd's gut wenn wir hier ein Netzwerk aufbauen könnten mit planer Handwerker Architekten" | Suggestion of the foundation of a network with architects, construction builders and craftsmen | Project: Process: idea of a local network |
| "Und das Projekt, die Präventionsplakette so hieß das damals, eine Schutzgemeinschaft sicheres Haus, ja so heißt das hier, aufzubauen" | Project was called Certification Mark and the protection association Secure House | Project: Process: foundation of the protection association 'Secure House' in Gütersloh |
| "setzt voraus dass die Handwerker sich ausbilden mussten" | Craftsmen has to receive further education | Education: Craftsmen: compulsory education |
| „Gleichzeitig nehmen meine Kollegen auch daran  teil" | Police officers take part as well | Education: Police Officers: same compulsory education as craftsmen |
| "jedes Jahr sollen sie sich weiterbilden, mindestens dreimal" | Obligatory education about three times a year | Education: Network Partners: three times a year |
| "Da werden spezielle Referenten gesucht über Sicherungstechnik Kommunikation" | Seminars offer special referents about security devices and communication | Education: Network Partners: seminars about security devices and communication |
| "Ist alles kostenlos. Das Angebot bleibt auch kostenlos" | Costs of the police consultancy | Costs: Target Group: advice is for free |
| "96 dann die konzeptionelle Entwicklung" | First development of the project | Project: Process: development of concept in 1996 |
| "1997 die ersten Vorbereitungsmaßnahmen" | Further development | Project: Process: preparatory measures in 1997 |
| "im Wesentlichen hab ich das schon alleine gemacht" | I did it on my own | Project: Resources: one person |
| „98 ist dann das Projekt gestartet" | Start of the project | Project: Process: start in 1998 |
| „ja 2000 das Netzwerk, gebildet hat" | Foundation of the network | Project: Process: foundation of the local network in 2000 |
| "die Handwerker auf eine Liste kommen" | There is a list of the educated craftsmen's companies | Project: Content: list of educated craftsmen |
| "mindestens 200 300 Leute waren aus verschiedenen Behörden" | Scope of the project | Project: Network: 200 to 300 persons are involved in different administrations |

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| "also 2002, haben wir als ich uns bei dem European Crime Prevention Network damit beworben und wurde als Best Practice Projekt ausgewiesen" | Application at the European Crime Prevention Network and award as Best Practice Project | Project: Award: Award as Best Practice Project by the European Crime Prevention Network |
| "Ist es in den verschiedenen Bundesländer vorgestellt, also deutschlandweit besprochen worden" | Presentation of the project in different German federal states | Project: Process: presentation in other districts in Germany |
| "dann wurde es auch evaluiert, mit den kleinen Zahlen die wir hier haben" | Evaluation of the project, yet only small numbers | Project: Process: evaluation of the project |
| "dann wurde auch so beschrieben worden das es so in Ordnung ist" | Evaluation gives optimism | Project: Process: decision to keep going after evaluation results |
| "Die Nachfragen waren beständig hoch, mehr als vorher eben signifikant" | The demand for prevention advice is significantly higher than before the project | Project: Effect: higher interest in prevention advice |
| "Dazu waren wir auch Planern und Architekten, da sind wir ziemlich die einzigen" | Network comprises construction builders and architects, too | Project: Network: architects and construction builders |
| "Sind Kooperationen mit Bezirksschornsteinfegernmeistern eingegangen" | Cooperation with chimney sweepers | Project: Network: chimney sweepers |
| „kommen ja auch in jedes Haus, jedes Jahr mindestens einmal" | Advantage of chimney sweepers: access to every house | Project: Communication: chimney sweepers give away flyers |
| "Der Fokus von der Plakette ist Richtung Netzwerk gewandert" | The focus is not longer on the label, yet on the network | Project: Process: shift from label to network |
| "Die, ja ist bis zum heutigen Tag läuft die" | Label is still active | Project: Process: label still exists today |
| "Die Handwerker sind alle dageblieben, keiner ist weggelaufen" | The cooperation with the craftsmen is good | Project: Network: good cooperation with craftsmen |
| "damit man eine im Wesentlichen eine Sprache spricht, damit man sich versteht" | Communication is very important for network | Project: Network: good communication by workshops |
| "Beratung der Polizei sehr stark im Bereich Verhaltensprävention wär" | Police is responsible for advice concerning behavioral prevention | Project: Police Officers: behavioral prevention |
| „die Handwerker wiederum in ihrer, in der fachspezifischen Profession, in der man sie ausbildet" | Craftsmen are responsible for technical advice | Project: Craftsmen: technical advice |
| „was wir für wichtig halten ist eine hohe beständige Nachfrage" | Important goal of the project | Project: Goal: high and constant demand for prevention advice |
| "dann haben wir Teile des Brandschutzes aufgenommen, weil die Feuerwehr da keine Beratungsleistung machen kann" | Fire protection is part of the project, too, as fire servants do not have time for giving advice | Project: Content: fire protection advice |
| "Die (Checkliste) haben wir | There is a checklist for the | Project: Content: checklist |

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| gemeinsam natürlich entwickelt" | craftsmen | |
| „polizeiliche Beratung, ja da gibt es ja auch Vorgaben, wie man beraten, man soll auf normierte, zertifizierte Sicherheitsprodukte hinweisen oder auf Elemente die der Euronorm entsprechen, der 1627, das war ja eine Vornorm ist jetzt aber eine Norm geworden" | There are regulations for giving advice for the police: the police hints at standardized and certified products | Project: Police Officers: reference to standardized and certified products |
| „die Handwerker wiederum haben die Möglichkeit so muss ich das formulieren diese Checkliste zu nutzen. Sie müssen aber nicht" | Craftsmen use the checklist as a guideline, they are flexible in their decisions | Project: Content: Checklist as guideline |
| "wenn man die Handwerker mit zu vielen formalen Dingen belastet ist das eher kontraproduktiv" | Craftsmen shouldn't be concerned with too much formalism | Project: Content: Craftsmen are not bound to checklist |
| "Wir müssen also voraussetzen wenn ein Handwerker von einem Betrieb ausgebildet ist Fachleute dafür hat, das die die das dann ordentlich machen" | Craftsmen get an education, one has to trust in their expertise | Education: Craftsmen: education by their company |
| "Es gibt auch andere Dinge wie die VUB, das sind Richtlinien nach denen Handwerker bestimmte Arbeiten verrichten müssen oder die Einbauanleitung der Produkte die sie einbauen" | Craftsmen have to stick to other guideline, too | Education: Craftsmen: other guidelines besides the network guidelines |
| „Verantwortet aber der Handwerker" | Craftsmen can exercise discretion, yet are responsible for this | Project: Network: Craftsmen are responsible for their work |
| "Aber auch jetzt in dem neuen Zuhause Sicher Netzwerk gibt es neue sehr aufwendige Listen" | In the new network , Secure at Home' are new elaborated lists | Project: Process: development of new lists in the regional network |
| "Der eine oder andere Handwerker oder Kollege in der Beratung kann das eine Hilfe sein" | Checklist is only regarded as a supportive device | Project: Content: checklist only supportive device |
| "und der Bürger kann auch sagen ich hätte gerne diese Liste, er wird ja informiert" | Checklist can be demanded by the citizens, he is informed about it | Project: Content: citizens is informed about the checklist |
| " aber ich persönlich meine, dass man die Zusammenarbeit so wenig aufwendig wie möglich, möglichst effektiv, wenn man denn weiß dass Handwerker damit so wenig Zeit wie möglich opfern wollen, das kostet Geld" | Personal opinion about the checklist: one should trust the craftsmen and not spend too much time with rigid checklists | Project: Process: Checklist takes too much time |
| "es für Arbeit für die Beratung der Polizei gibt es bestimmte Vorschriften in Anführungsstriche | Personal opinion about formalism, too much bureaucracy impedes the work | Project: Process: more and more formalism |

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| nach denen wir beraten und an die sich jeder Kollege auch hält und auf der anderen Seite gibt es das auch für Handwerker und das der Bürger muss darauf vertrauen können dass man die Arbeit auch ordentlich macht" | | |
| "musste meine Kollegen erst mal selbst im Grundsatz ausbilden" | Education of the colleagues | Education: Police Officers: by prevention department |
| "es gibt erstmals Beratung der Polizei im Bereich Mechanischen was nicht so kompliziert und einmal im Bereich Elektronik, Meldetechnik, Alarmanlagen, Überfallanlagen" | There is education about mechanical and technical security devices | Education: Police Officers: basic knowledge of mechanical and technical security devices |
| "Damit haben meine Kollegen nichts zu tun" | Colleagues do not have to know that | Education: Police Officers: consultative education with direct relation to the project |
| "sondern sollen nur überzeugend vertreten können das Sicherungstechnik dazu führt deutliche mehr Sicherheitsvorkommen als normal" | Colleagues have to know that security devices leads to more security of the house | Education: Police Officers: knowledge about security devices |
| "ich hab das über meine, ja Expertenausbildung bekommen" | Police officer Schulting got an extra education | Education: Police Officer: leader of prevention department gets further education |
| "Das sind circa ich kann's jetzt nicht richtig sagen 15 Kollegen etwa" | About 15 colleagues work with the project | Project: Resources: 15 colleagues support the project |
| "in dem Bereich der Opfernachsorge z.B. auf jeden Fall jedes Opfer eines Einbruchs anrufen und Beratung anbieten" | Police officers have to call victims of burglary in their district | Project: Reason: offer for prevention advice for victims of burglary |
| "aber damit er halt weiß das gibt es an Technik. Das bekommt er dann ausgehändigt zusammen mit einer Liste von Handwerkern" | Citizens is informed about technical devices by the police and gets a list of craftsmen who can install the devices | Project: Content: police informs citizens about behavioral and technical prevention, hands over list of craftsmen |
| "aber Eigentumsschutz also Einbruchsschutz wissen sie (die Architekten) nichts davon. Die musste ich auch erst ausbilden lassen | Architects know nothing about security devices | Education: Architects: have to take part in the same seminars like the police officers and craftsmen |
| "Das haben viele in Deutschland noch nicht verstanden, von den Planern und Architekten" | Criticism of construction builders and architects in Germany | Education: Architects: none education during their studies |
| "dass wir auch im Moment gerade versuchen auch anderen Zuhause Sicher Schutzgemeinschaften, die sich | There are several new protection association which want to implement the same project. It is important the | Project: Network: architects are important network members |

