



Improving public safety in Stockholm County

Crime, especially crime committed by young people, is not a social problem that can only be solved by repressive measures. Effective crime prevention requires a community-based response. This concept underlies many of the initiatives carried out by Stockholm County Police.

We have developed a coherent strategy - an infrastructure - for long-term sustainable crime prevention with a special focus on young people. Our neighbourhood police stations in 15 different suburbs around Stockholm County deal with a harsh reality. Our initiatives include a support centre for young crime victims and offenders, community volunteers, a youth council, mobile police stations and neighbourhood police who work with crime prevention in county schools. Our strategy links these initiatives. Each component is supported by and supports the other components.

When other police authorities come to visit us – from both Sweden and other countries – we emphasise that our work is holistic. We create opportunities for other groups to take responsibility, and work actively to prevent young people from falling into a criminal lifestyle. But we also tell our visitors that they should listen to young people. Let young people tell their stories about growing up in disadvantaged areas.

Only long-term strategies like this will influence whether or not young people engage in criminal activities.

Carin Götblad, County Police Commissioner

How much do you know about the police?

Perhaps that we work to prevent and reduce crime and accidents, and investigate and solve crimes. Every hour of every day, Stockholm County Police work to improve public safety. Our goal is to create a safe and stable community. This is how we work, and what we do.

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Special initiatives – a crime prevention infrastructure

Stockholm County Police have a long-term strategy that aims to prevent juvenile delinquency, reduce violent crime and stop the recruitment of young people to criminal networks. The background is that too many young people are growing up in areas with high crime rates and a general sense of insecurity.

This strategy also aims to improve collaboration with other community groups and build public trust in the police. The key concepts are closeness, holism and sustainability. The strategy encompasses a number of special initiatives that complement each other and build a crime prevention infrastructure.

Neighbourhood police stations

Neighbourhood police stations are a crime prevention initiative that aims to increase police visibility in 15 selected areas. Each police station has four to six police officers who work together with local residents and focus particularly on young people. They become a part of everyday life. Their tasks involve crime prevention and intervention. They also work to build relationships between the police and the local community.

Youth Council

The Youth Council is a forum where top police meet young people from the suburbs of Stockholm to discuss their situation and views of policing. The aim is to hear young people's thoughts, ideas and experiences, divert them from a criminal lifestyle and increase their trust in police. Young people also learn more about the police through the Youth Council.

Support Centre for Young Crime Victims

The Support Centre for Young Crime Victims offers young people counselling, support in their contact with authorities, legal advice and



Survey shows that increasing numbers of young people are willing to give evidence

"Contrary to popular belief, this survey shows how young people are willing to give evidence about crime. The results are very positive," says County Police Commissioner Carin Götblad, "but also show how adults should listen to young people and give them more support."

assistance in court. Within the framework for the Support Centre, the police also operate Våga Vittna (Dare to give evidence), an initiative that aims to increase young people's trust in the rule of law and their willingness to give evidence about a crime. A Support Centre for Young Offenders will soon open, aimed at helping young people sustain a non-criminal lifestyle.

School police officers

School police officers are a direct link between schools and the police. All primary and many upper secondary schools in Stockholm County have their own school police officer who works together with school administrations to prevent crime. The school administration and teachers can also contact their school police officer with information, questions or concerns about crime in their school.

Assistant Commissioners Strategic Planning Team

Policy-makers from the legal system, social services, schools and health and medical services meet in the Assistant Commissioners Strategic Planning Team to develop crime prevention strategies for young people. Effective, long-term police initiatives require collaboration between several different authorities and organisations. Joint planning also contributes to a more effective use of resources.

Community volunteers

Community volunteers are members of the public who cooperate with the police by for an example

distributing leaflets and patrolling the community at night. The idea behind these volunteers is that positive forces will help prevent crime in the local community. The volunteers also serve as a link between police and the general public.

NOVA

NOVA targets organised crime in Stockholm County. The police have identified a number of professional criminals who act as role models for young people at risk of being recruited to criminal networks. The police work to disrupt these activities and bring offenders to justice when they commit crimes. NOVA's work is characterised by zero tolerance policies on all types of crime, large and small, from carrying knives to serious theft.

