Workshop- « Social media and local police in Europe: cities in touch with citizens for safety and trust »

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European Forum for Urban Security (Efus)

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Plan

European Forum *for* Urban Security

What is Efus?

Social Media: New channels of citizen participation in Urban Security policies

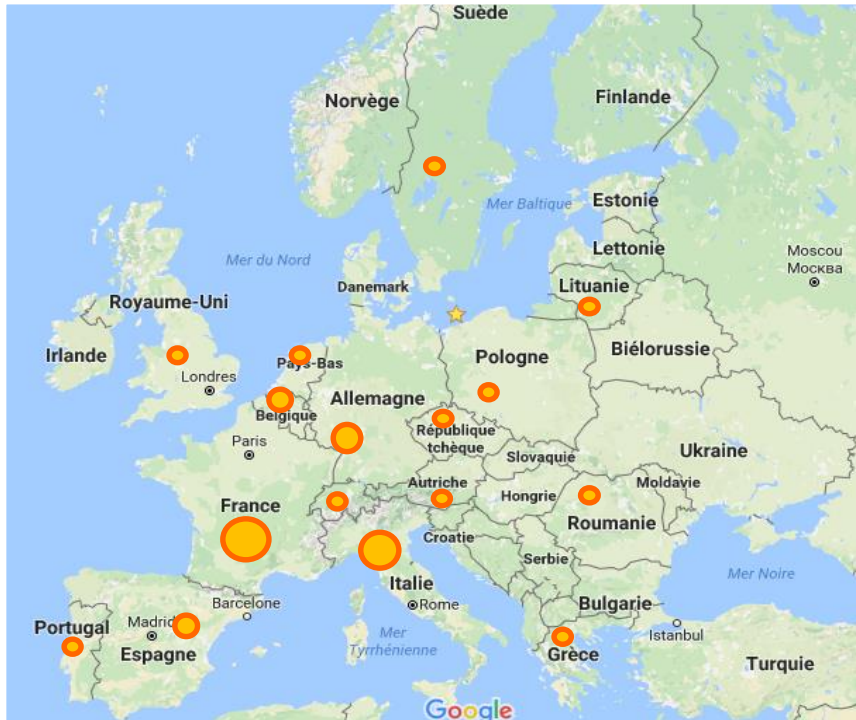Medi@4sec Project. Understanding Social Media in Public Security

