

A close-up photograph of a golden-brown waffle on a white plate. The waffle is topped with several fresh blueberries and a pat of melting butter. The text 'The Crime Role Grid' is overlaid in a large, bold, black font across the top half of the image.

The Crime Role Grid

Paul Ekblom

ECCA Harrogate June 2022

Extended/modified version of:

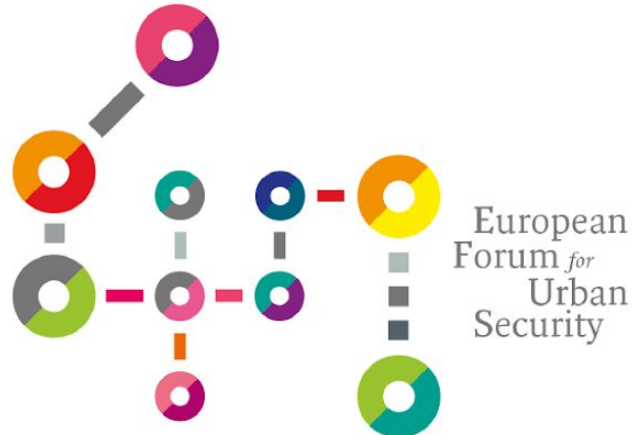
The Crime Role Grid

Paul Ekblom

Project IcARUS Conference, Riga, Latvia
May 2022



IcARUS
INNOVATIVE APPROACHES TO URBAN SECURITY



What's Coming up

- Importance of a systems perspective for preventing crime
- Starting point – the crime situation
- Crime roles
- Civil roles
- Example crime role grid – illegal waste dumping
- How grid might be used in practice

A Systems Perspective

- Crime prevention is concerned with **changing the actions of people and organisations**
 - In the main **intervention**, where **offenders** take centre stage
 - In the practicalities of **implementation and involvement**, where **other players** must be influenced to support the intervention

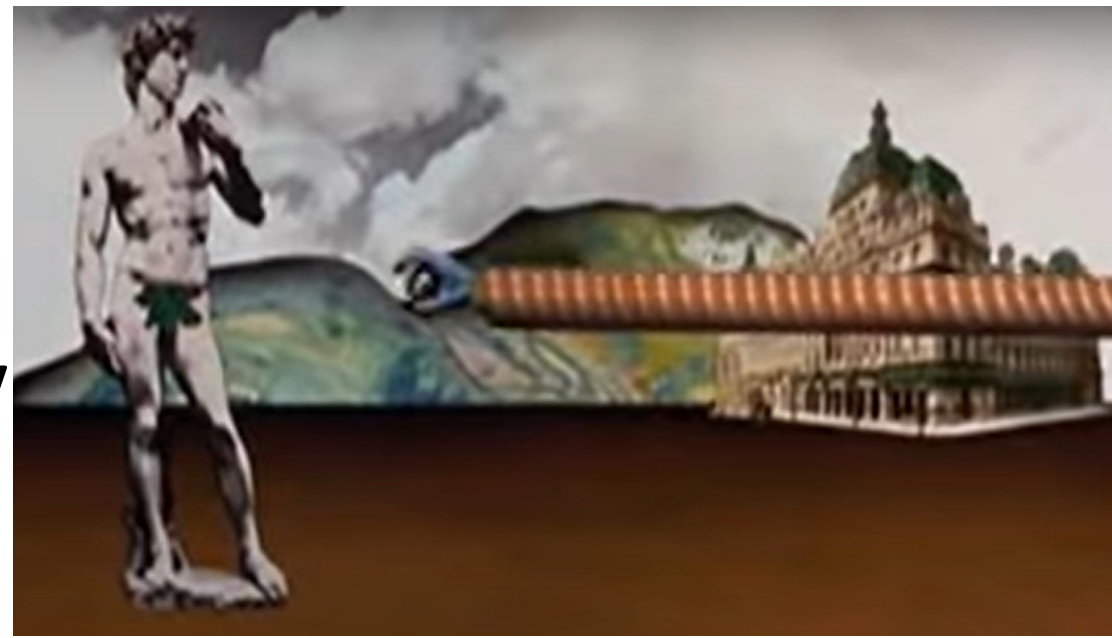
A Systems Perspective

- This human side of prevention is messy & complicated, at several levels
 - **Individual agents** – motives, resources, decisions, scripts, performances
 - **Contexts** – for crime prevention to work, it has to be customised to context
 - **Systems** – often **complex adaptive systems**
 - Diverse human or corporate **agents** are **anticipating, reacting & adjusting** to one another
 - Perhaps making **move and countermove**, either drawing on their existing repertoires, or **innovating** in a co-evolutionary **arms race**
 - Against a **changing social, technological and business background** where one or other side can gain advantage