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| jetzt gerade überall langsam aufbauen, die Architekten dort mit hineinzubekommen, zu begeistern" | architects take part in the network. | |
| "Da gibt es mehrere (Handwerker), der Bürger kann aussuchen, er muss nicht einen, er kann zwei kommen lassen" | Network makes it possible for the citizen to choose between different craftsmen | Project: Network: choice of different craftsmen |
| "sagen wir mal die Zukunft, dass wir Nachbarschaftsgruppen beraten, ohne dass wir jedes Mal jedes Haus anschauen müssen" | In the future it is possible that neighborhood groups are given advice without going to each single house | Project: Future: neighborhood group consultancy |
| "Aber leider ist es erforderlich, dass ein Projekt einen langen Weg nehmen muss um wirklich zu gucken, was kann man wirklich brauchen und bleibt es ökonomisch" | With each project it is important to modify it and make it more effective over time | Project: Process: consistent modification of the project |
| „da kann man nicht, sagen wir mal, seriös sagen das wird jetzt absolut dazu führen das die Zahlen jetzt eindeutig nach unten gehen" | It is not possible to say that the project is really effective with regard to the burglary rate | Project: Effect: not measurable |
| „Die haben evaluiert da gingen die Zahlen runter" | The numbers of burglary went down, however, that is normal and no real indicator for the success of the project | Project: Effect: burglary rate goes down, yet one cannot say that is because of the project |
| „die (Präventionsplakette) gilt für immer. Die sagt aus, dieses Haus ist mit Sicherheitstechnik bestückt" | The certification mark does not have to be renewed | Project: Content: certification mark is not renewed |
| "Er hat es gar nicht nötig. Draußen hat er die bunte Vielfalt nicht abgesicherter Häuser, das wird er nutzen" | Burglar does not try to break into secured houses as long as there are enough houses that do not have a certification mark | Project: Effect: Burglars do not break into secured houses |
| "Bisher nicht. Es wurde in drei von diesen Häusern versucht einzubrechen, aber die hatten dieses Label nicht angebracht" | Until now no burglar tried to break into a secured house as long as the houses were marked with the certification mark | Project: Effect: houses with the label are not attacked |
| "es war leicht sie zu überzeugen, weil auch die Kollegen darunter oder oft das Problem haben wenn sie ein Opfer beraten haben oder mit Opfern zu tun hatten, ja, nicht viel anbieten konnten" | It was easy to motivate the colleagues to take part in the project because they have something to offer to the victims of burglaries now | Project: Commitment: police officers are motivated because they want to offer something to victims |
| "Hier kann man anbieten gute Beratung, ein Netzwerk, ein Labeln, ein Nachlass auf die Versicherung" | One can offer advice, a network, a label and benefits from the insurance company | Project: Content: offer to the target group like advice, network, label and benefits from the insurance company |

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| "Sie können sagen, das ist ein Projekt, das ist auf Euroebene ausgezeichnet" | One can say that this is a project that has been awarded on European level | Project: Award: European award |
| „da kriegen sie alle Unterstützung, sie müssen sich nicht selber kümmern wer oder was, sie haben eine Handwerkerliste, eine Planerliste" | You get support, you get a list of the craftsmen's companies and the architects | Project: Content: List of craftsmen's companies, architects |
| "Handwerker überhaupt kein Verständnis dafür, wussten überhaupt nicht was sie machen sollten und wie und wo, dann genau kontraproduktiv beraten" | Craftsmen did not give advice to install security device because they weren't informed about it, impeded the police work | Project: Network: Craftsmen work together with police, support them with security device |
| "dass ich allen freigestellt habe, keiner muss das machen" | I let everyone decide on his own if he wants to do it or not | Project: Implementation: project is voluntarily for everyone |
| " Weil derjenige, der das machen muss, also top-down, der kann auch nicht die richtige Arbeit leisten" | Critic on top-down approach, person who has to take part in the project does not work properly | Project: implementation: voluntary, no top-down approach |
| „von etwa 30 Kollegen haben sich 17 entschieden das zu tun" | About 17 out of 30 colleagues decided to take part | Project: Recourses: 17 colleagues |
| „die Linie heißt den Menschen zu überzeugen, warum macht es Sinn dafür Geld auszugeben" | Colleagues have to persuade citizens to pay for security devices | Project: Content: persuasion to spend money on security |
| "Das braucht man bei Opfern nicht so doll" | It is easier to convince victims of burglary to install security | Project: Target Group: victims install security devices |
| "Und da ist es auch so, dass die sehr gute Rückmeldungen gibt" | Victims are satisfied with the network | Project: Target Group: victims appreciate the network |
| "Diejenigen, die Angst bekommen, weil in der Nachbarschaft eingebrochen worden ist oder in der Siedlung, haben auch sofort Möglichkeiten, dass sie beraten werden" | Neighbors of victims who are afraid of burglary can receive quick advice, too | Project: Target Group: neighbors of victims show great interest in security advice |
| "Ich meine 15000 Mark, DM, die Herstellung dieser Plaketten" | The costs of the projects comprised the production of the certification marks | Costs: Project: production costs of the certification mark: 75000€ |
| "Die hatte eine sehr barocke Form, weil da musste eigentlich alles drauf" | The first label had a baroque style, because everything has to be put on it so that no one could complain. | Project: Label: first label was informative |
| "würd ich das auch so machen, wie die Kollegen das jetzt in Münster mit entwickelt haben" | I would prefer a simple design to an informative overloaded design today | Project: Label: label is improved over time |
| "diese Plakette jedenfalls gibt es hier ja demnächst nicht mehr" | The label from the network ‚Secure at home' is adapted | Project: Label: simple label is used in the whole new network |
| "Wir sind ja gerade erst dem Netzwerk beigetreten in Münster" | The network ‚Secured House' is now part of the network ‚Secure at Home' | Project: Process: local network becomes part of regional network |
| "das Netzwerk hier dann gesagt | The old network did not want | Project: Process: problems to |

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| hat, was soll das, es läuft doch alles, was haben wir denn damit zu tun" | to be part of the new network | convince all members to support the new network |
| "da musst ich dann schon Werbung dafür machen, warum es Sinn macht, das auf breite Basis zu stellen, das nochmal optimiert wird und das die einzelnen Kollegen alleine nicht stemmen können" | I supported the new network and tried to convince my people here that it is better to be part of a regional network to promote the expansion of the network | Project: Process: new network has a broader basis |
| "da eine ganz andere Organisation dahinter stecken muss, Geschäftsstelle, das muss auch ein vernünftig eingetragener Verein" | The organization of a big network is more complicated | Project: Process: the new network has a branch office |
| "Das was hier die Kreishandwerkerschaft mit übernommen hat ist hier einmal geregelt, abgeprüft, natürlich auch mit sehr viel Aufwand" | The institutional framework can be adopted, cost-effective | Project: Implementation: institutional framework available with bottom-up approach |
| "auch deutschlandweit, das war ja auch das Ziel zu sagen, dass ist nicht mehr ein Gütersloher Machwerk in Anführungsstrichen, sondern das ist jetzt so ausgelegt, dass jeder von überall in Deutschland das jetzt so übernehmen kann" | Now it is possible to adapt the project in every part of Germany, one city developed the concept | Project: Implementation: adaption in whole Germany possible |
| "Und das ist auch das wovon ich geträumt habe, dass so etwas auch mal passiert" | It was my dream that the project can be adapted in whole Germany | Project: Goal: nationwide adaption |
| „es gibt verschiedene Plaketten in Deutschland, mit unterschiedlichen Materialien und Aufdrucken dazu jeder jetzt seine eigene Schutzgemeinschaft gemacht" | There are different labels in different parts of Germany and own protection associations | Project: Process: German districts adopted the project |
| „Ja, die kommen dann hierhin oder haben sich hier gemeldet." | Others ask for advice how to implement such a project | Project: Process: other ask for advice |
| "European Crime Prevention Network Ebene, best practice prize hat hier wieder etabliert" | Appraisal on European levels promotes the establishment of the project in Germany | Project: Process: establishment by acknowledgment on European level |
| "das wird jetzt nicht mehr wie weiß wie hinterfragt, sondern was Europapreis oder Landespreis für Innere Sicherheit wird, das kann ja nicht verkehrt sein" | Awards help to establish the projects, no critic any more | Project: Process: establishment by awards |
| "Es gab dann mehrere auch in NRW auch Behörden die es dann auch umgesetzt haben mit | Different administrations in NRW adapt the project | Project: Process: further administrations adapt the project |

| eigenem Label oder im Bund" | | |
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| "die Kollegen in Münster das auch gerne machen wollten und sich überlegt haben in Absprache mit mir" | In Münster the police officers decided to make a regional network out of the local network | Project: Process: decision to found a regional network in Münster |
| "aber der Austausch ist da" | Cooperation makes it easier to adapt a regional network | Project: Process: experience helps to establish a regional network |
| "Das Landeskriminalamtes, der Mechanik, dort müssen sie Mitglied werden, das ist ein Aufnahmeverfahren ist nicht ganz einfach" | The new network requires membership on federal state level | Project: Process: federal level supports the project |
| "Gab es überhaupt nicht, dass sich irgendwo aus dem Land sich dafür interessiert hat" | At the beginning no one on federal level was interested in the project | Project: Process: federal level is interested in the project |
| "auch Menschen, die woanders hinziehen, wissen dann auch, dass es so eine Liste gibt" | Regional network can approach more people | Project: Process: project can approach people in the whole federal state |
| "Da es aber keine Erfahrungswerte gab musste ich eben sukzessive umsetzen" | No one had experiences with such a project | Project: Process: no experience in the beginning |
| "Ziel ja, aber so zu sagen, dass will ich jetzt 2006/07 umgesetzt haben war nicht der Fall. Obwohl, wenn man hier sieht, ist das eigentlich relativ schnell gegangen" | No actual time of accomplishment settled | Project: Process: no time settled for implementation of the project |
| "wenn man sowas entwickelt wie soll ich sagen, immer wieder dazu führen, dass Fallabstimmungen erforderlich sind" | One has to adapt and modify again and again during the implementation process | Project: Process: modification the whole time |
| "was ich von den Holländern habe, war die Überzeugung oder der Wille die städtebauliche Kriminalprävention hier damit zu vernetzen" | The Dutch people gave me the idea to involve urbanistic criminal prevention in the project | Project: Process: Dutch idea of urbanistic criminal prevention |
| „auch ganze Areas mit Schildern bedient, auch im Gewerbegebiet" | In the Netherlands, there are whole housing areas certified | Project: Process: label for housing areas, too |
| "Ich arbeite in kleinen Pilotprojekten" | There are small pilot projects in the field of urbanistic criminal prevention | Project: Housing Area: small pilot projects |
| "sowohl als auch (Hauseigentümer und Bauwillige)" | Prevention advice for house owners and persons who want to build a new house | Project: Target Group: house owners and people who build a new house |
| "Und da sind die Nachfragen auch gestiegen" | Demand for advice by architects and construction builders increases | Project: Target Group: more house builders |
| "Marcus Kober natürlich, der sich sehr früh als Wissenschaftler angehängt hat. Der geguckt hat, der hat immer beraten und war | Scientist was interested in the project and evaluated it | Project: Evaluation: by the European Centre for Criminal Prevention |