Agenda

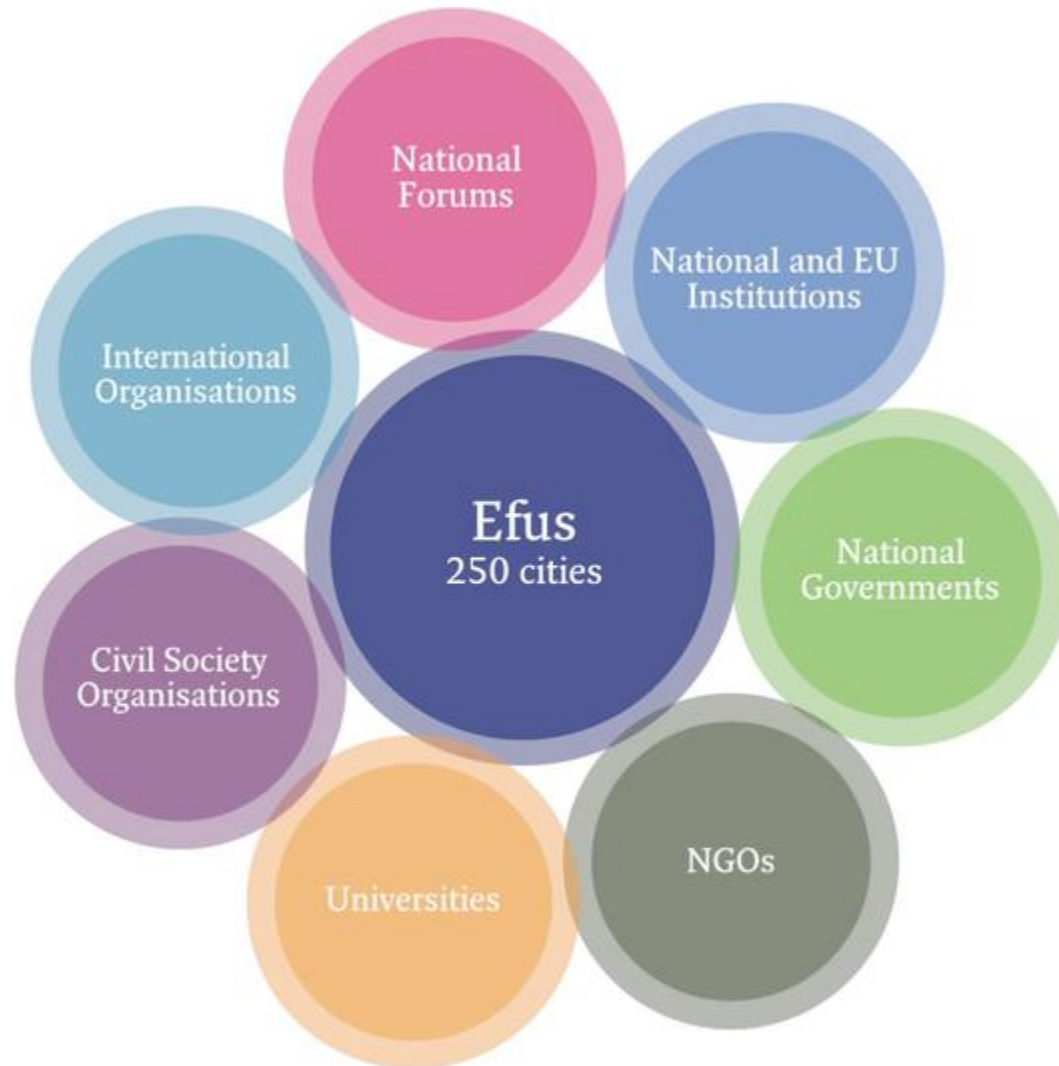# *An association of European local & regional authorities*

➤ Founded 30 years ago

➤ A common observation: **Cities represent citizens better than any other level of government**

➤ 250 European local authorities in 16 countries are members of Efus

➤ Advocate a balanced view of security: *Prevention – Social cohesion - Sanction*

Our mission

To strengthen local crime prevention and social cohesion policies

To promote the local level at national, European and international level

To build a Europe for cities and citizens, open to the world

Themes

Public-specific

Migrants and minorities
Women
Youth
Seniors
Victims

Tools and methods
Convincing evidence and evaluation
Training
Coproduction of policies
Crisis management
Preventative methods