Mobile police stations

Mobile police stations are an initiative that aims to prevent violent crime in public places. On Friday and Saturday nights, mobile police stations – which are actually motor homes – are parked in crime hotspots around Stockholm County such as Stureplan and Medborgarplatsen. The idea is that high police visibility will increase safety and reduce violent crime in public places. During the first 6 months of this initiative, violence fell in public places with mobile police stations like Stureplan and Medborgarplatsen by 33 percent.



Neighbourhood police stations in Stockholm County

Bagarmossen	Husby	Rågsved
Fisksätra	Hässelby	Skogås
Fittja	Jakobsberg	Skärholmen
Hallunda	Jordbro	Tensta
Hovsjö	Ronna	Vårby



We handle 3,000 telephone and radio calls every day

More than one fifth of the Swedish population lives in Stockholm County, but the county covers only two percent of Sweden's surface area. Stockholm is not only the capital city of Sweden. An array of other communities, rural areas and 24,000 islands make Stockholm a frontier zone between city and archipelago, land and sea. These are just a few of the factors that impact policing.

People from around 180 different nationalities gather in Stockholm every day - plus 850,000 cars. The city is a destination for around 73,000 overnight guests. They travel to Stockholm by car, plane, train, bike, etc. Attractions include the Royal Palace, the Riksdag, the Royal Opera, theatres, several major arenas, as well as around one hundred embassies and much more.

Always something happening

Around 380,000 different incidents are registered by County Communication Centres in Kungsholmen and Arlanda during a 12 month period. The County Communication Centre on Kungsholmen receives around 600,000 telephone calls and handles almost as many radio calls. An average of 3,000 telephone/radio calls per day.

We investigate who does what

Criminal investigations aim to determine whether a crime has been committed and if possible establish the identity of the offender/s. Investigations are carried out at several levels of the Stockholm County Police, in the neighbourhood police organisation, in the police commissioner's district and centrally in the County Criminal Investigation Department. Neighbourhood police investigate most volume crimes – theft, vandalism and assault – the common crimes that take place every day. The idea is that neighbourhood police will be geographically close to the people who visit and live in Stockholm County.

Rapid response

The rapid response division ensures that everyone who lives, works and visits Stockholm County receives emergency assistance as fast as possible. Almost 110,000 of the calls received require a rapid response by one or more police patrols. This accounts for around one third of all attendances. The rapid response force is on call 24 hours a day, every day of the year and is directed from the County Communication Centre. The county always has at least 50 rapid response patrols on call, distributed between the eight different police commissioner districts.

About Stockholm County (January 2008)

Number of inhabitants: 1,949,516 (21% of the country's population)

Number of nationalities: 180

Number of inhabitants with foreign background: 21% (compared with 16% nationwide)

Annual population increase: around 25,000 people

Percentage of Sweden's surface area: 2%

Inhabitants per square kilometre: 289 (compared with 22 nationwide)

Percentage of the country's total reported crime: 27%

Reported crimes per 100,000 inhabitants: 16,797 (compared with 13,534 nationwide)

Fast answers – 24 hours a day, every day of the year

At the County Communication Centre on Kungsholmen, around 160 people working in shifts lead operations in response to robbery, missing people, traffic accidents with casualties and dispatch patrols to other incidents that require police attendance. This work is carried out in teams and usually requires fast decisions. The operators also monitor the Stockholm County Police's email when stations are closed.



Most frequently reported crimes in Stockholm County, excluding traffic offences

1. Graffiti
2. Vandalism (not graffiti)
3. Theft from a motor vehicle
4. Vehicle theft
5. Assault

6. Drug offence
7. Fraud
8. Shoplifting
9. Burglary
10. Pickpocketing

Drug offences and graffiti have risen most over the past ten years (1997-2007), both by more than 120 percent. Burglaries and car theft have fallen most, by -47 percent.

Call Centre

The Stockholm County Police Call Centre receives around 3,5 million telephone calls each year; 1,5 million calls are from the general public. The operators answer calls as fast and correctly as possible. The average response time should not be more than 25 seconds.



Police attendance

“Hello, I just saw someone snatch a bag.”

This could happen when a witness calls 112: All 112 calls go to SOS Alarm. Depending on the seriousness of the event, the SOS operator contacts the ambulance or fire & rescue services – or if a crime is reported – the police. The call is connected to one of the 160 operators at the County Communication Centre on Kungsholmen that is open 24 hours, every day of the year.