A Systems Perspective

- When complex adaptive systems are **perturbed**, e.g. with a crime prevention intervention, they may respond **unpredictably**

- Possibly causing **failure** and/or **adverse side-effects**



- Practitioners and strategists therefore have to **identify, understand and influence** the elements of these systems and how they interact
 - They need a **nuanced** approach to crime prevention
 - We can build this understanding by starting from immediate **crime situation**

The Crime Situation – Agents and Entities

- **Crime prevention** is about **intervening in the causes of criminal events** at some point upstream, whether remote or immediate
- The **immediate causes** of criminal events centre on **offenders** acting in the crime situation
- The situation in turn includes
 - Physical or informational **entities** – targets, tools, enclosures & environments of crime
 - **Agents** – individuals, corporates, networks – active, motivated, decision-making bodies
- The agents in turn can be described in terms of the individual **players**, and the **roles** they play in crime

Crime Roles

- We are familiar with some crime roles in the crime situation
 - **Offenders**
 - **Crime preventers** – **reduce** likelihood or harm of crime
 - e.g. **guardians** of targets, **managers** of places, **handlers** of offenders
 - **Victim** – after the criminal event

Crime Roles

- Other crime roles are less familiar
 - **Crime promoters – increase** the likelihood or harm of crime
 - **Innocently** – by accident (e.g. designing a tool which criminals misuse in an unlikely way)
 - **Carelessly** – knowingly ignoring the crime implications of their action or service
 - **Deliberately** – e.g. providing tools, weapons, information to offenders; buying stolen goods
 - We may also be interested in those who **respond** to criminal events as they happen
 - And other preventers with a more **remote** influence on the crime situation: '**supercontrollers**', e.g.
 - **Legislators, enforcers** and **regulators** who seek to control behaviour by defining it as illegal, and taking action after the crime
 - **Designers** of secure products/systems
- Crime roles can **cross**
 - A **promoter** could become a **victim**, via provocation
 - A vengeful **victim** could become an **offender**, a wiser **victim** a **preventer**

Civil Roles

- Offenders don't go round committing crime 24/7 – they also have other, **civil**, roles in life – as we all do
- Basic civil roles include
 - Resident
 - Employee
 - Customer
 - Retailer
 - Service provider
 - Landlord
 - Passenger
- Each one of these can be **cross-classified** by the crime roles
 - A **resident** may be a **crime preventer** or (if lax on home security) a **promoter**
 - A **landlord** could be an **offender** (if stealing from tenant) or **victim** (if tenant damages home)

Example – Illegal Waste Dumping ('Fly-Tipping')



Fly-Tipping Project

- Project for UK Environment Ministry (DEFRA) 2021-22 sought to
 - **Understand** fly-tipping
 - Come up with recommendations for **prevention**
- Illegal waste dumping is a **complex adaptive system**
 - Lots of different players, all **interacting, transacting, adjusting and evolving**
 - Occurs in diverse **environments**
 - Many, often unsuccessful, attempts to **control** the problem
- For system mapping in this project we developed a **crime role grid analysis**

Crime Roles – Illegal Waste Dumping (‘Fly-tipping’)

Crime role category	Subcategory	What the role does
Honest		Fully complies with laws/regs
Offender	Infringement	Fails to comply with licensing/ other regulatory requirements; may care or not care
	Criminal offence	Deliberately seeks to evade regulations/laws, perhaps in collusion with promoter
Promoter	Inadvertent	Blameless, but may nevertheless make fly-tipping easier/more attractive/less risky for offender
	Careless	Neglects Duty of Care regarding what happens to waste after they have passed it on
	Deliberate	Knowingly supports main offence by other party
	Deliberate – corruption & intimidation	Corrupter – knowingly creates supportive environment/niche for main offences; Corrupted/intimidated - e.g. by organised criminals