Institutional response
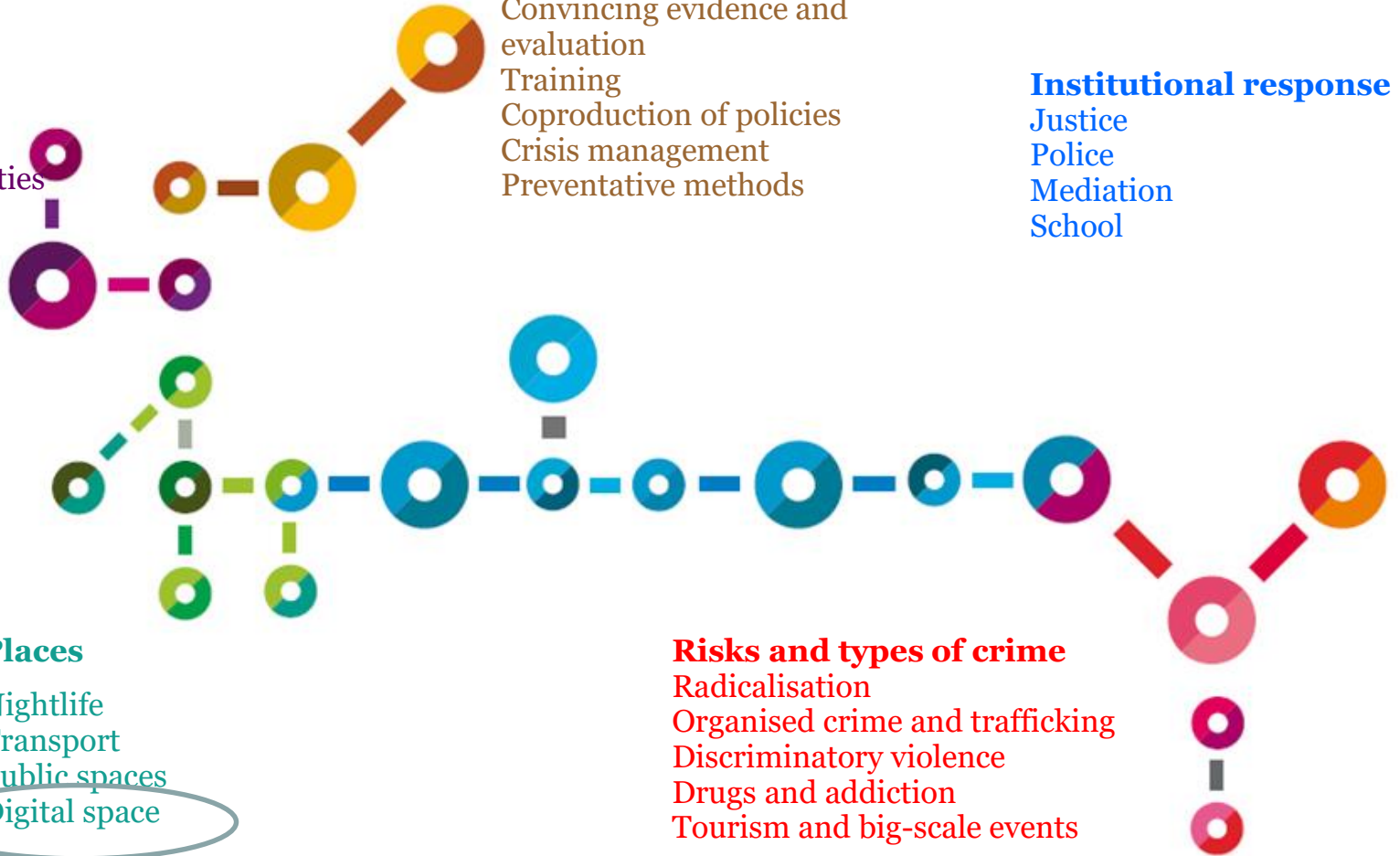Justice
Police
Mediation
School

Places

Nightlife
Transport
Public spaces
Digital space

Risks and types of crime
Radicalisation
Organised crime and trafficking
Discriminatory violence
Drugs and addiction
Tourism and big-scale events