The operator processes an incident report

The operator listens and asks questions – requests name, telephone number and if necessary processes an incident report. A colleague reads the incident report and dispatches a patrol while the first operator continues asking questions. One person usually speaks to the injured person or witness while another requests a patrol.

The operator might ask the following questions:

- Where are you?
- Are you following the person? (The operator keeps the caller on line until the police arrive.)
- Are you still at the place where the incident occurred?
- Does anybody need an ambulance?

When the witness sees the patrol, the operator usually terminates the call.

The patrol writes a report, identifies key people and asks questions. If the offender was carrying a knife but has now lost the knife, for example, the police carry out a technical investigation and write a seizure protocol.

Each incident report is prioritised on a scale from 1 to 4.

Response is determined by priority

- Priority 1:** Immediate response – robbery, violent crime, alarm, ongoing burglary and traffic accident with personal injury.
- Priority 2:** Response as soon as possible – domestic violence, other kinds of burglary.
- Priority 3:** Response later – help/service, regarding stolen vehicle.
- Priority 4:** No response.

After apprehension

After the police have apprehended an offender, a prosecutor decides whether the evidence or reason is strong enough to arrest the person. If so, the case goes to court. The court hears the case and decides whether or not the suspect should be detained. In most cases, legal proceedings will follow.

Reported incidents

The following numbers of incidents with the allocated priority were reported in Stockholm County in 2006:

- Priority 1:** 30,970 - led to 2,791 apprehensions
- Priority 2:** 81,587 - led to 5,821 apprehensions
- Priority 3:** 187,600 - led to 3,790 apprehensions
- Priority 4:** 68,515 - led to 169 apprehensions

Reporting a crime

One of the most important tasks that police carry out is investigating crime, and crime victims play a vital role in this work. This is why you should always report anything that happens to you. If nothing is reported, the police will never know that a crime has taken place. If you do file a report, you may be eligible for Victim Support.

People are victimised every day. Many questions arise afterwards. Should I report the incident? What does a police investigation mean? Will I have to go to court? What are my rights? Crime victims can experience a range of emotional responses. Many crime victims are already distressed by their experience.

Filing a report

If you are the victim of a crime, you should report the incident as soon as possible. You are not obligated, but reporting a crime will protect your rights. The police are obligated to receive and register your report. The police are also obligated to disclose all of the details that you provide and/or are presented in an examination to the suspected offender. In turn, the police are obligated to keep you informed of any significant developments in your case.

Police investigation

Based on the information that you provide, the police or prosecutor will make a judgement as to

what investigation will be carried out. The victim of the crime (complainant) and any suspects and witnesses will be questioned during the investigation. Forensic technicians will investigate any physical evidence such as finger prints and DNA.

Preliminary investigation

If your report does not lead to a preliminary investigation, the police may still carry out certain investigative action such as looking for stolen objects. If new evidence emerges that may solve the case, the preliminary investigation will be reopened. If there is not enough evidence to charge the person or evidence cannot be found, the police or prosecutor can decide to close the preliminary investigation. If you are not satisfied with the decision to close your case, you can request a re-investigation.

Decision to prosecute

If a prosecutor has enough evidence to bring the case to court, he/she can decide to instigate legal proceedings. The prosecutor presents a written application for a summons to the district court, which then issues a summons and fixes a time and date for a hearing.

Remember...

An offender may have committed several crimes. Your report may mean that he/she is convicted – sometimes for all of the crimes that he/she has committed. A concerned and alert public that reports suspicious activities to the police increases opportunities for police, prosecutors and courts to prevent crime.



A day's work for a Stockholm County police officer

The role of a police officer is varied and diverse. There is no such thing as a "normal" day, but a uniformed police officer in Stockholm County might encounter the following events, in this case at Norrmalm police station.



Shoplifting at Ählens, two teenagers have stolen make-up. Their parents come to pick them up.



Traffic accident between a car and a cyclist. The cyclist is injured and taken to St Görans Hospital. The patrol goes to the hospital.



Meal break interrupted. Domestic violence. A man has assaulted his wife. The man is apprehended.



Meal break.

On the street again after writing a report and finishing meal.

Coffee.

Briefing.

Back to Norrmalm

for documentation.

Back on the beat.

Documentation.

14:00

14:15

14:35

15:30

16:00

16:05

17:05

17:40

17:50

19:40

Glossary: **Briefing** is the meeting at the beginning of a police officer's day where duties are delegated. Any important information or updates on the previous shift's activities are discussed, and officers are assigned to various patrols.