Crime Roles – Illegal Waste Dumping (‘Fly-tipping’)

Crime role category	Subcategory	What the role does
Preventer	Passive	Avoids/rejects suspicious operators/loads, or any other crime-supporting activity
	Active (includes official preventers)	Takes direct action to stop offending
Responder	Direct	Sees offence, perhaps collects evidence, limits/ mitigates harm from dumped waste, reports to authorities
	Indirect	Condemns offender/promoter, reinforces norm of disapproval
Response assistance	Enforcers	Websites run by LA, EA, police which receive reports, collate them and forward to relevant responder/enforcer agency
	3rd party	Websites e.g. FixMyStreet, CrimeStoppers, which facilitate reporting to enforcers
Victim	Individual	Suffers adverse consequences of infringement/ crime; costs of funding enforcement etc
	Business	
	Community	

Crime Roles – Illegal Waste Dumping ('Fly-tipping')

Crime role category	Subcategory	What the role does
Regulator	Environment Agency	Issues carrier licences following appropriate checks
Enforcer	Environment Agency	Focuses on 'big, bad and nasty dumping', especially the operation of illegal/unlicensed waste sites
	Local Authority	Monitors operators and transactions for appropriate licence, compliance; issues fixed penalty notices for non-compliance; requires landowners/managers to clear waste dumped on their land
Criminal/ Judicial/ penal	Police	Act on reports of serious/ persistent offending – investigation, caution and prosecution; seizure of vehicles; act on wider organised crime involvement
	Prosecutor (criminal)	Decide whether to prosecute, and bring case to court
	Criminal courts	Adjudicate on cases
	Penal system	Supplies punishment, incapacitation, rehabilitation of offender (including restorative clean-up); signals societal disapproval of fly-tipping
Legislator		Creates laws/regulations to control fly-tipping

Civil Roles

Civil role category	Subcategory	What the role does
Pre-waste producer - industrial/commercial		Designs, produces, sells packaging, products, etc which may become waste
Waste producer - householder, commercial, industrial (inc farms, construction); manufacturer, consumer	Own waste	Creates own waste; temporarily stores it and desires to get rid of it – directly depositing on or off-site, via a broker/carrier or via re-selling
	Contractor e.g. builder	Creates waste on behalf of client, temporarily stores it & gets rid of it directly on or off-site or via broker/carrier
Landowner		May produce, store, deposit waste on/off-site
Land manager - public, private or commercial		May produce waste, treat/dispose on own land or elsewhere; have waste dumped on land; often act on behalf of landowners
Utility/water company		May have a particular role depending on the land – e.g. water pollution risk

Civil Roles

Civil role category	Subcategory	What the role does
Advertising media		Market role facilitating contact/ transactions between Waste producer and Carrier/ Broker
Broker		Market role – arranges for someone else to buy, sell or dispose of waste
Insurer	Against harm from waste deposition	Mitigates harm/costs from waste dumped on land
	Against legal liability for clean-up	
Carrier		Collects waste from Waste producer, transports and deposits it with Disposer/Treater, or passes waste to subcontractor/ other carrier, possibly not handling waste themselves, and possibly taking a cut
	Retail delivery	Service to remove old white goods on delivery of new
	Local authority	Normal doorstep refuse/recycling service
		Bulky waste service

Civil Roles

Civil role category	Subcategory	What the role does
Dealer		Buys, sells, disposes of waste
Treater		Carries out a process prior to recovery or disposal, e.g. for recycling or use as fuel
Scavenger		Processes disposed-of waste for useful/valuable items/materials; may leave remainder behind, deposit it in compliant way or dump it
Disposer		Stores received waste till treated, burned, put in landfill
Local Authority		Overlaps with many other civil roles
Wasteholder		Anyone who has possession of the waste at some stage; a transient role overlapping with many of the above roles as waste is passed from one to others in succession
Charities		May receive waste for recycling/resale; or help detect/clean up
Private citizen		Everyday, household activity

[illegible]