Medi@4sec Project

understanding the opportunities, challenges and ethical considerations of social media use for public security.
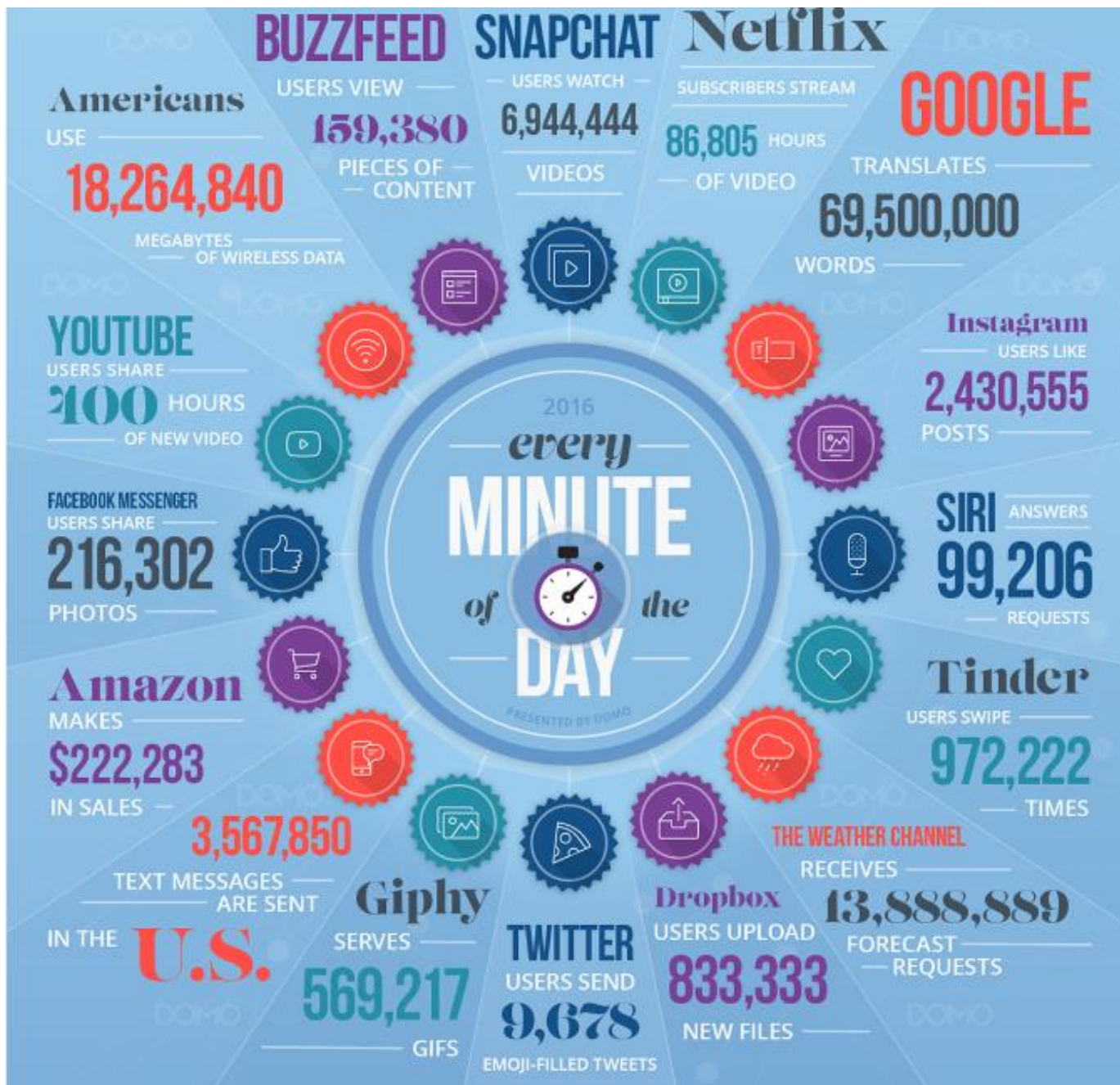
Social Media: New opportunities and channels for public security management

➢ 3.81 billion internet users, or 51% of the population (April 2017)

➢ 2.91 billion registered on social networks, or 39% of the population

➢ 2 billion active Facebook users

➢ 69% of internet user penetration rate in Italy (2018)

Data: 2016 CREDOC Study

2016 — every MINUTE of the DAY

Americans USE 18,264,840 MEGABYTES OF WIRELESS DATA

BUZZFEED USERS VIEW 159,380 PIECES OF CONTENT

SNAPCHAT USERS WATCH 6,944,444 VIDEOS

Netflix SUBSCRIBERS STREAM 86,805 HOURS OF VIDEO

GOOGLE TRANSLATES 69,500,000 WORDS

YOUTUBE USERS SHARE 400 HOURS OF NEW VIDEO

Instagram USERS LIKE 2,430,555 POSTS

FACEBOOK MESSENGER USERS SHARE 216,302 PHOTOS

SIRI ANSWERS 99,206 REQUESTS

Amazon MAKES $222,283 IN SALES

Tinder USERS SWIPE 972,222 TIMES

3,567,850 TEXT MESSAGES ARE SENT IN THE U.S.