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| begleitend immer dabei" | | |
| "Und der Kollege hat mich angesprochen was hältst du davon wenn wir das jetzt so machen" | Idea for the regional network came from a colleague in Münster | Project: Process: regional network was idea from Münster |
| "wir sind ein Präsidium, hier nur eine kleine Behörde, hier haben wir vielleicht mehr Möglichkeiten, mehr Power, mehr Unterstützung" | Difference between local and regional implementation of the project | Project: Implementation: regional administration bears more possibilities than local administration |
| "das könnten wir doch eigentlich machen und dann wurde es den Leuten aufgestülpt" | Opinion to top-down approach, people have to do something which is ordered by a higher administrative level | Project: Implementation: top-down forces people to implement a project |
| "ich meine, dass man für eine Netzwerkarbeit eine gewisse Leidenschaft haben muss, Netzwerker sein ist nicht jeder Kollege und auch nicht jeder Handwerker glaube ich" | Not everyone is good in networking, one has to have passion for a project | Project: Commitment: passion is necessary |
| "auch ein Beispiel in Deutschland in NRW wo eine Behörde wo es top-down gegangen ist" | One German district decided to implement the project top-down | Project: Implementation: example in Germany for top-down approach |
| "ein Präsident gesagt ich find das gut und ihr macht das jetzt. Und genau so verhält sich das da dann auch" | One boss decided to implement the project, not successful | Project: Implementation: top-down wasn't successful in Germany |
| "Also für mich, ich kann nur sagen, ein Projekt dieses Ausmaßes, das kann eigentlich nur Menschen machen, die Lust dazu haben engagiert zu arbeiten und es muss sich schon daraus entwickeln" | Project like that should be implemented only as a bottom-up approach, it takes time that people feel involved and want to engage themselves | Project: Implementation: bottom-up makes people feel concerned with the project |
| "sich entwickelt dann wird sowas auf Dauer Bestand haben" | Project has to develop and then it is made for a long time | Project: Implementation: long-lasting implementation only by bottom-up approach |
| "Ansonsten entwickelt sich eine Kultur, ja, da entwickeln sich geheime Negationsräte" | With top-down approach people don't feel involved, only criticize | Project: Implementation: top-down cannot motivate people |
| "Und hier sprechen Kollegen zu Kollegen oder Handwerker zu Handwerker und sagen das ist aber gut, die sehen die Vorteile" | Police officers and craftsmen are equally involved in the project, communicate better | Project: Implementation: craftsmen and police officers on one level |
| "Und je länger so ein Projekt dann läuft, umso sicherer wird es sich ausbreiten" | After some time the project will spread | Project: Implementation: project will spread after some time |
| "Das geht nur eigentlich, da muss Überzeugungsarbeit geleistet werden von denen die Erfahrung damit haben" | Project only spreads over other districts if people are convinced o fit | Project: Implementation: project only spreads if people are convinced of it |
| "Weil das nicht so viele waren, | Bottom-up takes longer, yet is | Project: Implementation: |

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| dauert das eben relativ lange. Top-down geht schnell, hat sich aber auch schnell erledigt" | more long-lasting in the end | bottom-up need more time, yet is more thoroughly implemented |
| "Wenn ich etwas machen muss, das ich nicht kenne, dann werde ich das pflichtgemäß versuchen" | If you get an order you will do it, yet there is no passion | Project: Implementation: voluntary support for a project is better than compulsory work |
| „bin ich auch überzeugt, dass der Mensch draußen beraten werden will in Sachen Einbruchsschutz, Kriminalität, das auch von der Polizei gemacht haben möchte" | I am convinced that people want to receive advice by the police and not by other people | Project: Process: police gives advice, not like in the Netherlands the communities |
| "Das hat auch mit Glaubwürdigkeit zu tun und genauso halt ich das nicht für glücklich, vor allem wenn die Polizei was anstößt und sich dann rauszieht" | Police should remain part of the project because people have trust in the police | Project: Target Group: confidence in police advice |
| "Wenn ich so mit meinen Netzwerkpartnern umgehen würde oder die mit mir, kann das keinen Erfolg haben auf Dauer" | All partners have to support the network and shouldn't leave it | Project: Network: cooperation has to be long-lasting and confidential |
| "der Innenminister sagt oder sonst wer, das wird jetzt untersagt, das darf nicht mehr sein, dann sind mir die Hände gebunden" | The ministry of the Interior can demand that the police stops the network | Project: Network: can be stopped by Ministry of the Interior |
| "Das dauert hier noch einige Jahre, aber dann wird es dazu führen dass viele sehen, dass ist jetzt auch für mich einfach ökonomischer" | The network makes the work of the police and the craftsmen's company more efficient | Project: Network: cooperation facilitates the work of the network partners |

### 8.2.3 Coding

Comparison: Differences – Similarities between Germany and the Netherlands

- Comparison: Differences: Dutch national law about security technique
- Comparison: Differences: Dutch people are more flexible
- Comparison: Differences: Germany with federalism and Holland without federalism
- Comparison: Differences: nationwide implementation in Holland
- Comparison: Differences: no law in Germany
- Comparison: Similarities: Holland and North-Rhine Westphalia are comparable

Structure of the Project

- Project: Structure: involvement of local police officers
- Project: Structure: prevention department
- Project: Structure: project is one task out of many prevention tasks
- Project: Structure: two persons

Human and financial resources of the project

- Costs: Project: production costs of the certification mark: 7500€
- Costs: Target Group: advice is for free

- Project: Recourses: 17 colleagues
- Project: Resources: 15 colleagues support the project
- Project: Resources: colleagues in other districts
- Project: Resources: more people are needed
- Project: Resources: no bureau or technique
- Project: Resources: one person

Education of the network partners: police officers, craftsmen, architects

- Education: Network Partners: seminars about security devices and communication
- Education: Network Partners: three times a year

- Education: Architects: have to take part in the same seminars like the police officers and craftsmen
- Education: Architects: none education during their studies

- Education: Craftsmen: compulsory education
- Education: Craftsmen: education by their company
- Education: Craftsmen: lack of expertise
- Education: Craftsmen: other guidelines besides the network guidelines

- Education: Police Officer: leader of prevention department gets further education
- Education: Police Officers: basic knowledge of mechanical and technical security devices
- Education: Police Officers: by prevention department
- Education: Police Officers: communication problems as consequences of sole technical education
- Education: Police Officers: consultative education with direct relation to the project
- Education: Police Officers: give prevention advice
- Education: Police Officers: knowledge about security devices
- Education: Police Officers: no education in consulting people
- Education: Police Officers: personal reflections necessary
- Education: Police Officers: same compulsory education as craftsmen
- Education: Police Officers: technical education

Awards for the project

- Project: Award: Award as Best Practice Project by the European Crime Prevention Network
- Project: Award: European award

Commitment of the staff

- Project: Commitment: passion is necessary
- Project: Commitment: police officers are motivated because they want to offer something to victims
- Project: Commitment: police officers want to get involved

Communication to the target group

- Project: Communication: chimney sweepers give away flyers
- Project: Communication: oral propaganda
- Project: Communication: press release, news on television, …

Content of the project

- Project: Content: checklist
- Project: Content: Checklist as guideline
- Project: Content: checklist only supportive device
- Project: Content: citizens is informed about the checklist
- Project: Content: Craftsmen are not bound to checklist
- Project: Content: fire protection advice
- Project: Content: label and insurance benefits

- Project: Content: List of craftsmen's companies, architects
- Project: Content: list of educated craftsmen
- Project: Content: offer to the target group like advice, network, label and benefits from the insurance company
- Project: Content: own development, no experiences
- Project: Content: police advice, then installation of the devices by the craftsmen and after that investigation by the police and handing over of the certification mark
- Project: Content: police label

Tasks of the network partners

- Project: Craftsmen: construction of the security devices
- Project: Craftsmen: technical advice
- Project: Craftsmen: Craftsmen are responsible for their work

- Project: Police Officers: behavioral prevention
- Project: Police Officers: reference to standardized and certified products
- Project: Police Officers: police informs citizens about behavioral and technical prevention, hands over list of craftsmen
- Project: Police Officers: persuasion to spend money on security
- Project: Police Officers: investigation of implementation by the police

Effect of the project

- Project: Effect: Burglars do not break into secured houses
- Project: Effect: burglary rate goes down, yet one cannot say that is because of the project
- Project: Effect: higher interest in prevention advice
- Project: Effect: houses with the label are not attacked
- Project: Effect: labels are handed out
- Project: Effect: more interest in prevention advice
- Project: Effect: not measurable

Goals of the project

- Project: Goal: high and constant demand for prevention advice
- Project: Goal: increase of interest in prevention measures for houses
- Project: Goal: nationwide adaption
- Project: Goal: people should know about consulting possibilities
- Project: Goals: development of concept for increase of interest in prevention advice

Implementation: bottom-up vs. top-down

**Bottom-up**
- Project: Implementation: adaption in whole Germany possible
- Project: Implementation: bottom-up makes people feel concerned with the project
- Project: Implementation: bottom-up need more time, yet is more thoroughly implemented
- Project: Implementation: craftsmen and police officers on one level
- Project: Implementation: institutional framework available with bottom-up approach
- Project: Implementation: long-lasting implementation only by bottom-up approach
- Project: Implementation: project is voluntarily for everyone
- Project: Implementation: project only spreads if people are convinced of it
- Project: Implementation: project will spread after some time
- Project: Implementation: voluntary support for a project is better than compulsory work
- Project: implementation: voluntary, no top-down approach
- Project: Implementation: regional administration bears more possibilities than local administration

**Top-down**
- Project: Implementation: example in Germany for top-down approach
- Project: Implementation: top-down cannot motivate people
- Project: Implementation: top-down forces people to implement a project
- Project: Implementation: top-down wasn't successful in Germany

<u>Project Label</u>

- Project: Label: first label was informative
- Project: Label: house owners need up to 5 years for the implementation
- Project: Label: label is improved over time
- Project: Label: people have a goal with the label
- Project: Label: simple label is used in the whole new network
- Project: Label: certification mark is not renewed

Network

- Project: Network: 200 to 300 persons are involved in different administrations
- Project: Network: architects and construction builders
- Project: Network: architects are important network members
- Project: Network: can be stopped by Ministry of the Interior
- Project: Network: chimney sweepers
- Project: Network: choice of different craftsmen
- Project: Network: cooperation facilitates the work of the network partners
- Project: Network: cooperation has to be long-lasting and confidential

- Project: Network: Craftsmen work together with police, support them with security device
- Project: Network: good communication by workshops
- Project: Network: good cooperation with craftsmen
- Project: Network: Police gives behavioral advice and craftsmen have technical knowledge

<u>Process over time</u>

**Development of a Label in Gütersloh**

- Project: Process: first written project description
- Project: Process: in 1994 first reflections
- Project: Process: no time settled for implementation of the project
- Project: Process: no experience in the beginning
- Project: Process: juristic review
- Project: Process: no juristic problems
- Project: Process: approval of administration
- Project: Process: disproval of federal state
- Project: Process: development of concept in 1996
- Project: Process: preparatory measures in 1997
- Project: Process: start in 1998
- Project: Process: craftsmen are ready to take part in the project
- Project: Process: problems of craftsmen

**Foundation of a Local Network in Gütersloh**

- Project: Process: idea of a local network
- Project: Process: foundation of the local network in 2000
- Project: Process: foundation of the protection association 'Secure House' in Gütersloh
- Project: Process: shift from label to network
- Project: Process: Checklist takes too much time
- Project: Process: consistent modification of the project
- Project: Process: evaluation of the project
- Project: Process: decision to keep going after evaluation results
- Project: Process: other ask for advice

**Foundation of a Regional Network in Münster**

- Project: Process: regional network was idea from Münster
- Project: Process: decision to found a regional network in Münster
- Project: Process: the new network has a branch office
- Project: Process: new network has a broader basis
- Project: Process: problems to convince all members to support the new network