Documentation is required for almost everything that the patrol does, and can include recording incident information or statements, or a memorandum. If a report is filed, this is the first step in a police investigation and will form the basis for any subsequent legal proceedings.

Meal break is a short break – if time allows. Police officers have no scheduled meal times; they eat on their shifts when they have time.

NOTE: The pictures represent different incidents.



Back on the street again to stop cars, check licenses and perform random breath tests.

Two patrol cars and the Inspector/Team Leader are organizing random breath tests.

Documentation.



Safety guards apprehend a woman at Stureplan in accordance with LOB.

Fire in a flat caused by kettle boiling dry.



The woman is taken to BAS at St Görän Hospital.

The group gathers for coffee break, chat and debriefing.

Calls from the public report two men breaking into cars on Norr Mälärstrand. The patrol is dispatched and two men are apprehended for theft.

Documentation. Shift finishes.

19:50

20:10

20:45

21:05

21:30

21:40

22:10

22:20

22:40

23:20

Patrol cars are standard construction police cars with no higher specifications.

Chief Inspector Special Operations (centrally positioned) or the Inspector Team Leader (locally positioned) help the various police commissioner districts plan and lead an operation.

LOB stands for the Act on Taking Intoxicated Persons into Temporary Custody.

BAS stands for Beroendeakut Stockholm and is a substance abuse-related emergency department for addicts over 18 years at S:t Görän Hospital. The equivalent for children up to 18 years is Maria Addiction Centre.



The Swedish Police Service

In contrast to many other countries, the Swedish Police Service – a national police force – is supervised by the Ministry of Justice. The Stockholm County Police is one of many police authorities in Sweden – but a large and important authority.

The Swedish Police Service consists of the National Police Board, the National Laboratory of Forensic Science and 21 independent police authorities with responsibility for geographical areas that correspond to counties. The Police Service also includes the National Security Service, the National Criminal Investigation Department and the Swedish Police Academy, which are directly linked to the National Police Board.

More women

The Police Service is one of the largest government agencies in Sweden and employs around 25,000 people. Around 17,500 employees are police officers. The Stockholm County Police is the largest local police authority in Sweden and employs around 6,500 people, of whom 5,000 are police officers. Slightly more than twenty per cent of all Stockholm police are women. More than one third of Police Academy applicants are women.

... and more people from other countries

In recent years, the Police Service has focused on recruiting more officers with a non-Scandinavian

background. This initiative has been successful and in August 2007, one of five applicants to the Swedish Police Academy had foreign backgrounds.

Police tasks according to Section 2 of the Police Act

- Prevent crime and other disturbances of public order and safety.
- Maintain public order and safety prevent disturbances of the same and take action when such disturbances occur.
- Carry out investigations and surveillance in connection with indictable offences.
- Provide the general public with protection, information and other kinds of assistance, whenever such assistance is best given by the police.
- Perform such duties as are incumbent on the police pursuant to special regulations.

Regulatory requirements

The Riksdag has laid down the conditions and duties of the Swedish Police Service in a number of laws. The Swedish Police Service is an agency under the Ministry of Justice which produces plans for how the service will operate, and monitors development. These tasks are updated every year through the appropriation directions issued by the government, which set out the goals and budget.

About the Stockholm County Police (January 2008)

Total number of employees:
Around 6,500 of whom 2,500 are women
Number of police officers:
Around 5,000 of whom 1,500 are women
Number of civilian employees:
Around 1,500 of whom 1,100 are women

Budget: About SEK 4 billion
Number of neighbourhood police stations: 40
Police cars and buses: 960
Police motor bikes: 71
Trailers: 82

Police boats: 8, plus a number of civilian boats for surveillance
Police horses: 22
Police dogs: 64, of which 8 are bomb detection dogs

Many police officers have special tasks

Police in Stockholm perform a number of special tasks that are not required in other Swedish cities and towns.