Giphy SERVES 569,217 GIFS

TWITTER USERS SEND 9,678 EMOJI-FILLED TWEETS

Dropbox USERS UPLOAD 833,333 NEW FILES

THE WEATHER CHANNEL RECEIVES 13,888,889 FORECAST REQUESTS

PRESENTED BY DOMO

Source: DOMO, Data never sleeps 4.0

Objectives :

•*Enhance understanding the opportunities, challenges and ethical considerations of social media use for public security*

•*To feed, support and influence changes in policy-making and policy implementation in public security by providing an evidence-base and roadmap.*

Social Networks & Public Security:

•*The good: brings together individuals, businesses and governments who use social media to solve problems, fight crime, reduce fear of crime and increase security and quality of life.*

•*The ugly: brings about a rise in cybercrime and terrorism, with the emergence of new phenomena through the use of social media.*

•*The bad: refers to the grey areas where trolling, online harassment, threats or live sharing of tactical security operations are issues that need to be addressed in incidents.*

Projet Medi@4sec

De quoi parle-t-on ?

Social media is defined as "a group of Web 2.0-based applications that enable the creation and exchange of user-generated content"

(Kaplan & Haenlein 2010: 61)

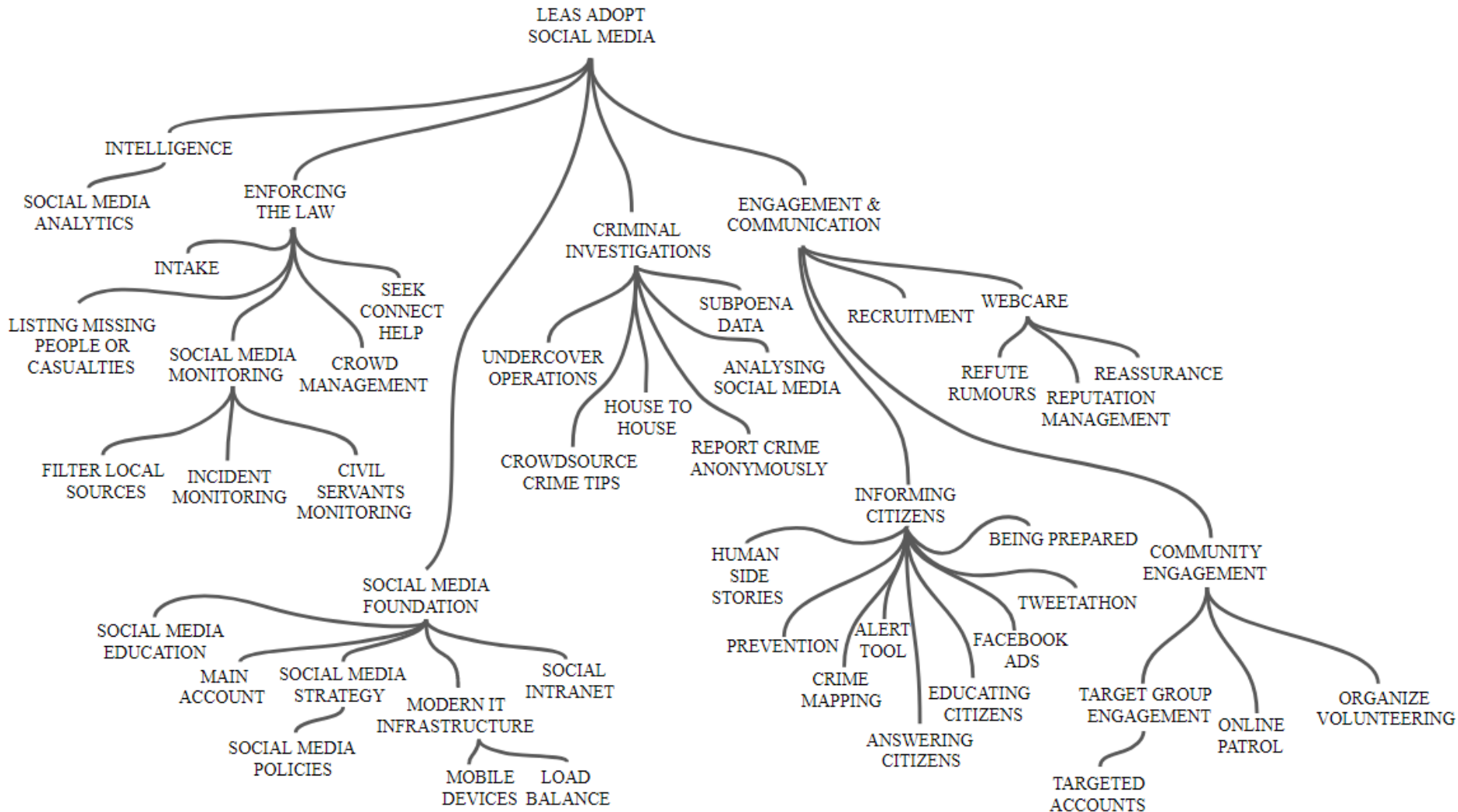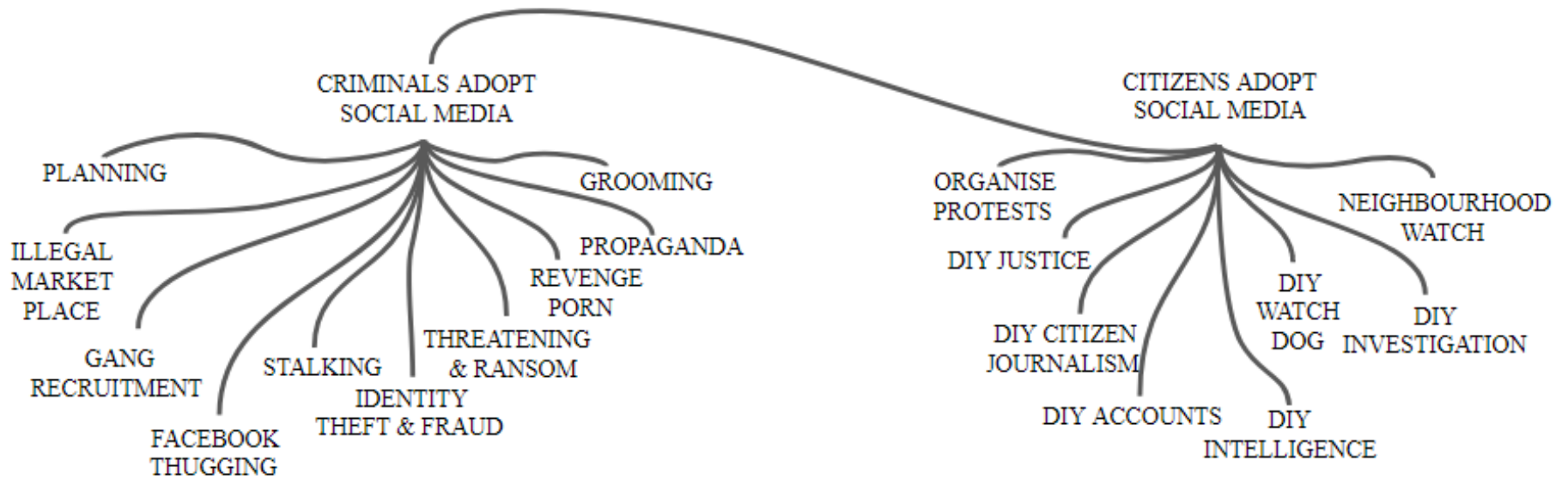| |
|---|
| Big data |
| Messenger services (e.g. Whatsapp) |
| Cryptomarkets |
| Email |
| Facebook |
| Instagram |
| Forums |
| Video-sharing (Youtube) |
| Hyves |
| Websites |
| Twitter |
| Tumblr |
| Weblogs |
| Not specified/Various |
| |