- Project: Process: experience helps to establish a regional network
- Project: Process: federal level is interested in the project
- Project: Process: federal level supports the project
- Project: Process: development of new lists in the regional network
- Project: Process: establishment by acknowledgment on European level
- Project: Process: establishment by awards
- Project: Process: further administrations adapt the project
- Project: Process: German districts adopted the project
- Project: Process: local network becomes part of regional network
- Project: Process: modification the whole time
- Project: Process: more and more formalism

**Future of the Project**

- Project: Process: Dutch idea of urbanistic criminal prevention
- Project: Process: label for housing areas, too
- Project: Process: label still exists today
- Project: Process: police gives advice, not like in the Netherlands the communities
- Project: Process: presentation in other districts in Germany
- Project: Process: project can approach people in the whole federal state

Reasons for the project

- Project: Reasons: only victims ask for prevention advice
- Project: Reasons: low demand in prevention advice
- Project: Reasons: no knowledge of the craftsmen about good security devices
- Project: Reasons: no special education of the craftsmen
- Project: Reasons: offer for prevention advice mainly for victims of burglary
- Project: Reasons: unsatisfied with conservative prevention work

Target Group

- Project: Target Group: confidence in police advice
- Project: Target Group: house owners and people who build a new house
- Project: Target Group: more house builders
- Project: Target Group: neighbors of victims show great interest in security advice
- Project: Target Group: victims appreciate the network
- Project: Target Group: victims install security devices

Future of the project

- Project: Evaluation: by the European Centre for Criminal Prevention
- Project: Housing Area: small pilot projects
- Project: Future: neighborhood group consultancy

## 8.2.4 Questionnaire

Sehr geehrter Herr Schulting, ich freue mich, dass Sie mir bei meiner Bachelorarbeit helfen. Diese vergleicht die Projekte ‚Zuhause Sicher' und ‚Veilig Wonen' miteinander. ‚Zuhause Sicher' wurde anfänglich von einer Stadt entwickelt und andere Städte haben sich dem Netzwerk angeschlossen (bottom-up Ansatz), ‚Veilig Wonen' hingegen wurde von der Regierung beschlossen und dann landesweit umgesetzt (top-down). In folgendem Fragebogen geht es vor allem um ihre persönliche Erfahrung mit der Umsetzung des Projekts ‚Die Präventionsplakette' in Gütersloh und wie es zur Weiterentwicklung zum überregionalen Projekt ‚Zuhause Sicher' kam. Ich danke Ihnen vielmals für Ihre Mitarbeit!

1. Wie kamen Sie mit dem Themenbereich Kriminalprävention und insbesondere dem Einbruchschutz in Berührung?

2. Welche Erfahrungen haben Sie in der Kriminalprävention bereits gesammelt?

3. Wie kamen Sie gerade zu dem Projekt „die Präventionsplakette"? Was hat Sie dazu bewogen, einen neuen Weg bei der Präventionsberatung einzuschlagen?

4. Wie wurde das Projekt genau begründet?

5. Wie lang hat der Implementierungsprozess gedauert? (von der Entscheidung bis zur Umsetzung des Projektes) was waren die einzelnen Verlaufsstationen?

6. Wie war das Team zusammengesetzt?

7. Wie waren die Mitarbeiter ausgebildet?

8. Was waren die (sozialen, wirtschaftlichen, politischen) Umstände? (Einbruchsrate)

9. Welche (finanzielle, akademische, ...) Unterstützung gab es? Wie wurde das Projekt finanziert?

10. Wie war das Projekt strukturiert? (Aufgabenbereiche, Logistik, ...)

11. Wurde das Projekt wie geplant umgesetzt?

12. Wie war die Atmosphäre bei den Mitarbeitern des Projekts?

13. Wie wurde das Projekt bei den Bürgern bekannt gemacht?

14. Konnte der Erfolg des Projekts gemessen werden? (Evaluation, Rückgang der Einbrüche)

15. Wie kam es zur Weiterentwicklung zum Netzwerk ‚Zuhause Sicher'?

16. Welche Vorteile und Nachteile erkennen Sie bei einem bottom-up Ansatz wie er in Ihrem Projekt verwendet wurde? Was halten Sie von dem niederländischen Ansatz bei dem Projekt ‚Veilig Wonen' (top-down)?

17. Wie sieht die Zukunft des Projekts aus?

## 8.3 Expert Interview: Jongejan

### 8.3.1 Interview

A: Claudia
B: Mr. Jongejan


B: How come that you think that it is top-down approach in the Netherlands?

A: I thought because I read that someone had the idea and the government supported that and so it was introduced nationwide.

B: It's a bottom-up approach. In my opinion it's bottom-up and you are actually right that the Dutch government, the Home Office, the Ministry of the Interior, is the owner of the police label, but it was introduced by a Dutch police region.

A:  So one region had the idea?

B: Yes. We had 26 police regions in the Netherlands. And the region in the neighborhood of Leiden, just above The Hague, they stole it from England.

A: The Secured by Design?

B: Yes. I still work together with those guys from Secured by Design. The English approach was different to the Dutch approach. The English approach was just about the dwellings, the houses. In our opinion you have to make it wider. It's the environment. It 's not just the building, it's not just the house, it's more. The infrastructure and all kind of other stuff is involved in the Dutch police label nowadays. That region started and I contacted the project manager of that region and then we decided in our police region – that's Alkmaar and above including the island of Ijssel – and we decided to introduce the police label in our region. So we contacted that police region Holland's Midden, we went to the Home Office and we just made an agreement with them. So we were the second region. Because there was a lot of interest in that project, because at that time there was a huge problem with burglaries, it was not hard to create that project for the police region. It is called the Dutch police label, Secured by Design is in my opinion maybe a better name for the label, because that is what it is, it's a design. It's about design and it's about security by design. The Dutch brand is maybe stronger, because the police are still responsible for safety and security; it is also a strong brand and it's independent. So maybe the Dutch label now is better than … for the market! But if you say what's better for an explanation it's Secured by Design. It's CPTED. Crime Prevention through Environmental Design.

So it started with one region, then the region where I worked – the neighbor region – worked together at that time. And I was asked by the Housing Experimental Steering Group (SEV)… I was an adviser for the SEV for more than two and a half years. So from the beginning of the experiment until the nationwide project. That was from 1995 until 1998. During this period I was working in our country for police regions, but also for architects, for private developers, for town planners and for housing associations. So I started for example in the south of the Netherlands at nine in the morning and worked up somewhere else the same day. It was a very interesting period because we started small, but it was growing very fast. You asked something about how long the implementation period

took. For example, we decided this could be interesting for us in our police region and the deciding period was only one month. The implementation period then took a little bit longer.

And then you asked me something about how you came to the field of crime prevention. I started quite early. I started to work for the police in 1979 then I started with crime prevention in 1985. At that time it was crime prevention and investigation. So it was separate. That was in the eighties and at the end of the eighties we noticed that this is not how we are effective, because we are separated from each other. So it was more integrated. So it was crime prevention and investigation together to make it stronger. This approach was developing in the nineties. At the end of the eighties the Secured by Design approach was developed in England. It is another approach than the Dutch label. And we developed it in the early nineties. So in 1994 there was the first project and in 1995 the second one. Nowadays we work together with all kind of parties who are involved to create a new environment.

A: So could every police region decide on its own to take part?

B: At that time yes.

A: And in the end everybody said yes?

B: In 1998 it was a nationwide organization… so everybody was involved. So every police region was involved in 1998.

A: Yet on voluntary basis? It was their choice?

B: Yes, it was their choice. Because everyone had some problems with burglary, everybody was interested in the label. It was an approach that was assumed at that time that there is about 40% less criminal activity in that kind of areas. So that thing we had in mind that would help us to reduce crime. It's 98% in new estates and 80% less in existing estates. The effect of the police label is very high. So that was not measured by our own organization (not by the police) yet by separate organizations that measured the evaluation of the police label.

A: So how was the project financed?

B: The project was financed by the Home Office. The police was part of the Home Office at that time. So the Home Office financed it and the SEV for the experimental phase. But the payment for the police officers, they are paid by the police organizations themselves. There are two labels, the new projects and the existing projects. And for the new projects we had a team of eight police officers for example and for the existing environment we had 14 people who were unemployed. People from Alkmaar and our region. They wanted to work, so it was a project 1) to reduce crime and 2) for the existing environment people are involved in the working process so that they can work again and can find a regular job. We had 14 of those people and of these 14 people nine or ten people found a regular job in the end, after our project phase. So that was also a result of our project. But they were trained in a completely different way of course. You asked for special education. Yes, five day training course, but they didn't have to learn about design, a little of course. The translation to read the material of the architects and town planners, they had to learn that. But their work was crime. And they were trained for crime, of course. But they had to translate the crime into design. We think about architects and town planners as very creative people, but they want to create a nice building, a nice house. The outside is important, the rest is not important for them. So they wear glasses, the

world is a little bit different to them. They don't think about crime, it's not an issue for them. The whole design is important to them. They have another point of view than we have. If you live in a house you want to feel comfortable and safe. It was not the job of the advisers, we call them architectural creation officers, it was not their job to create or design a new area. Now it was their job to advise the architects and the town planners, the local government and the project managers what could interfere with crime. The new environmental house could interfere with crime. And it was up to the town planner or architects to create a new situation (examples given). It's (to make it safer) not a problem to the architects, they just don't think about it.

With newer sites you can make things quicker and better than in existing environments. That's also the difference between 98% reduction and 80%, because you have more influence on the project.

A: You talked about these people. The 14 unemployed and the 8 police officers. That was in your police district?

B: Yes, for the whole country I was the trainer, not for all days but for some days, there were trainers from the housing organizations, trainers from design, the town planners and also people from the police who introduced the police label in the Netherlands. So I trained in that period about 500 to 600 police men all over the country. But also architects and town planners were trained. We evaluated the label every year at that time, because it was so how was it possible to make it accepted. How was it possible to make the requirements acceptable? So that the requirements and the costs were more in balance. That was also one of the reasons why we evaluated at that time frequently with architects, town planners, housing associations. We have two issues: the what-question and the how-question. What is what you have in mind? The main requirement – it's quite abstract. And 'how' is more a specification of it. And that are also only a few lines. Not completely written out, just what we have on mind. We had at that time a coordination commission. Town planners, architects and police were involved in the coordination. They checked it and said they are completely right. So the new situation was checked about the 'what-question' and in the next addition of the police label the 'how-question' was changed so that this situation was also possible. It was more in balance. In the building environment they use other words other terms than we had in mind in the beginning. It developed very quickly and I think that was also the reason why it was very quickly accepted by the building organizations.

A: Did you ask the architects to take part or did they come to you?

B: Both ways. The police label was not only owned by the police, there were also other parties involved in the organization of the Dutch police label. There was the Home Office, there was the SEV, but there was also the board of the architects involved, the board of the town planners, the fire brigade and the insurance companies. It was not only created by the police.

A: And how did that come? Who had the idea to involve the architects and the town planners?