Civil roles/ operators		Offender - organised/routine v small-scale/occasional		Promoter - makes crime more likely/ harmful			
		Infringement	Criminal offence	Inadvertent	Careless	Deliberate	Deliberate - corruption and intimidation
		Fails to comply with licensing/ other regulatory requirements; may care or not care; some overlap with	Deliberately seeks to evade regulations/laws, perhaps in collusion with promoter	Blameless' but may nevertheless make fly-tipping easier/more attractive/less risky for offender	Neglects Duty of Care regarding waste. Duty of care extends as far as preventing contravention by another person and preventing the escape	Knowingly supports main offence by other party; action may amount to an offence in itself	Corrupter - knowingly creates supportive environment/niche for main offences; Corrupted/intimidated - eg by organised criminals
Pre-waste producer - industrial/commercial					Makes items which are difficult or expensive to dispose of legally		
Waste producer - householder, commercial or industrial (incl farms, construction); manufacturer or consumer	Own waste	Eg knowingly contravenes Duty of Care	Eg knowingly fly-tips own waste	Undertakes due diligence but tricked, eg by carrier using false documents	E.g. fails to check carrier, or own contractor, or easily put off by effort of doing so, though aware of suspicious characteristics/	Eg knowingly chooses suspicious operator, avoids checking licence or actively colludes with	Eg a routine producer bribes officials to avoid checking waste carriers coming from producer's site; intimidates land manager into allowing tipping or not reporting it
	Contractor eg builder			Zooming into Grid - Waste Producer x Offender			
Landowner - may or may not also be land manager			Carry out the illegal deposit themselves			Allow the illegal deposit on their land	

Useful Information – e.g. Waste Producer x Offender

What does offender find **rewarding** – incentives, motives, goals?

What **moral principles** are salient and/or important to offender?

What are the **opportunities** for offending afforded by the environment?

Who is **responsible** for them?

What are the **constraints** on the offender making the **honest** choice?

Eg knowingly contravenes Duty of Care

Eg knowingly fly-tips own waste

What **MOs** and **crime scripts** does offender use to
a) dispose of waste
b) without getting caught?
What **decisions** does offender make at each step?
If caught at the site, is offender prepared with **excuse** or **intimidation**?

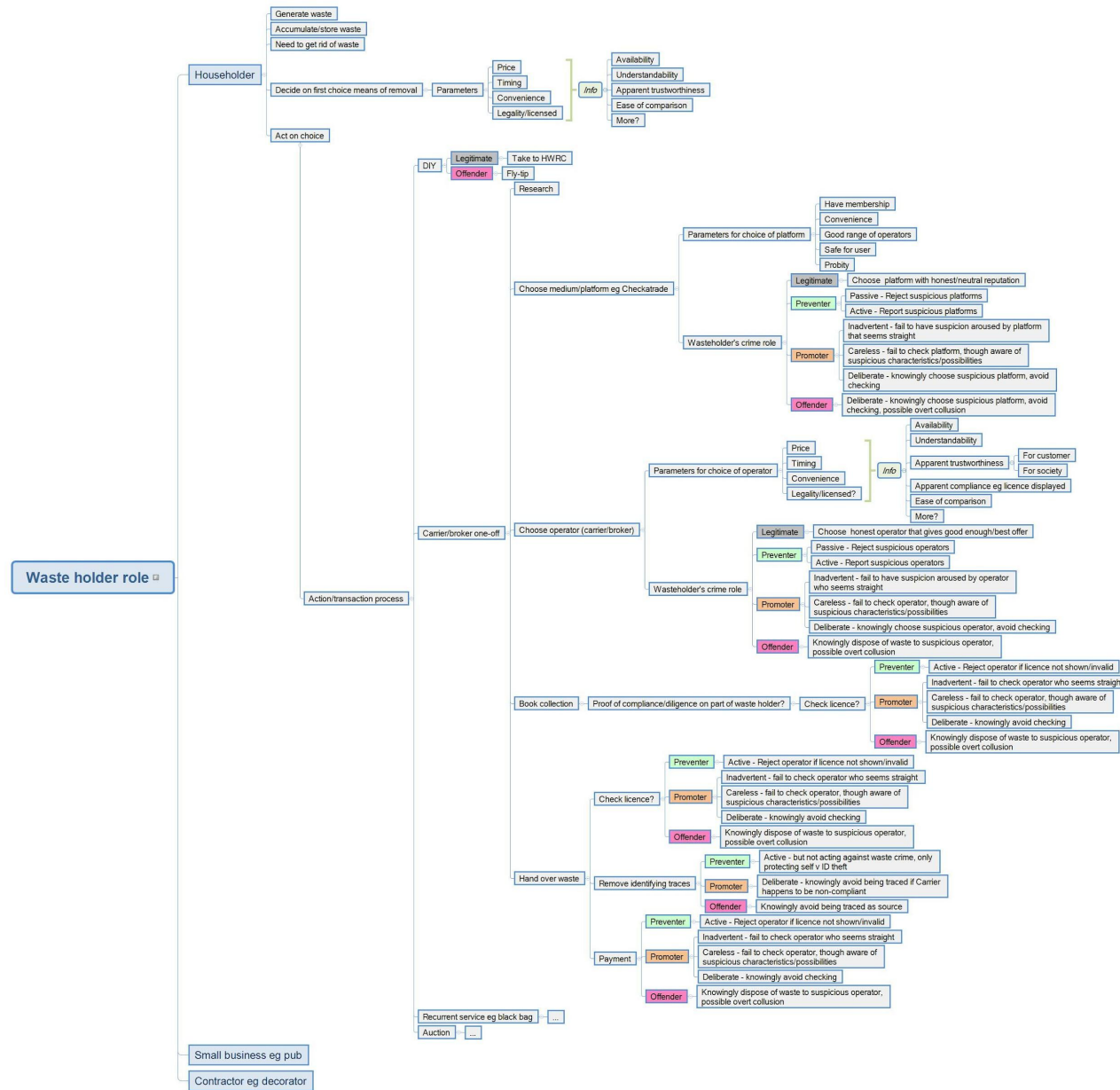
What **resources** does offender use to dispose of waste – car, GPS, knowledge from network...?

