



## European Crime Prevention Award (ECPA)

### Annex I

Please answer the following questions in English language.

1. Is this your country's ECPA entry or is it an additional project. (Only one ECPA entry per country plus up two other projects)

2. What is the title of the project?

**Teleassistance to domestic violence victims**

3. Please give a short general description of the project.

The fight against domestic violence has been, from the point of view of criminal policy, one of the main concerns of the Portuguese society. Law No. 112/2009 of 16 September established the necessary regulatory conditions for the initial use of technical means of Teleassistance, ensuring that victims of domestic violence could have a specific form of protection, around a technological system that integrates a range of responses/interventions ranging from psychosocial support to police protection, for a period not exceeding 6 months. This response, in the form of a pilot project, emerged under the III and IV National Plans against Domestic Violence, specifically between the period of April 15<sup>th</sup>, 2009 to April 14<sup>th</sup>, 2012.

This program arose from the need to ensure protection and security to victims of domestic violence and decrease their risk of revictimization and is coordinated by the Commission for

Citizenship and Gender Equality (CIG), which is the Government agency responsible for installing, securing and maintaining technical systems in operation.

This program aimed to increase the protection and security of the victim, ensuring 24 hours/a day and free of charge adequate response to emergency and crisis situations.

Victims of domestic violence had access to this program whenever they were at-risk of revictimization, had specific security needs and a Criminal Court decided her/his protection by Teleassistance. The decision could only be taken after the victim's consent. The psychosocial support and protection by Teleassistance were operated for a period of time not exceeding six months, renewable by Court decision.

It was considered that Teleassistance was especially suited for the following situations: revictimization risk; low social support; no cohabitation with the aggressor; lack of symptoms of severe psychiatric illness; no signs of alcohol or drug dependency; prior or simultaneous application or judicial measure of expulsion of the aggressor.

The program appealed to appropriate technology, ensuring victim support a 24H/ day, 365 days/year to the following needs: information, emotional support and, if necessary, police protection. In addition to a telephone service, the technological support system allowed the victim's geographical tracking, fundamental in emergency/crisis situations. Equipment given to victims consisted of a mobile voice and GPS device (**see image below**) connected directly to a call-center, with technicians specifically prepared to give an appropriate response to every situation. This call center accessed the victim's signal via a web platform, obtaining real-time information on the victim's position.



**Image 1 – Teleassistance device**

The service included the following elements:

- 1) The call-center, from which all communications were managed, ensuring their confidentiality;
- 2) The mobile terminals used by victims, providing communication with the call center, at any time and from any place, provided that the mobile equipment emergency button was pressed, and allowing to assess the geographical location of the victim;
- 3) The Communications Center that made possible the reception and sending of calls;
- 4) The computer applications that allowed registration, systematization and retrieval of all information concerning all cases, and the recording of calls for security reasons;
- 5) The applications which translated GPS coordinates and facilitated the cartographic representation of the data and the automatic identification of resources to activate, depending on the geographical area in which the victim was;
- 6) Specialized human resources that guarantee the permanent service.

The geographical location of the victim was calculated directly through the GPS (Global Positioning System) or, in its absence, those obtained by triangulation of LBS (Location Based System) antennas.

The call-center periodically contacted the victims included in the program, in order to allow for a regular monitoring and verification of the appropriate functioning of the equipment. The call-center service also assisted the victim regarding questions about the program or the used equipment, provided for emotional support in situations of crisis and support in emergency/urgency situations.

The identification of eligible victims could be made in cooperation with the competent Court of entities directly involved in the problems of domestic violence, when a formalized complaint for the crime of domestic violence had already been filed.

Termination of the access to the program was determined by judicial decision. The victims also could request voluntary withdrawal from the program. CIG and the police forces could also propose courts termination of access to the program in the following situations: the victim resumed contact/living with the perpetrator, except in justified situations; non-compliance with the obligations and duties by the victim which prevented the provision of the service; when significantly decreased the risk of revictimization or when considered a misuse/inadequate service.

The service was completely free of charge.

This program has allowed the use of 50 devices.