B: Well, in the eighties we started the crime prevention and the police was responsible. That wasn't the right decision. So at the end of the eighties we noticed that this is not very effective, because it's your house and if it's your house, you are responsible. I'm not responsible. So you have to protect your own goods, you have to protect your own things. So we said we have to work together with people who are responsible for the environment, for the area. So we started a public private partnership projects. For example the first project was in Enschede, the second in (…). It was the

same period. We worked together with the local governments and for example with industrial estates to protect the industrial estates in nighttime. That was also in the early nineties. And there were also positive approach and we said if this is very effective, how can we make this project also effective. It were involved: the architects, etc. It was just the way of thinking. It was growing like that. Just thinking about how we could make it better. We are not only responsible, more people are responsible. At that time about 50 to 60% of the houses were not privately owned, but socially built in housing corporations. So it was very important to make them involved in the project. They trained the police men for example. Or half a day. Because we have just large groups of people who work in those areas.

A: How did you inform the people about that project? Was every police district responsible for that? Or was it nationwide?

B: At that time we had handbooks for the professionals and we had leaflets/brochures for the people who were interested in that. And we made them for certain target groups. For example we made brochures for people who were just interested, we made them for people who build a house on their own private ground, we made them for … if you have the police label certificate then you get also reductions on insurance costs. This was about 10 to 20%. It depends on the organizations. And we had of course the website. Not in the beginning in 1995, the website came later. Today it's completely new. But just in one language, in Dutch.

A: I am interested in the institutional character. I read in the beginning, SEV was responsible and today it's CCV and there was something in between?

B: Yes, BZK (the Home Office). Since 2005 it's the CCV. Yet from 1994/95 to 1998 the SEV was responsible, since 1998 the Home Office and since 2005 the CCV. Today they are responsible for and owner of the police label.

A: Today it's not the task of the police officers any more to inform the people. So in former times the people went to the police station to get information and today? Where do they go?

B: To the local authorities. We started with the 25 different police regions. That was ok, it was not the best way, but it was ok. It worked. Nowadays there are 450 local governments that are responsible. So for example the city of Enschede, the city of Zeist, etc. So you can imagine the quality of advising is a little bit harder. It is not a job of the police any more. There was a decision of the Home Office. It's not a decision of the police. We wanted to go further with it, but the Home Office decided differently.

A: Was there a reason?

B: Yes, they said that investigation is our job and that for advising the local governments are responsible. The local governments are responsible for what is called openbaare order en veiligheid. Openbaare order is what is happening in the public environment and veiligheid is safety. So the local governments are responsible for the public environment and safety. That's how we organize it in the Netherlands. They said that the police are of course also responsible, but there was a shift from the beginning on. First the police was responsible, then we were together responsible and now the local government is responsible. That changed over the years.

A: That's since 2005?

B: Yes. But the police was still involved until 2008. So it was not dropped away. It was a period of three years that we worked together. To make it possible for the other organization, to make it acceptable … to manage it in the local governments. What we did for example in our region Alkmaar, in the northwestern part of the Netherlands, we have 26 different local authorities. We said you can do it on your own or we can also make it possible for you to pay us a certain amount of money and we have some advisers who work for you. And that is what we did the first few years from 2005 to 2008. Nowadays it's completely their responsibility.

A: And that is working? Do you think it's ok like that? Or would have it been better to leave it with the police?

B: I think it was better organized as it was the responsibility of the police. That's not because I'm a police man, it's just the organization. It's easier to organize something for 25 or 26 regions than for 450 organizations. For example Enschede is a big city and Zeist is a small city. A new project will be introduced in Enschede more often than in Zeist. So the experience of the police label, of the thinking about how it is organized is better developed in Enschede than here. For example they have a new estate in three years. Enschede has a new estate every half or ¾ or every year. So they have more experiences with not only just developing and designing it but also the thinking behind. The requirements are nice, but it's more important to translate the requirements and the way how. What was the reason to ask those requirements for a new project? There are of course the hard figures from the police: we know exactly which house is the most attractive one for a burglar. We interviewed more than 100 burglars when they were in jail. We had an interview with them. That was very interesting, because when a police men gets them they don't want to talk with you, because everything they say can cost them a few days longer in jail. But when you're in jail, you don't have anything to lose. They could talk about their profession. It was very interesting for them, because they could for the first time talk with us in an open way without any consequences. And it was very interesting for us, because they explain that not only the route how to come to the house is important, yet also the route to escape. That is very important for the thief. We translated all those information in the label.

Did you hear from Christopher Alexander? He is a professor at Berkley, California. At that time he was a professor in London and was born in Austria. He wrote about 253 patterns, language patterns, how you can make an environment more comprehensive and more secure, if you follow those patterns. And we use 55 of those patterns. That thinking we use in the label. Jane Jacobs developed crime prevention already in the sixties. She was writing about dwelling blocks, housing blocks, and high rise buildings. So we used that experience, the experience of public lightning. We weren't thinking about public lightning on our own, it wasn't our experience. We asked people who were already working with public lightning. We worked together with parking, for example with ESPA, the European S Parking Award, it's a European organization. We didn't develop all the new rules, the requirements, on our own. We worked together with other parties who were already authorities in that area. For us it was important because those requirements were already… for example if you want to realize a new parking garage there are requirements, but they are not so important. And we made them important, the same requirements. For example for entrance lights, for escape routes, we made them more important in the police label. That were the same requirements, but in our opinion it was basic and usually it was additional. Now you had to do it. That was – I think – a success for the police label. It wasn't something new, but now you had to do it. It wasn't additional any more.

A: You said 'now we have to do it', do you mean the people who are building the environment?

B: Yes, for example, the local governments, the local authorities were the owners of the ground. The ground for the new estate. So they said you are a building project manager, you are able to build on that area, but these are the requirements you have to deal with. And one of those labels was the police label. So if you said yes, you said also yes to us (the police label). So we worked very often together with local authorities. They were mostly the owners of the ground.

A: Did you have contact to the people in Britain? Was there an exchange?

B: Yes, I was also in three different steering groups, European steering groups. I worked with people from Britain, Secured by Design. They started with the house. Now they have the Secured by Design Environment, too. So we learned from them – they say we stole it yet we say we learned from them – and made it better. Their result was about 40% less burglary and our result was much better. So they decided to learn from the Dutch people. Nowadays they have Secured by Design Environment since 2008. So we exchange our experiences.

A: The people in Germany I talked with want to introduce the Environment Label, too. They got it also from the Dutch people.

B: Do you have contact with Detlef Schröder in Cologne or Katja Veil or Herbert Schubert in Hannover?  I was in November in Vienne and had a one day training course for the University of Vienna. It was also in German. They start also with that kind of stuff in Austria.

A: Is the advice for the people for free?

B: At that time it was completely for free. No costs.

A: Only the costs for the installation of the security devices?

B: Yes, but that wasn't so much. Because when you start from sketch, when you create infrastructure, it doesn't cost more to design the environment to security standards. At the beginning for example, I started to advise a new project in the Hijlow (?), about 2800 houses. I advised it already in 2001. The first houses are built just half a year ago. So we were very early in the beginning of that new project of the 2800 houses. So the main rules, the rules for slow traffic, for school, for houses, the rules for slow traffic in the daytime or nighttime – if they are involved in a project very early the costs are very very low. (1. example with bicycle route: lights shut down at night; 2. Example with bicycles coming from and getting away from the city: see or see not the light of the city). So we also had that in the police label – feeling of security. It was also part of the Dutch police label. Not only the hard things, also the soft things: how do you feel? Do you feel comfortable, do you feel safe? All those information was used in the police label. One of the offices involved in the creation of the police label was the DSP-groep. They had the focus on the police label together with the SEV, the Home Office and us. They are still involved in CPTED and so on. For example, Paul van Soomeren is the chairman of the worldwide organization Crime Prevention through  Environmental Design.

A: So you mentioned before that you made some requirements for the environment.

B: The easiest thing we made was this: we made the environment, the whole area, from macro to micro. This is also how a new project is developed. You start with the town planners and local authorities and then you go to the architects and the project managers of the buildings associations. In the end you finish with the locks and the inches of a door.

A: I wanted to know if there are special requirements for the house builders as well. If you build a new house do you have to do something?

B: Since about 2002 it's part of the Dutch building regulation. The Dutch building regulation demands that it has to be built according to the Dutch police label or equivalent. 'Or equivalent' is a little bit difficult. I'm not happy with the last part of the regulation. Otherwise it would have been easier. When we finished as police in 2008, in our region 90% was built by the police label. At that time. Now I'm not sure. What we see it's getting less, but we also have a huge problem at the moment with the economic crisis. There are less new houses, there is not so much developed the last few years. It's hard to explain whether it's the way we organize it or whether it's the economic crisis.

A: Are only special educated craftsmen allowed to install the security devices or can everybody do that?

B: No, only certificated devices. It's all checked by an organization that is not part of… it's an independent organization that checks the quality of the houses and the environment. They go for example to measure the light in the nighttime is it right what we said, they check the inches, the locks, but more important they check also the certificates. Because the separate inch or locks are not important, yet how is the whole construction of the wood or metal or kunststoff. So it is more important how the whole construction is. In the beginning when we started I was also involved with an organization that proved all those materials. And for example in the beginning with wood or metal constructions it was awful to see… because when we started almost nothing was burglary resistant for three minutes. We asked at that time three minutes burglary resistant, it's now still the same. Three minutes contact time during which the burglar tries to come into the house. What do you think how many percents were ok at that moment, we checked about 2800 dwellings. Very expensive and very cheap houses, everything, private owned and public owned.

A: 20%?

B: 0.4 %. There were a lot of problems in the beginning to realize, the building organizations, the organizations that create windows and doors, it was very hard. Now there is only one firm that realizes that… Velux is the only firm that produces these windows burglary resistant, no one else. Velux was in the beginning very hard to work with. Because it's not a national wide, it's an international wide organization. They were not interested in local Dutch new requirements. Until another firm created the same windows than Velux, these roof windows. You see this kind of windows everywhere in the Netherlands. But now that there was concurrence who produced the same windows than Velux but according to the police label. Velux had a market share of 90%. Yet they saw it's going down and the other firm won more market share, because they had the police label requirements and they didn't. And now they work according to the police label, because since 1999 it is also part of the building regulation. The NEN 5096 was burglary resistant. Nowadays it's also ENV 1627. This is the Dutch standard (NEN) and the European standard (ENV). So we just asked the European standard translated into Dutch and for them it was at that time acceptable (1994). So

they could make it burglary resistant for the Netherlands but also for the rest of Europe. In 1999 it (ENV standard) was required in the Dutch building regulation.

A: So the companies had to adapt?

B: Yes. We worked also together with firms like Hörmann who produces garage doors, might be a German company. They have a factory in the Netherlands. And these garage doors were absolutely rubbish. They were nice to look at, but not burglary resistant. In about 17 seconds they were open. Just with … screw driver, not with heavy tools. Now Hörmann creates all kind of doors with the police label. And if you visit the website you also see the police label, because it's also a marketing instrument.

A: I don't know if you have experience with that, but if you get the label, it's valid for ten years and then you have to apply again. Do the people do that?