How **adaptable and innovative** is the offender?

Which other **roles/players** does the offender depend on to dispose of the waste illegally?

Which depend on the **offender** in some way for their living?


Preventer



A Technique from Design – Personas

- Helping to envisage the various kinds of people/organisations playing each **role**, or each **crime x civil role combination**

Leo
In need of a thrill




Leo is bored of his working professional routine and looking for a bit of excitement wherever he can find it. Lately, he's been getting a kick out of nicking a few things here and there from the supermarket. He's often already there during busy lunch periods, and he's starting to realise how easy it is to pocket a few things. Soon he'll try for something more risky.

shopper non-scans
walkaways prefers no interaction
experienced with self checkout small basket

Leo **Shopper**

Sam
New kid on the block



Sam is a new host and in his first couple of weeks, he's already seen shoppers pretend to swipe items, pocket packs of gum while they wait in line, and even walk straight through the checkout without paying. As a shy guy who avoids conflict, Sam is uncomfortable confronting shoppers and feels he has not been adequately prepared for these situations.

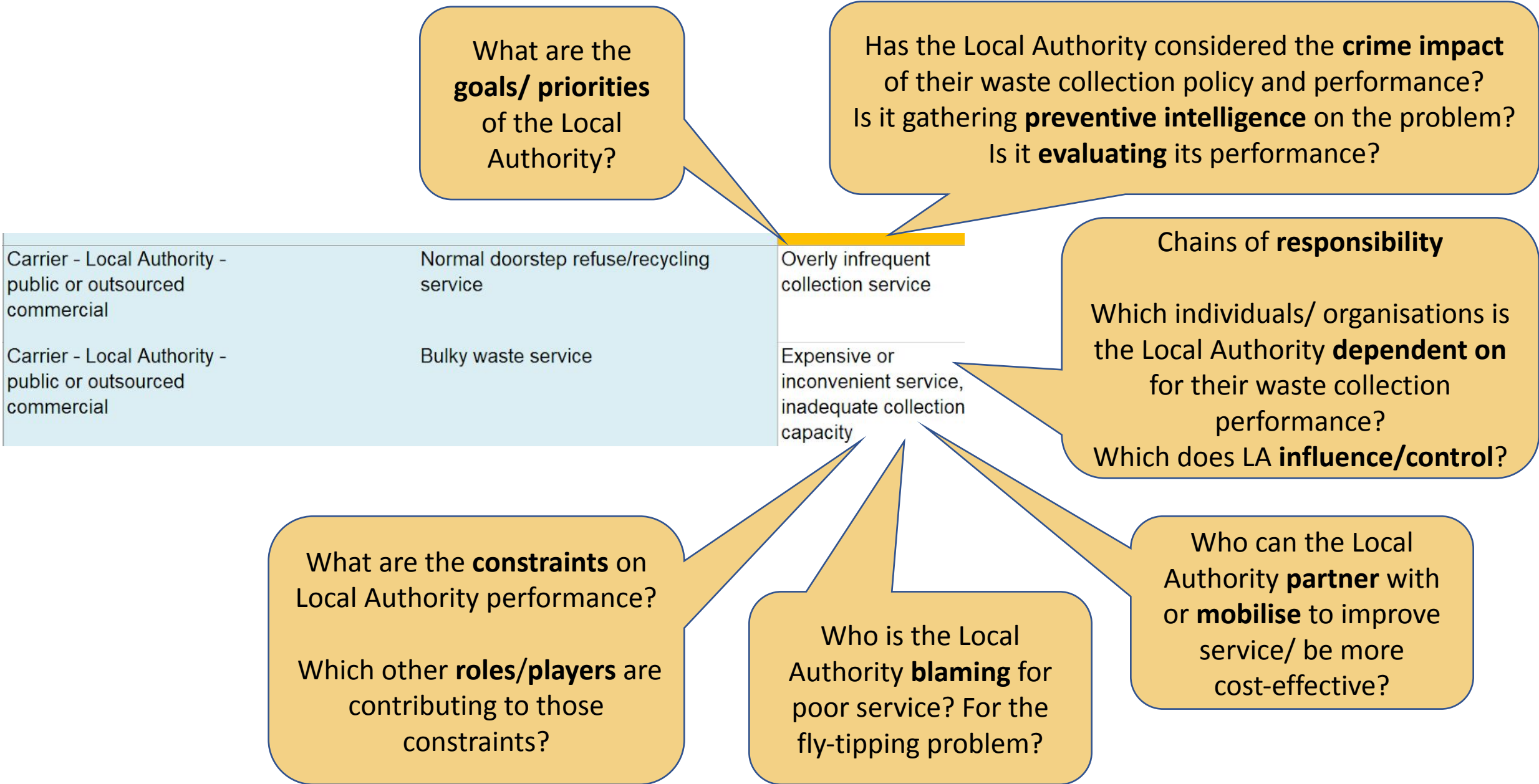
host issues with communication
non-scans mis-scans walkaways
issues with usability prefers no interaction

Sam **Host**

- From UAL self-checkout project

<https://ualresearchonline.arts.ac.uk/id/eprint/17383/>

Useful Information – e.g. Local Authority Waste Carrier x Inadvertent Crime Promoter