Uses of social networks in the field of Urban Security

Uses of social networks in the field of Urban Security

CRIMINALS ADOPT SOCIAL MEDIA

- PLANNING
- GROOMING
- ILLEGAL MARKET PLACE
- PROPAGANDA
- REVENGE PORN
- GANG RECRUITMENT
- STALKING
- THREATENING & RANSOM
- FACEBOOK THUGGING
- IDENTITY THEFT & FRAUD

CITIZENS ADOPT SOCIAL MEDIA

- ORGANISE PROTESTS
- NEIGHBOURHOOD WATCH
- DIY JUSTICE
- DIY WATCH DOG
- DIY INVESTIGATION
- DIY CITIZEN JOURNALISM
- DIY ACCOUNTS
- DIY INTELLIGENCE

Medi@4sec Project

Riots and mass gatherings

Trolling

DIY Policing

Everyday Security

The dark web

DIY policing

Image Source: CC license by:
https://www.flickr.com/photos/lourencoparente/8961453394/in/dateposted/

Citizens can use social media to:

- *organise demonstrations or rallies.*

- *organise their own surveillance, using social media, for example WhatsApp groups or other dedicated applications.*

- *use public sources to investigate and gather (publicly) available information.*

- *to monitor and share the actions of the police.*

Riots and mass gatherings

Image Source: CC licence by
https://www.flickr.com/photos/amy_elizabeth_west/3876549126

The use of SM in the domain of public security and policing:

- *Data gathering (crowdsourcing) - information intelligence*

- *Creating content to communicate a safe event/protest/summit*

- *As organising tool*

- *Wide communication in case of crisis*

Everyday Security

Communication & engagement

Surveillance/ Intelligence/ Monitoring

Criminal Investigation

Preventing and predicting crime

Image Source: CC license
https://www.flickr.com/photos/bcemergencyphotos/6583466115

Dark Web

It is used for several legitimate purposes, such as to perform marketing tracking, to circumvent censorship and to conduct research on topics that might be sensitive in certain countries. At the same time, the Dark Web facilitates "high tech" and organised crime.
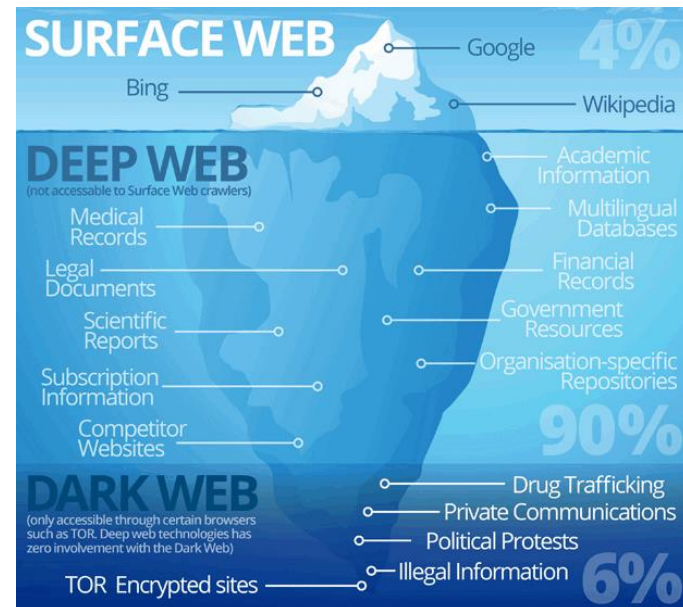
Trolling

It takes multiple forms: cyberbullying, cyberhate, cyberstalking, cyberharassment, revenge porn, sextortion, flaming and naming and shaming...
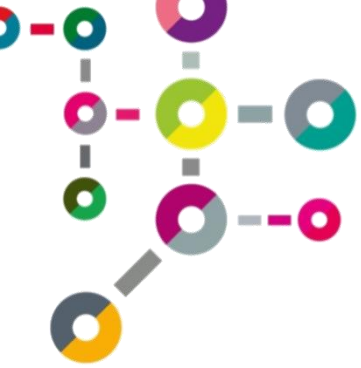
Communication & engagement