Specialised units located in Stockholm:

- Embassy unit (protects foreign embassies in Stockholm and polices state visits)
- Bomb technicians
- Dialogue police
- Vehicle unit (falsified vehicles and international vehicle crime)
- Border police at airport and all ports
- Dog handlers
- Graffiti unit
- Forensic technicians with specialisations (archaeology, DNA, weapons and finger prints)
- Restaurant commission
- Logistics unit (responsible for vehicles, uniforms and consumables by appointment)
- Tactical response unit
- Police negotiators
- Mounted police unit
- Marine police unit
- School police unit
- Traffic police who work with the inspection of hazardous goods
- Transport police unit
- Video unit in the traffic police unit
- Juvenile section



Badges of rank

From left to right: Police Trainee (silver crown), Senior Police Officer, Police/Detective Inspector, Police/Detective Superintendent, County Police Commissioner in Stockholm County, Västra Götaland and Skåne.



Clothing and equipment that protect and assist police officers

Police officers must have the right clothes and equipment for their duties. They must be practical, easy to use and function in different settings. Clothes and equipment can vary, depending on the police officer's role, position and duties. Officers also have different clothes for different weather conditions. Patrol officers are issued with the following items and equipment.



Shirt. A police officer receives three pairs of shirts, two of which are long-sleeved. All buttons must be done up. An officer also receives two polo shirts.



Security tie. Separates in the middle if pulled hard.

Outdoor trousers. An officer receives three pairs of trousers for indoor and outdoor wear. Women police can exchange one pair of trousers for a police skirt.

Boots
Worn with trousers that have adjustable cuffs and snap closure. Marine police can wear dark blue or black boat shoes.



Basic uniform

The basic working uniform is issued to police officers who wear a uniform every day, or for specific tasks. Other police staff can receive a uniform upon request with reasonable grounds.

A police officer who receives a uniform wears the uniform on duty, unless civilian clothing is more appropriate for specific assignments such as civil investigations. When several uniformed police officers work together, they should all wear the same uniforms as far as possible.



Police headgear – there are several models. A police officer working outdoors wears the prescribed cap.

Gloves – one pair of summer gloves and one pair of winter gloves.



Police duty belt. The police duty belt is designed to carry a handgun holster, spare magazines, pepper spray, expandable baton, handcuffs, torch, radio pouch, key holder and fastening device for helmet.

Pepper spray.

Pepper spray (also known as OC spray from “Oleoresin Capsicum”) is a chemical derived from the fruit of plants in the Capsicum genus. The active ingredient capsaicin irritates the eyes and causes tears, pain and sometimes temporary blindness. Normal recovery time varies from 10–60 minutes.



Reflective vests are worn for incidents that require significant personnel intervention provided that the vest’s visibility does not affect performance. Reflective vests are also worn by police officers who work on or beside roads for longer intervals.



Baton. Expandable 3-member baton, 21 cm collapsed, 53 cm when fully extended.



RAKEL. The new radio communication system for police. RAKEL is the abbreviation for “radio communication for effective management”.



Handgun. The service pistol used by police is Sig Sauer. Several different models are used.



Police officers are also issued the following protective equipment:

Outdoor wear for police officers includes a personal, light protective vest that is worn under uniforms or civilian clothing. This vest will also protect against knives, sharp-edged or pointed instruments, and the ammunition that is normally used in handguns or revolvers in Sweden. The vest weighs about 3 kg.

Bullet-proof vest
Elbow pads
Knee pads

Safety helmet
Shield



Volume crime

The Stockholm County Police solve 30 volume crime cases every day

Someone smashes the side window of a car and steals a pair of sunglasses. Some children break into a school. A fight breaks out in a bus queue and someone gets a black eye.

These are all examples of volume crime – everyday incidents that represent a large percentage of all crime and have a significant impact on many people.

Often juvenile offenders

Stockholm County Police are working intensely to develop methods for investigating and reducing volume crime. Solving car theft and burglary is important, but a large percentage of these crimes are committed by young offenders. The goal is to prevent young people on the verge of criminality from developing criminal lifestyles.

Fast response is vital

Volume crime – theft, burglary, vandalism, robbery and assault – is often difficult to investigate. Witness statements are not easy to obtain and circumstances surrounding the crimes are often unclear. Police have to give a prosecutor enough evidence to present the case in court. One effective method is responding immediately to each crime. Securing evidence or witness statements as fast as possible will increase opportunities for solving the crime

because memories fade and physical evidence will disappear.

Increased visibility

One example of how volume crime can be prevented is an initiative that aims to reduce violent crime in public places around Stockholm County. Violent crime is a serious problem that can have detrimental effects on victims and generate widespread insecurity.

The police have set up mobile police stations in crime hotspots around the county on Friday and Saturday nights in an effort to reduce violent crime. Increased police visibility contributes to reducing crime and improving public safety.