B: Yes they do, but not everyone of course. Some think it has been safe all the time so it's still safe. But the trigger is that the insurance companies give 10 or 20% on the costs you have to pay for the insurances. So that makes it more interesting. So the insurance companies say you pay 100% instead of 70% and then you might let it be checked again.

A: And then you go to the local authorities?

B: No, then you go to the website of the police label and there you find all kind of information how you make a new check.

A: Now you maybe can talk about your experience with the team in your district. Was it difficult to motivate the team or was it easy to convince them of the project?

B: It was very easy, because it's another way of working and in my district I have 1600 people working. To find eight people who were motivated, who were positive was very easy.

A: So these eight people could voluntarily say I want to work in the team?

B: Yes, it was up to them. Of course there was an election, but there was none of them sent away by me. Do you understand what I mean? Everyone who was involved was accepted until the end of the project, because everyone liked to work with. It's another way of working, the reactions were mostly very positive. Of course, there were some architects who said 'who are you, you are a police man, you don't understand a project of design', but you can say 'that's right, but you don't understand anything about crime, that's my profession'. That was the discussion at the beginning of the project the police label, because the architects had already about 2000 rules for example water resistant and now also burglary resistant. So some of them were not really positive, but I have to say that most of them were very positive. And it was ok for us that not everyone was very positive in the beginning, because we also had to create experience. It was good that some companies were very positive; they said 'that's also a marketing strategy; this makes it easier for us to sell these houses with the police label than without it'. We found out that it was very good to do it in this way, it was growing faster and faster. With eight people we had enough time to get experience with our way of advising. And we had that five-days training course, at that time seven-days…

A: Did you learn how to give advice? How to talk with the people?

B: Yes. Some things are very simple. If you have a meeting of a building project you have all kind of people around the table. The man or the woman who is the most negative about the project, that is the person I sit next to, because in this way you cannot blame me for everything. Police officers are trained to sit opposite of a person, always in confrontation, because they are trained that you are the criminal. And now we work together, so I sit next to you. That was a simple thing to learn, but it was important to know that you work in another situation than you did in your regular job as a police man. It's simple, but it's very effective.

A: Was the project executed as planned? Do you have any ideas about that? Were there important modifications?

B: As I said in the beginning, we started every year with an evaluation. In the first three years every year and then every three years and now …

A: And the evaluation was done by the DSP-groep?

B: No, it was different. Not just the DSP-groep otherwise it's always the same, other groups as well, because so the evaluation is more independent. Part of the evaluation was also to interview the town planners, the architects, the building organizations, even firms like Hörmann for example who were also involved in the project. But the difference with Germany is I think, I heard that you have a project – you're a project manager for example – and you send the stuff of the project to the police and they have to check it. We didn't do that. We went to the meetings and we discussed that with the whole group. And then it was very easy. First of all when I didn't understand a certain detail I could ask it and they could explain it. We learned from each other very quickly. So we made it very personal. That costs extra people, because they had to travel everywhere. Our region has 26 local governments and that are not only cities but also small villages. So we had to travel a lot. But it made it much easier for us and also for the complete execution of the police label.

A: One last question: do you know how CCV is financed?

B: By the Home Office and by the people who buy the police label for example. It's more commercial nowadays. I think you pay now for a certificate 15€, in former times it was for free.

A: And do you have to pay for the advice, too nowadays?

B: The building associations yes, they pay for it. That is for example a few thousand Euros.

A: But only the building associations? Not the house owners?

B: No, but they have to pay the price of the house of course. The price is 50 or 60 Euros more expensive.

## 8.3.2 Analysis

| Text Sequence | Paraphrase | Code |
|---|---|---|
| " In my opinion it's bottom-up" | Project has been implemented as bottom-up project | Implementation: bottom-up: opinion of police officer |
| "the Dutch government, the Home Office, the Ministry of the Interior, is the owner of the police label" | Project is owned by the Home Office | Implementation: top-down: Home Office is the owner of the label |
| "but it was introduced by a Dutch police region" | One police region suggested the project | Implementation: bottom-up: one police region started the project |
| "We had 26 police regions in the Netherlands" | Police was organized in 26 police regions | Comparison: 26 Dutch police regions |
| "the region in the neighborhood of Leiden, just above The Hague, they stole it from England" | Police region Holland's Midden started the project, idea came from Britain | Project: Process: Holland's Midden starts the project, have idea from UK |
| "The English approach was just about the dwellings, the houses. In our opinion you have to make it wider. It's the environment" | The British label was about houses, we expanded it to the environment | Project: Content: label for houses and environment |
| "and I contacted the project manager of that region and then we decided in our police region – that's Alkmaar and above including the island of Ijssel – and we decided to introduce the police label in our region" | Communication between the police regions, idea of the project spreads | Project: Process: police region of Alkmaar and Ijssel became the second police region to implement the project |
| "we contacted that police region Holland's Midden, we went to the Home Office and we just made an agreement with them" | Exchange of information with first police region and involvement of the Home Office | Project: Process: contact to Holland's Midden and involvement of the Home Office |
| "So we were the second region" | Project is implemented in the police region of Alkmaar, too | Project: Process: police region of Alkmaar becomes the second region to implement the project |
| "because at that time there was a huge problem with burglaries" | Huge difficulties with the crime of burglary | Project: Reasons: high rate of burglary |
| "Secured by Design is in my opinion maybe a better name | Secured by Design implies the theory behind the project in | Project: Content: design theory to prevent burglary |

| | | |
|---|---|---|
| for the label, because that is what it is, it's a design" | the name of the label | |
| "The Dutch brand is maybe stronger, because the police are still responsible for safety and security" | The name police label implies the involvement of the police and therefore suggests more confidence in the project | Project: Content: police label gives confidence because of police involvement |
| "So maybe the Dutch label now is better than … for the market" | Dutch label is a market instrument | Project: Content: label as market strategy |
| "It's CPTED. Crime Prevention through Environmental Design." | Label is based on a crime prevention theory | Project: Content: label is based on CPTED theory |
| ")… I was an adviser for the SEV for more than two and a half years" | A police officer worked for the Housing Experimental Steering Group | Project: Structure: Network: police and SEV |
| "So from the beginning of the experiment until the nationwide project. That was from 1995 until 1998" | The experimental phase was between 1995 and 1998 | Project: Process: experimental phase from 1995 until 1998 |
| "During this period I was working in our country for police regions, but also for architects, for private developers, for town planners and for housing associations" | Cooperation with police regions, architects, private developers, town planers and housing associations | Project: Structure: Network: police regions, architects, town planers, housing associations, private developers |
| "It was a very interesting period because we started small, but it was growing very fast" | Fast growing of the project | Project: Process: fast implementation time |
| "we decided this could be interesting for us in our police region and the deciding period was only one month" | Short decision periods like one month | Project: Process: short decision times |
| "I started to work for the police in 1979 then I started with crime prevention in 1985" | Personal experience with crime prevention since 1985 | Education: Jongejan: crime prevention since 1985 |
| " At the end of the eighties the Secured by Design approach was developed in England" | England started to work with Secured by Design at the end of the eighties | Project: Process: Secured by Design introduced at the end of the eighties |
| "And we developed it in the early nineties" | The Netherlands started to develop the project in the early nineties | Project: Process: police label developed in the early nineties |
| "So in 1994 there was the first project and in 1995 the second one" | Introduction of the first project in the Netherlands in 1994, the second in 1995 | Project: Process: first project in 1994, second one in 1995 |
| "A: So could every police region | Voluntary decision to take part | Implementation: bottom-up: |

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| decide on its own to take part?" "B: At that time yes." | in the project | voluntary decision of the police regions to take part |
| "So every police region was involved in 1998." | Nationwide project in 1998, every police region is involved | Project: Process: nationwide project in 1998 |
| "was assumed at that time that there is about 40% less criminal activity in that kind of areas" | In Britain experiences showed that there is 40% less crime in Secured by Design areas | Project: Reasons: 40% less crime in Secured by Design areas in Britain |
| "It's 98% in new estates and 80% less in existing estates" | The Dutch project showed better results than the British one | Project: Effects: 98% less crime in new estates, 80% less crime in existing estates |
| "separate organizations that measured the evaluation of the police label" | Certain evaluation companies measured the effects of the project | Project: Evaluation: separate organizations carry out the evaluations |
| "The project was financed by the Home Office" | The Home Office paid for the project | Costs: Project: Home Office pays for the project |
| "police was part of the Home Office at that time" | The police was subordinate to the Home Office | Implementation: top-down: police is part of the Home Office |
| "the Home Office financed it and the SEV for the experimental phase" | SEV was responsible for financing the project in the experimental phase | Costs: Project: SEV for the experimental phase |
| "for the police officers, they are paid by the police organizations themselves" | Staff is paid by the single police regions | Costs: police officers: paid by their police districts |
| "There are two labels, the new projects and the existing projects" | The project is structured in two different labels | Project: Content: one label for new projects and one for existing projects |
| "And for the new projects we had a team of eight police officers (and that can be seen as representative for other police regions, too)" | In one police region about 8 police officers work for the new housing estates | Project: Resources: about 8 police officers for the new housing estates team |
| "for the existing environment we had 14 people who were unemployed" | In one police region about 14 people work for the existing housing estates | Project: Resources: about 14 people for the existing housing estates team |
| "Yet that was only in our region organized like that" | Involvement of unemployed people in the project is not representative for other police regions | Project: Resources: normally police officers work in the new/existing housing estates teams |
| "five day training course, but they didn't have to learn about design, a little of course" | Education of the police officers who work for the teams | Education: Police Officers: five day training course |
| "their work was crime" | Police officers are concerned with crime, not with design | Project: Police Officers: concerned with crime |
| "they were trained for crime" | Police officers got education to | Education: Police Officers: to |

| | combat crime | prevent crime |
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| "We think about architects and town planners as very creative people, but they want to create a nice building, a nice house. The outside is important, the rest is not important for them" | Architects and town planners have a different view on dwellings than the police | Education: Architects and Town Planners: to create a nice-looking building, no thoughts about security |
| "If you live in a house you want to feel comfortable and safe" | People want to feel safe in their houses | Project: Reasons: people want to feel safe |
| "It was not the job of the advisers, we call them architectural creation officers, it was not their job to create or design a new area. Now it was their job to advise the architects and the town planners, the local government and the project managers what could interfere with crime." | Police teaches special police officers (architectural creation officers) to advise network partners in issues of security | Project: Architectural Creation Officers: advise network partners in issues of security |
| "it was up to the town planner or architects to create a new situation" | Architects and town planners have to adopt the thinking about security | Project: Architects and Town Planners: have to think about security |
| "With newer sites you can make things quicker and better than in existing environments. That's also the difference between 98% reduction and 80%, because you have more influence on the project." | Label for new estates is more effective than the label for existing estates because it's easier to work with security from the beginning on | Project: Effects: new estates can be built at once with certain security standards and existing building have to adopt to these standards, effects are not so high for them |
| "there were trainers from the housing organizations, trainers from design, the town planners and also people from the police who introduced the police label in the Netherlands" | All network partners were trained to be able to take part in the project | Education: Network Partners: training for everyone |
| "So I trained in that period about 500 to 600 police men all over the country" | Police officer was responsible for the training of other police men | Education: Police Officers: trained by special educated police officers |
| "We evaluated the label every year at that time, because it was so how was it possible to make it accepted" | Yearly evaluation of the label to achieve high acceptance among the network partners and the target group | Project: Evaluation: at the beginning every year Project: Target Group: acceptance because of evaluation |
| "How was it possible to make the requirements acceptable? | In order to make the requirements acceptable | Project: Process: modifications because of evaluations |