#Schießerei #münchen

Polizei München @PolizeiMuenchen · Jul 22
Il y a aussi un suicidant. On éprouve la complicité. #München, #oez, #schießerei

Polizei München @PolizeiMuenchen · Jul 22
Bei einer weiteren toten Person prüfen wir gerade eine mögliche Tatbeteiligung. #oez #Schießerei #münchen

Polizei München @PolizeiMuenchen · Jul 22
Malheureusement il y a huit personnes tués. #München, #oez, #schießerei

Polizei München @PolizeiMuenchen · Jul 22
Sadly there are eight fatal casualties now. #gunfire #munich #oez

Polizei München @PolizeiMuenchen · Jul 22
Eine traurige Nachricht: Die Zahl der Toten steigt auf 8. #Schießerei #oez #münchen

Polizei München @PolizeiMuenchen · Jul 22

Image Source: Twitter/Polizei München

Facebook helps you connect and share with the people in your life

Social media provide new opportunities for security actors to transform their communication and engagement with public, make it more immediate, more interactive and more informal.

Communication & engagement

Social media has served to increase accessibility of policing services for community members

Social media offer a great opportunity to reach target groups who traditionally are hard to reach, e.g. youngsters, ethnic minorities

Increased social media communication, leads to increased transparency and increases perceived police legitimacy

Through the use of social media Police reputation can be affected positively by giving the community more insights in the complex role of policing

Interaction between police and citizens improve citizens' perception of security.

Through social media, Police can dispel rumours and fake news.

The popularity of social media provides new opportunities for data collection.

Communication & engagement

The risks of risk aversion with respect to social media use for communication and engagement

⬇

Banning the use of social media By security providers

⬇

Might be a missed opportunity to engage.
Risk-averse policies of social media silence are both unsustainable and a threat to police legitimacy.

Turkish protests in Rotterdam after minister's expulsion (2017)

Some recommendations

LEAs and other local authorities should engage in pro-active communication and engagement with the public on social media even in light of the risks such communication poses

Officers should receive training on the proper use of social media, because they are always seen to be representing their organisation, even when they have a disclaimer in their profile, and should act accordingly.

Improve (clear) communication with citizens (this can help LEAs too) by tackling fake news and responding to posts and questions in a timely manner, thus improving trust in LEAs.

Where do cities fit in and what is their potential?

➢ **Social Media as a source of information and as a tool of communication/participation**:

   o Cities are becoming "smart"/ Cities & big data – open data (digital recovery report)
   o Prevent and fight against crime (audits, predictive policing)
   o Ethical issues: privacy, respect individual liberties and human rights
   o to facilitate citizen participation and contribution in security issues

➢ **Digital space: a new public space**

   o Consequences of open data and social networks for crime (new crimes and existing crimes)
   o Protect citizens from the dangers that exist in the digital world
   o Role of prevention in the use of social networks (young people)

➢ **Coproducing security in digital space:**

   o Private sector become a vital actor (industry & social media companies)
   o Involve Schools and parents are needed

Simultaneous workshops (registered only – max 45 people, from local polices or security staff from municipalities): the proposal is to organize 3 simultaneous workshops focused on 3 topics, managed by one of our staff and one officer from our local polices, as a field expert and in order to facilitate the peer-discussion

Topics:
WS 1:Cyberbullying and web crime (Staff RER and Deborah Veluti, from Parma PL)
WS 2:How to use social media to promote engagement and improve the relations with citizens (Staff RER and Pier Paolo Marullo, from Riccione PL)
WS 3: How to use social media to keep an eye on what happens on cities, with a prevention approach (Staff RER and Alessandro Scarpellini, from Rubicone PL)

Thank you for your attention

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