Volume crime

Volume crime includes the majority of offences that are committed, and as such have a significant impact on many people. This category includes theft, shoplifting, vandalism, vehicle theft, assault, unlawful driving and drink-drive offences.

The Swedish Police Board's definition of volume crime includes the following crime types:

- 1 Chapter 3 of the Penal Code concerning the assault of a man or a woman by an unknown offender.
- 2 All crimes in chapter 8 of the Penal Code including robbery but not including other theft and shoplifting.
- 3 All crimes in Chapter 12 of the Penal Code concerning vandalism.

Time and resources

Police need time, staff and financial resources to prevent crime and accidents, investigate and solve crimes, and create a safe and stable environment in Stockholm County.

During 2007, Stockholm County Police handled more than 360,000 reported crimes. The number of reported crimes has fallen by around one percent per 100,000 inhabitants during the past ten years. But because the population has increased, the actual number of reports has increased by slightly more than ten percent during the same period.

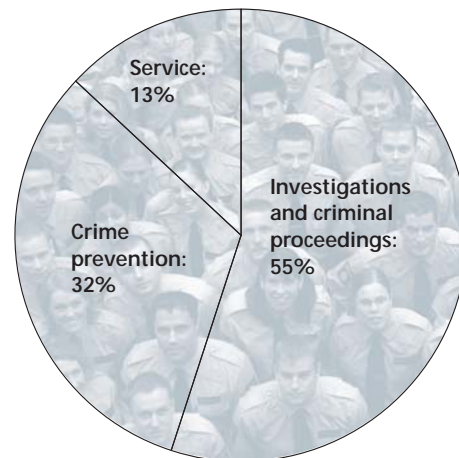
More violent crime, but fewer thefts

The trend to report violent crime increases while reports of larceny fall. Crime types where the number of police reports continues to fall include burglary, car theft, theft from a motor vehicle and bike theft. Crime types where police reports are increasing include assault, robbery, vandalism, drug offences and pickpocketing.

Distribution of financial resources

Stockholm County Police has a budget of around SEK 4 billion per year. This corresponds to around one fifth of the total appropriation to the Police Service. The largest items of expenditure are staff expenses - around SEK 3 billion, and rent for premises - around SEK 400 million. Other expenses include investigations, amortisation, interest rates, IT, passports, interpreting services, fuel, telephones and consumables. Policing demonstrations, sporting events and state visits is also a comparatively large expenditure for police.

More than half of police time is spent on investigating crime. About one third is devoted to crime prevention activity.





Who does what when police work together with ambulance and fire & rescue services?

When police, ambulance, and fire & rescue services arrive at the scene of an accident or a crime, the keyword is cooperation. Each of these emergency services has a specific role, and primary responsibility is shared by the Ambulance Incident Officer, Police Incident Officer and Incident Commander.

Ambulance

The medical team will:

- Attend to casualties.
- Give the best possible medical care.
- Assess and prioritise casualties.
- In the event of a major incident, assign the casualties to different hospitals.

The medical response is led by the Ambulance Incident Officer.

The medical response is regulated by the Health and Medical Service Act.

Fire & Rescue Service

The Fire & Rescue Service will:

- Extinguish fires.
- Protect people, property and the environment.
- Transfer casualties to the ambulance service.
- Reduce the risk for accidents.

The Fire & Rescue Service is led by the Incident Commander.

The Fire & Rescue Service is regulated by the Civil Protection Act.

Police

The police will:

- Determine whether a crime has been committed and if so, investigate.
- Cordon off and evacuate the area if required.
- Identify and register victims.
- Lead any search operations.

Police work is led by the Police Incident Officer.

The Police Service is regulated by the Police Act, the Code of Judicial Procedure, the Penal Code and other legislation.



Blomquist Annonsbyrå | Photos: Benny Wilhelmsson, Åsa Emanuelsson, Madeline Anderson, Maria Ekenhult, Perilla Eriksson, Tina Gustafsson, Conatum, Peter Jonsson, Magnus Ek, Jesper Hallberg.



Contact the Police

SOS Alarm – 112 – for emergencies

Police – 114 14 – 24 hours

To report a crime or ask questions.

Report a crime online – www.polisen.se

Choose "Report a crime".



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Our website provides information on passports, weapons, traffic and narcotics. Online forms and documents. Daily update on incidents around the county.