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| (…)That was also one of the reasons why we evaluated at that time frequently with architects, town planners, housing associations" | evaluations were carried out | |
| "Town planners, architects and police were involved in the coordination." | Implementation of the project in different regions was coordinated by town planners, architects and the police | Project: Network: police, architects and town planners coordinate the project |
| "There was the Home Office, there was the SEV, but there was also the board of the architects involved, the board of the town planners, the fire brigade and the insurance companies." | Police label is not only the project of the police, other parties are involved as well | Project: Network: Home Office, SEV, board of architects, board of town planners, fire brigade, insurance companies |
| "in the eighties we started the crime prevention and the police was responsible. That wasn't the right decision" | At first the police was responsible for crime prevention on their own | Project: Process: only police is responsible for crime prevention, not effective |
| "we said we have to work together with people who are responsible for the environment, for the area" | Other parties had to be involved in crime prevention | Project: Process: parties responsible for the environment have to be involved in crime prevention |
| "So we started a public private partnership projects." | In order to involve other parties public private partnerships were started | Project: Process: introduction of public private partnership projects in the early nineties |
| "We are not only responsible, more people are responsible." | Police sees that crime prevention is not the mere task of the police | Project: Process: different parties are responsible for crime prevention |
| "At that time about 50 to 60% of the houses were not privately owned, but socially built in housing corporations." | In the Netherlands houses were mainly public owned | Comparison: Differences: houses were mainly public owned (50-60%) in the Netherlands |
| "So it was very important to make them involved in the project." | Housing corporations are important partners in the Netherlands | Project: Network: housing corporations owned 50-60% of the houses |
| "had handbooks for the professionals" | There were handbooks to guide the town planners etc. | Project: Architects and Town Planners: have to work according to the handbooks |
| "and we had leaflets/brochures for the people who were interested in that. And we made them for certain target groups." | Leaflets and brochures to inform different target groups | Project: Communication: leaflets/brochures for different target groups |

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| "if you have the police label certificate then you get also reductions on insurance costs. This was about 10 to 20%." | Benefits from insurance companies | Project: Content: benefits from insurance companies (10-20%) |
| "we had of course the website" | Website for information | Project: Communication: website |
| "Yet from 1994/95 to 1998 the SEV was responsible, since 1998 the Home Office and since 2005 the CCV. Today they are responsible for and owner of the police label." | Responsibility for the project shifted over time | Project: Process: 1994-1998 SEV is responsible<br>Project: Process: 1998-2005 Home Office is responsible<br>Project: Process: since 2005 CCV is responsible (and owner) |
| "We started with the 25 different police regions. That was ok, it was not the best way, but it was ok." | In the beginning the police regions were responsible for informing the people | Project: Police Regions: inform people about the project (1) |
| "Nowadays there are 450 local governments that are responsible." | Now the people are informed by the local authorities | Project: Local Authorities: inform people about the project (2) |
| "So you can imagine the quality of advising is a little bit harder." | Advising is getting more difficult for local authorities | Project: Process: 450 local governments are taking over information task from 25 police regions |
| "There was a decision of the Home Office. It's not a decision of the police. We wanted to go further with it, but the Home Office decided differently." | The decision to hand over the information process came from the Home Office. | Project: Process: Home Office decided to hand over advising task from the police to the local authorities |
| "Yes, they said that investigation is our job and that for advising the local governments are responsible." | Home Office decided to concern the police only with investigative tasks | Project: Police Officers: investigation as police task<br>Project: Local Governments: advising as local authorities' task |
| "the local governments are responsible for the public environment and safety" | In the Netherlands the local authorities are responsible for public environment and safety | Project: Local Governments: responsible for public environment and safety |
| "First the police was responsible, then we were together responsible and now the local government is responsible." | Shift of responsibility for the project over time | Project: Process: police is responsible 1994-2004<br>Project: Process: police and local authorities are responsible 2005-2008<br>Project: Process: local authorities are responsible since 2008 |
| "We said you can do it on your | Police supported the local | Project: Process: local |

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| own or we can also make it possible for you to pay us a certain amount of money and we have some advisers who work for you." | authorities during the transition period | authorities could some police officers to work as advisers for them |
| "I think it was better organized as it was the responsibility of the police. It's easier to organize something for 25 or 26 regions than for 450 organizations." | Personal opinion of the responsibility shift | Project: Structure: easier to organize a project within 25 regions than with 450 local authorities |
| "So they (larger districts) have more experiences with not only just developing and designing it but also the thinking behind." | Larger districts get more often the opportunity to manage a new project and can gain more experiences | Project: Structure: larger districts can manage a project easier than small districts, have more experiences |
| "There are of course the hard figures from the police: we know exactly which house is the most attractive one for a burglar." | Police officers have experience with burglars | Project: Police Officers: gain experiences with burglars by interviewing them |
| ", because they explain that not only the route how to come to the house is important, yet also the route to escape. That is very important for the thief. We translated all those information in the label." | Information from the interviews with the burglars was used to create the police label | Project: Content: police label was created according to the information gained by interviewing burglars |
| "He (Christopher Alexander) wrote about 253 patterns, language patterns, how you can make an environment more comprehensive and more secure, if you follow those patterns. And we use 55 of those patterns." | The Dutch police used the work of an Austrian scientist to create the police label | Project: Content: 55 patterns developed by Christopher Alexander are used with the police label |
| "She (Jane Jacobs) was writing about dwelling blocks, housing blocks, and high rise buildings. So we used that experience" | Scientific work by Jane Jacobs influenced the police label | Project: Content: experience gained by Jane Jacobs about dwelling blocks were used in the police label |
| "We asked people who were already working with public lightning." | The Dutch police worked together with scientists | Project: Content: experience from research with public lightning was used in the label |
| "if you want to realize a new parking garage there are requirements, but they are not | Police made certain requirements compulsory | Project: Content: former additional requirements for garages etc. were made |

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| so important. And we made them important, the same requirements." | | compulsory |
| "the local governments, the local authorities were the owners of the ground. So they said you are a building project manager, you are able to build on that area, but these are the requirements you have to deal with." | Police works together with local authorities and therefore make certain requirements obligatory for town planners | Project: Content: owners of the ground (local authorities) demand from town planners to stick to the requirements of the police label |
| "I worked with people from Britain, Secured by Design. They started with the house. Now they have the Secured by Design Environment, too." | British people adapted the Dutch idea of the label for environment | Project: Communication: Dutch learned from the British, and vice versa |
| "A: Is the advice for the people for free?" B: "At that time it was completely for free. No costs." | At the beginning the advise for the police label was for free | Costs: Target Groups: at the beginning free advise |
| "Because when you start from sketch, when you create infrastructure, it doesn't cost more to design the environment to security standards." | No high costs when you build a new estate | Costs: Target Groups: new estates are cheap because you can design them to security standards immediately |
| "So we also had that in the police label – feeling of security. It was also part of the Dutch police label." | Soft and hard issues are dealt with by the police label | Project: Contents: soft approach like security feeling |
| "One of the offices involved in the creation of the police label was the DSP-groep. They had the focus on the police label together with the SEV, the Home Office and us." | DSP-groep accompanied the project | Project: Structure: DSP-groep gives scientific support |
| "You start with the town planners and local authorities and then you go to the architects and the project managers of the buildings associations." | How a project is developed | Project: Structure: cooperation with town planners and local authorities, then with architects and project managers |
| "The Dutch building regulation demands that it has to be built according to the Dutch police | Police label is part of the Dutch building regulation | Project: Content: police label (or equivalent) is part of the Dutch building regulation |

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| label or equivalent." | | |
| "'Or equivalent' is a little bit difficult. I'm not happy with the last part of the regulation." | Would have been easier is only police standard is allowed in the building regulation | Project: Content: `or equivalent` makes it more difficult for the police label |
| "When we finished as police in 2008, in our region 90% was built by the police label." | Effect of the project | Project: Effect: about 90% is built by the police label in one region |
| "What we see it's getting less, but we also have a huge problem at the moment with the economic crisis." | People don't achieve the police label so often any more | Project: Effect: decreases as people don't apply for the police label so often any more, maybe because of the crisis |
| "It's hard to explain whether it's the way we organize it or whether it's the economic crisis." | It is not possible to measure whether the financial ciris or the way of organizing makes the people not applying for the police label any more | Project: Structure: new way of organizing the project might lead to a decrease in the application for the police label |
| "an independent organization that checks the quality of the houses and the environment" | The quality of the houses and the environment is supervised | Project: Network: independent organization checks the quality of the police label |
| "We asked at that time three minutes burglary resistant" | Project aims at three minute burglary resistant | Project: Goal: 3 minutes burglary resistant |
| "What do you think how many percents were ok at that moment, we checked about 2800 dwellings. 0.4%." | Houses lacked of security devices in the beginning of the project | Project: Reasons: only 0.4% of the houses could resist a burglary attack for 3 minutes |
| "Velux was in the beginning very hard to work with. Because it's not a national wide, it's an international wide organization." | Companies didn't want to adapt to the standards of the police label | Project: Reasons: no high security standards were met by the companies |
| "But now that there was concurrence who produced the same windows than Velux but according to the police label." | National requirements forced companies to adapt to the standards | Project: Goals: enforcement of a national standard of security |
| ". And now they work according to the police label, because since 1999 it is also part of the building regulation." | Companies have to produce according to the building regulation | Project: Process: since 1999 the police label is part of the building regulation |
| "In 1999 it (ENV standard) was required in the Dutch building regulation." | European standard facilitates the process in the Netherlands | Project: Process: since 1999 the ENV standard was required in the Dutch building regulation |
| "In about 17 seconds they (garages) were open." | No real standard exists in the Netherlands | Project: Reasons: in 17 seconds could a garage be opened |
| "And if you visit the website you also see the police label, | Police label is used as a marketing strategy by the | Project: Companies: label is used as a marketing strategy |

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| because it's also a marketing instrument." | companies | |
| "So the insurance companies say you pay 100% instead of 70% and then you might let it be checked again." | The police label has to be checked again after ten years | Project: Content: label is checked again after ten years, insurance companies force the house owners |
| "It was very easy, because it's another way of working and in my district I have 1600 people working. To find eight people who were motivated, who were positive was very easy." | It was easy to find 8 motivated police officers out of 1600 people | Project: Commitment: police officers could apply for the team on voluntary basis |
| "everyone liked to work with. It's another way of working, the reactions were mostly very positive" | New way of working motivated the police officers | Project: Commitment: new way of working |
| "the architects had already about 2000 rules for example water resistant and now also burglary resistant" | Tricky to convince the architects of the project | Project: Architects and Town Planners: have already about 2000 rules, not positive about new project |
| "It was good that some companies were very positive; they said 'that's also a marketing strategy; this makes it easier for us to sell these houses with the police label than without it'." | Companies saw police label as new marketing strategy to sell their houses | Project: Companies: police label makes it easier to sell the houses |
| "Police officers are trained to sit opposite of a person, always in confrontation, because they are trained that you are the criminal. And now we work together, so I sit next to you." | Police officers get education how to communicate with different kind of people | Education: Police Officers: communication in order to work in a team |
| "As I said in the beginning, we started every year with an evaluation. In the first three years every year and then every three years and now …" | There were yearly evaluations at the beginning of the project | Project: Evaluation: yearly during the first three years of the project Project: Evaluation: then every three years |
| "Not just the DSP-groep otherwise it's always the same, other groups as well, because so the evaluation is more independent." | Evaluation was done by different independent groups | Project: Evaluation: carried out by the DSP-groep and other groups as well |
| ". Part of the evaluation was also to interview the town | Evaluation concerned not only the target groups and the | Project: Evaluation: interviews with the town planners, the |