In geographical terms, initially it was circumscribed to Coimbra and Porto Districts and later, due to legal imperatives, was extended to the entire national territory.

#### 4. Please describe the objective(s) of the project?

The overall objective of the Teleassistance program of protection was the prevention of situations of revictimization of domestic violence victims, after filing a formalized complaint for this type of crime.

In order to ensure a 24H/a day and free of charge increased security and protection, an adequate response to emergency situations of crisis, psychosocial support and provision of information –the following specific objectives were established:

1. Ensure appropriate and immediate action in emergency situations, through an expert team and the mobilization of adequate technical resources (police, medical emergency) to the sort of situation presented;
2. Reduce anxiety levels, increasing and reinforcing the feeling of safety and protection of the victim, providing support and ensuring communication 24H/ a day with a call-centre;

3. Increase the self-esteem and the quality of life of the victim, stimulating the creation of and/or strengthening a social support network;
4. Minimize the situation of vulnerability in which the victim was, contributing to increase his/her autonomy and his/her (re)insertion into society;
5. Mobilize police resources proportionate to the type of emergency;
6. Build a network of partners to ensure the full implementation of the program of protection;
7. Ensure the training of the technicians involved on the various phases of the program of protection.

This was the first time that a measure of protection, determined by a Court, with the consent of the victim (and regardless of the will of the perpetrator, unlike, for example, in the implementation of the program of Electronic Surveillance for Domestic Abusers), can be monitored using a technological system that allowed, at the same time, the contact between the victim and a specialized call-centre and her/his GPS location in order to be able to intervene in case of need.

##### 5. How was the project implemented?

In early 2009, CIG presented an application to Potential Human Operational Program (EU funds), with the aim of fulfilling the goals described in the III National Plan Against Domestic Violence (2007-2010), notably in the 2<sup>nd</sup> strategic area of intervention – “Protect victims and prevent Re-victimization” . This measure was considered as a priority and started on a trial basis in the regions of Coimbra and Porto and it ran between 4/15/2009 and 4/14/2012.

Based on the Spanish example, where in some regions a similar idea was implemented as a strictly social service (not requiring judicial decision), this project was initially conceived much in that same perspective.

However, with the publication of law No. 112/2009, on September 16<sup>th</sup> 2009 (which approved the legal regime applicable to the prevention of domestic violence), domestic violence victim’s protection by Teleassistance became strictly a judicial measure.

In September 2010, a nationwide cooperation protocol was signed, between CIG, the Portuguese Red Cross (CVP), the National Republican Guard (Guarda Nacional Republicana - GNR) and the Public Security Police (PSP), with the main objective of implementing a system of coordination between the call-centre (run by CVP) and both those security forces.

In February 3<sup>rd</sup> 2011, Order n. ° 63/2011 was published, thus enabling the implementation of the program in other regions (in addition to the regions defined in the nomination – Coimbra and Porto).

The program provided for the immediate activation of police forces, which were immediately sent to the victim's location and tagging (discoverable through A-GPS-GPS, combined with cell triangulation of antennas). Apart from emergency situations, this service was also a support for questions, in a crisis situation, among others. Further developments of the project were introduced, in order to accommodate the necessary adjustments to legislative changes.

In pursuit of these goals, 7 activities were defined:

1. Legal procedures for acquisition of Teleassistance services to victims of domestic violence;
2. Public presentation of the protection program, directed to key stakeholders;
3. Production of a brochure on the program, directed to the involved stakeholders;
4. Technical training of call-centre professionals on the specificities of the program;
5. Regular meetings with stakeholders (magistrates, policemen, etc.) involved in the process;
6. Implementation of the program on the ground, with the victims of domestic violence;
7. On-going assessment of the project.

The project was budgeted for a total of 81 623.34 €, for 36 months of duration.

In order to implement the program, a number of partners were asked to join a working group with the objective of defining procedures and forms of articulation. Both security forces (GNR and PSP), the Investigation and Criminal Action Department (DIAP) of Porto and Coimbra, the General Director of Internal Administration (DGAI) and yet the contracted partner CVP made part of this working group, coordinated by CIG. The process of construction of a flowchart and a procedures protocol for all parties involved was dynamic and participated by all entities.