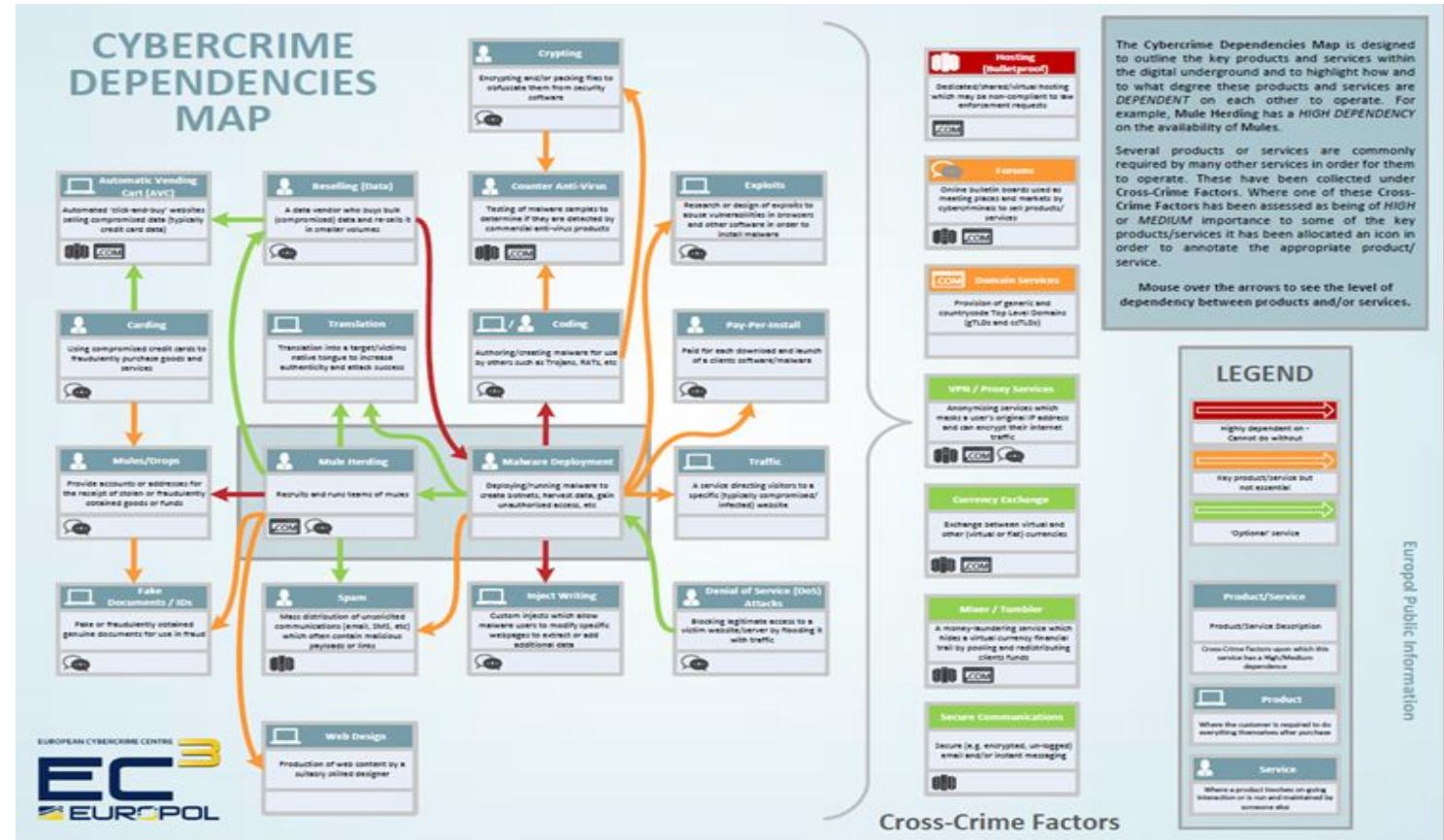
Whole-System View – Dependencies between Roles

- Europol Cybercrime Dependencies Map

<https://www.europol.europa.eu/publications-events/publications/cybercrime-dependencies-map>

- E.g.

- Money Mule
- Mule herder
- Banker



- There can also be **script clashes** between the actions of different roles, e.g. **Conceal vs Detect**, or **Pursue vs Escape**

Purposes of Role Grid and Wider System Mapping

- To empower authorities responsible for crime prevention to systematically **identify** and seek to **influence** the diversity of people, organisations and networks, who are playing particular **roles** related to a given crime
- Essentially a kind of **stakeholder mapping** with a **crime** layer
- The influence is intended:
 - To **directly act on potential/ actual offenders** so they cease to offend or do so less often
 - To **mobilise people and organisations** acting informally or in a professional capacity
 - To directly **prevent** crime, stop ongoing incidents and/or mitigate harm caused
 - To **support** direct preventive actions by other players/roles
 - To cease to act as **promoters** of crime

Purposes of Role Grid and Wider System Mapping

- The influence is intended:
 - To work in **partnership** with other individuals/organisations to **pool resources** and **share responsibility** for the crime problem
 - To help Local Authorities and others (e.g., researchers, contractors) working with/for them to continue to **collect and organise knowledge of the agents in the system**, their goals, methods of action and scripts, and their relationships to one another and to the settings in which the action may occur
 - To empower authorities to **anticipate** the reactions of the various agents, individually and as a system, to potential interventions
 - And to **design and develop those interventions and supporting actions** which are deemed most likely to **succeed** and least likely to have significant **adverse side-effects**