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| planners, the architects, the building organizations, even firms like Hörmann for example who were also involved in the project." | effects of the project yet also the different groups involved in the project | architects, the building organizations and companies |
| "But the difference with Germany is I think that you have a project (…) and you send the stuff of the project to the police and they have to check it." | In Germany the project managers and the police don't have personal meetings to discuss the project | Comparison: Differences: in the Netherlands the project managers and the police meet in person to discuss a project |
| "That costs extra people, because they had to travel everywhere. Our region has 26 local governments and that are not only cities but also small villages. So we had to travel a lot." | It is expensive to organize personal meetings all the time but it is more effective | Project: Structure: personal meetings with the project managers<br>Project: Resources: more costs to pay police officers who travel to meetings all over the police region |
| "A: One last question: do you know how CCV is financed?"<br>B: "By the Home Office and by the people who buy the police label for example." | Today the project is financed by the Home Office and by the target group | Costs: Project: the CCV is still financed by the Home Office<br>Costs: Project: financed by the money people have to pay for the police label |
| "I think you pay now for a certificate 15€, in former times it was for free." | In former times the police label was for free, now you have to pay | Costs: Target Group: about 15€ for the police label |
| "The building associations yes, they pay for it. That is for example a few thousand Euros" | The building associations have to pay for the advice received by the local authorities | Costs: Target Group: building associations pay for the advice |
| "No, but they have to pay the price of the house of course. The price is 50 or 60 Euros more expensive." | The house owner don't have to pay for the advise | Costs: Target Group: house owners do not have to pay for the advise<br>Costs: Target Group: house owners have to pay for the security standard for their house |

### 8.3.3 Coding

Comparison: Differences – Similarities between Germany and the Netherlands

- Comparison: 26 Dutch police regions
- Comparison: Differences: houses were mainly public owned (50-60%) in the Netherlands
- Comparison: Differences: in the Netherlands the project managers and the police meet in person to discuss a project

Structure of the project

- Project: Structure: cooperation with town planners and local authorities, then with architects and project managers
- Project: Structure: DSP-groep gives scientific support
- Project: Structure: easier to organize a project within 25 regions than with 450 local authorities
- Project: Structure: larger districts can manage a project easier than small districts, have more experiences
- Project: Structure: Network: police and SEV
- Project: Structure: Network: police regions, architects, town planers, housing associations, private developers
- Project: Structure: new way of organizing the project might lead to a decrease in the application for the police label
- Project: Structure: personal meetings with the project managers

Human and financial resources of the project

- Costs: police officers: paid by their police districts

- Costs: Project: financed by the money people have to pay for the police label
- Costs: Project: Home Office pays for the project
- Costs: Project: SEV for the experimental phase
- Costs: Project: the CCV is still financed by the Home Office

- Costs: Target Group: about 15€ for the police label
- Costs: Target Group: building associations pay for the advice
- Costs: Target Group: house owners do not have to pay for the advise
- Costs: Target Group: house owners have to pay for the security standard for their house
- Costs: Target Groups: at the beginning free advise
- Costs: Target Groups: new estates are cheap because you can design them to security standards immediately

- Project: Resources: about 14 people for the existing housing estates team
- Project: Resources: about 8 police officers for the new housing estates team
- Project: Resources: more costs to pay police officers who travel to meetings all over the police region
- Project: Resources: normally police officers work in the new/existing housing estates teams

Education of the network partners: police officers, craftsmen, architects

- Education: Architects and Town Planners: to create a nice-looking building, no thoughts about security
- Education: Jongejan: crime prevention since 1985

- Education: Network Partners: training for everyone

- Education: Police Officers: communication in order to work in a team
- Education: Police Officers: five day training course
- Education: Police Officers: to prevent crime
- Education: Police Officers: trained by special educated police officers


Commitment of the staff

- Project: Commitment: new way of working
- Project: Commitment: police officers could apply for the team on voluntary basis


Content of the project

- Project: Content: `or equivalent` makes it more difficult for the police label
- Project: Content: 55 patterns developed by Christopher Alexander are used with the police label
- Project: Content: benefits from insurance companies (10-20%)
- Project: Content: design theory to prevent burglary
- Project: Content: experience from research with public lightning was used in the label
- Project: Content: experience gained by Jane Jacobs about dwelling blocks were used in the police label
- Project: Content: former additional requirements for garages etc. were made compulsory
- Project: Content: label as market strategy
- Project: Content: label for houses and environment
- Project: Content: label is based on CPTED theory
- Project: Content: label is checked again after ten years, insurance companies force the house owners
- Project: Content: one label for new projects and one for existing projects
- Project: Content: owners of the ground (local authorities) demand from town planners to stick to the requirements of the police label
- Project: Content: police label (or equivalent) is part of the Dutch building regulation
- Project: Content: police label gives confidence because of police involvement
- Project: Content: police label was created according to the information gained by interviewing burglars
- Project: Content: soft approach like security feeling


Tasks of the network partners

- Project: Architects and Town Planners: have already about 2000 rules, not positive about new project
- Project: Architects and Town Planners: have to think about security

- Project: Architects and Town Planners: have to work according to the handbooks

- Project: Architectural Creation Officers: advise network partners in issues of security

- Project: Companies: label is used as a marketing strategy
- Project: Companies: police label makes it easier to sell the houses

- Project: Local Authorities: inform people about the project (2)
- Project: Local Governments: advising as local authorities' task
- Project: Local Governments: responsible for public environment and safety

- Project: Police Officers: concerned with crime
- Project: Police Officers: gain experiences with burglars by interviewing them
- Project: Police Officers: investigation as police task
- Project: Police Regions: inform people about the project (1)


Effect of the project

- Project: Effects: about 90% is built by the police label in one region
- Project: Effects: decreases as people don't apply for the police label so often any more, maybe because of the crisis
- Project: Effects: 98% less crime in new estates, 80% less crime in existing estates
- Project: Effects: new estates can be built at once with certain security standards and existing building have to adopt to these standards, effects are not so high for them


Goals of the project

- Project: Goals: 3 minutes burglary resistant
- Project: Goals: enforcement of a national standard of security


Implementation: bottom-up vs. top-down

- Implementation: bottom-up: one police region started the project
- Implementation: bottom-up: opinion of police officer
- Implementation: bottom-up: voluntary decision of the police regions to take part

- Implementation: top-down: Home Office is the owner of the label
- Implementation: top-down: police is part of the Home Office


Network

- Project: Network: Home Office, SEV, board of architects, board of town planners, fire brigade, insurance companies
- Project: Network: housing corporations owned 50-60% of the houses
- Project: Network: independent organization checks the quality of the police label
- Project: Network: police, architects and town planners coordinate the project

## Experimental phase 1995-1998

- Project: Process: Secured by Design introduced at the end of the eighties
- Project: Process: Holland's Midden starts the project, have idea from UK
- Project: Process: contact to Holland's Midden and involvement of the Home Office
- Project: Process: police region of Alkmaar becomes the second region to implement the project
- Project: Process: 1994-1998 SEV is responsible
- Project: Process: only police is responsible for crime prevention, not effective
- Project: Process: different parties are responsible for crime prevention
- Project: Process: parties responsible for the environment have to be involved in crime prevention
- Project: Process: introduction of public private partnership projects in the early nineties
- Project: Process: short decision times
- Project: Process: fast implementation time
- Project: Process: first project in 1994, second one in 1995
- Project: Process: police label developed in the early nineties
- Project: Process: modifications because of evaluations
- Project: Process: police is responsible 1994-2004

## Nationwide project 1998-2005

- Project: Process: 1998-2005 Home Office is responsible
- Project: Process: nationwide project in 1998
- Project: Process: since 1999 the ENV standard was required in the Dutch building regulation
- Project: Process: since 1999 the police label is part of the building regulation
- Project: Process: Home Office decided to hand over advising task from the police to the local authorities

## Local authorities manage the police label (since 2005)

- Project: Process: police and local authorities are responsible 2005-2008
- Project: Process: local authorities could pay some police officers to work as advisers for them
- Project: Process: local authorities are responsible since 2008
- Project: Process: 450 local governments are taking over information task from 25 police regions
- Project: Process: since 2005 CCV is responsible (and owner)

Reasons for the project

- Project: Reasons: 40% less crime in Secured by Design areas in Britain
- Project: Reasons: high rate of burglary
- Project: Reasons: in 17 seconds could a garage be opened
- Project: Reasons: no high security standards were met by the companies
- Project: Reasons: only 0.4% of the houses could resist a burglary attack for 3 minutes
- Project: Reasons: people want to feel safe

- Project: Target Group: acceptance because of evaluation

Communication

- Project: Communication: Dutch learned from the British, and vice versa
- Project: Communication: leaflets/brochures for different target groups
- Project: Communication: website

Evaluation of the project

- Project: Evaluation: at the beginning every year
- Project: Evaluation: carried out by the DSP-groep and other groups as well
- Project: Evaluation: interviews with the town planners, the architects, the building organizations and companies
- Project: Evaluation: separate organizations carry out the evaluations
- Project: Evaluation: then every three years
- Project: Evaluation: yearly during the first three years of the project

### 8.3.4 Questionnaire

Dear Mr. Jongejan,

Thank you for supporting my bachelor thesis. Within my work I compare the Dutch project 'Veilig Wonen' and the German project 'Zuhause Sicher'. The Dutch project was initiated by the government and implemented nationwide (top-down approach) and the German project was initiated by one single city and later other cities implemented it as well (bottom-up approach). With the following questions I intend to get to know something about your personal experiences with the implementation process of the Dutch project. Thank you very much for taking your time for me!

1. How did you come to the field of crime prevention and especially to burglary prevention

2. How did you get involved with the project 'Politiekeurmerk Veilig Wonen'?

3. How was the project founded/initiated?

4. How long did the implementation process take? (from the decision to the implementation)

5. How was the team structured? Did the team get a special education?

6. What were the social circumstances? (burglary rate, …)

7. Who did pay for the project? Were there financial sponsors?

8. How was the project structured?

9. Was the project executed as planned?

10. How was the atmosphere among (motivation of) the members of the project?

11. How was the project communicated to the population?

12. Was the effect of the project measured?

13. Do you think a top-down approach has more advantages than a bottom-up approach with regard to this kind of projects?

14. What is the future of the project?