How the Role Grid might be Used in Practice

The grid could be used in various ways – for example starting with civil roles of interest and relating these to one another and to the crime roles; or starting with particular crime roles. The following might be a typical session:

- Define your geographical **territory** of interest (anything from neighbourhood to county or national level)
- Work down the grid and consider, row by row, the **civil** roles of predominant interest to you, and within your scope to influence directly or indirectly. Add any local detail and differentiation as appropriate
- For each civil role, work along the row cell-by-cell to consider the **crime** roles they might play - who might be acting as offender, promoter, preventer or responder?
- Within each cell, look for any example **role combinations** (e.g. of a waste carrier who is an offender, or an advertising platform that is a crime promoter). You may be able to supply additional examples from your local or general knowledge

How the Role Grid might be Used in Practice

- For each such **role combination** of interest
 - What are the individual's/organisation's **goals** – both things they seek to achieve and to avoid?
 - What are the **decisions** they must make in realising their goals and resolving any conflicting/competing priorities?
 - What in particular are the **legal/prosocial** vs **illegal/antisocial** alternatives facing them?
 - Having chosen the illegal alternative/s, what **methods/actions** do they undertake to carry them out so as to maximise their reward and minimise effort and risk of adverse consequences (arrest, punishment, embarrassment, shame etc)?
 - For each such method or course of action, try to develop a **script** of the successive steps they may undertake to achieve their goals; include alternative branches where appropriate
 - Consider for each **step** of the script, what the necessary **situational conditions/opportunity structures** might be to facilitate or hinder the prosocial v antisocial choices and actions; and what **resources** the agents need to act pro-socially or anti-socially
 - For offenders, consider using the Conjunction of Criminal Opportunity and the Ds framework to plan in principle **how to influence** them, combined with knowledge of effectiveness, acceptability and practicality
 - For preventers and promoters, consider using the **CLAIMED** mobilisation framework (5is process model)
 - Look for **interventions** that are **easiest/most robust to implement**, most **efficient/effective** in influencing a given role combination (e.g. **inadvertent/careless promoters** may only require a **nudge**) in a given context and which have least likelihood of **adverse side-effects** (see also system-level intervention below)

How the Role Grid might be Used in Practice

- For the system as a whole
 - For agents in each cell, look across the grid to consider who they might be **dependent** on, or who might be **dependent** on them, for supporting a particular pro/antisocial choice or course of action. Consider what **constraints** occupants of particular cells (e.g. packaging manufacturers) may place on others (e.g. householder disposing of packaging)
 - Consider how intervening on the agents in one cell might influence (beneficially or adversely from the point of view of reducing fly-tipping) agents **elsewhere** in the system
 - Consider **script clashes** between roles (e.g. offender v preventer) and how interventions (e.g. regulations, settings, enforcement practice) might be modified or introduced to tip the balance in favour of prosocial roles/choices
 - Look for the places in the system to intervene which are **easiest/most robust to implement**, most **efficient/effective** in action, which have least likelihood of **adverse side-effects** and which **synergise rather than antagonise**
- For accumulating more generic **knowledge**
 - Of **what works** in **intervention**, **implementation** and **involvement** (in 5Is terms) on particular occupants of particular kinds of role combinations, in particular kinds of system

Thank you!

p.ekblom@ucl.ac.uk

Other colleagues: Hervé Borrión, Mat Crocker, Roger Fouquet, John Galvin, Ray Purdy, Lisa Tompson

Report at

http://sciencesearch.defra.gov.uk/Document.aspx?Document=15453_FlytippingDriversDeterrentsandImpacts-FinalReport.pdf

5Is (Intelligence, Intervention, Involvement, Impact) and Conjunction of Criminal Opportunity at <https://5isframework.wordpress.com>

Ds framework (how SCP interventions act on the offender) at

<https://crimesciencejournal.biomedcentral.com/articles/10.1186/s40163-014-0002-5>

Thanks to **James Hunter** Nottingham Trent University for suggesting bottom bullet Sl 29