CIG signed a contract with CVP for the provision of services, which main object was the development of a pilot experience to a number of victims of domestic violence. With this contract, CVP became responsible for:

- the implementation of the program in national territory, through the acquisition of 50 mobile equipment and necessary software to support for victims;
- the viability of mobile devices to victims;
- coordination with the police forces for immediate action in case of emergency;
- the activation of the call-centre and provision of Teleassistance service, including information and emotional support to victims.

This collaboration began in 2009, with preparatory meetings between CIG, CVP, Vodafone (telecommunications company responsible for the technical part – mobile coverage – of the program) and the private company that imported , the equipment to Portugal. Subsequent testing of equipment, initially in defined regions – Coimbra and Porto, was run.

The testing sessions conducted with the equipment, in pilot regions and during late 2009 and early 2010, led to the identification of gaps that argued the decision to delay the effective implementation of the protection program on the ground. In addition to the technical adjustments that had to be introduced, there was also the need for replacement of equipment, opting for ones more suitable to the situation of vulnerability in which lies the vast majority of victims, more discrete and with features exclusively concerning with the measure of protection, easy handling, especially in high-risk situations/panic, among others.

During the period in which the pilot project was held, several information sessions were promoted, not only by CIG, but also by other entities. The goal of these sessions was the presentation of the project to strategic stakeholders (judges, police forces, victim support bodies, among others).

At the same time, and in order to train professionals of PSP and GNR for the follow-up of this measure of protection, CIG organized, in partnership with the General Directorate of Internal Administration (DGAI), two training actions. In total, these training actions contemplated 33 agents of PSP and 34 GNR military, responsible for internal dissemination of the procedures that the security forces were linked to.

In view of the enlargement to the entire national territory, including the autonomous regions, it was also set a training plan for the professionals who, in Madeira and the Azores, would be responsible for cooperation with CIG. These training actions took place after being stabilized specific protocols of action with these two regions.

In order to publicize the program nationwide, a flyer (6000 units) and a poster (10000 units) were produced. The dissemination strategy of these two materials was based on non-governmental organizations, local authorities and police agencies of the PSP and GNR.

In June 2009, a training on domestic violence was addressed to professionals CVP call-centre. This action aimed to provide generic information on domestic violence, as well as understanding of the phenomenon under criminal law, and define procedures for operations in crisis situations, emergency and emotional support.

Between 2009 and 2011, there were periodic training and supervisory sessions with those professionals, in which, in addition to technical update, were discussed the main difficulties at monitoring of victims cases, as well as at the level of coordination with other entities involved (especially with security forces).

During the project, regular meetings with stakeholders (magistrates, security forces, etc.) were also held.

This final protocol, as discussed and established with the above mentioned multi-stakeholder, was completed in the first half of 2010. In the subsequent course of the program, changes were necessarily introduced - arising either from the realization, on the ground, either from the need for improvements or new legal requirements - always with the perspective of making the process quicker and more agile.

At the same time and in order to simplify the identification and the insertion of victims in the protection program, a space dedicated to the program was created in the CIG website and in security forces intranet, with generic information and forms to fill on the various stages of the process (from the CIG website it was possible to fill and send, automatically, these forms).

Additionally to these Working Group periodic meetings, it is important to highlight the holding of

additional meetings with security forces, since these were fundamental actors in the program, in the following moments: Identification of victims for the protection program; equipment delivery and receiving (outside Lisbon and Porto, where equipment delivery and reception was held under CIG responsibility); intervention in emergency situations; victims monitoring, in the framework of Proximity Policing Program.

In both security forces (PSP and GNR), focal points were identified in order to make communications between all stakeholders more effective.

From the beginning until the end of the pilot project, 43 protection measures were applied by the courts. The existence of a standardized Protocol ensured that the vast majority of the procedures were laid down and agreed upon between all stakeholders in process, facilitating and structuring, in this way, all the communications.

6. Were partners involved in planning and/or development and/or implementation of the project? If so, who were they, and what were their roles?

In order to implement the program, a number of partners were asked to join a working group with the aim of defining procedures and forms of articulation in order to implement the protection program. Both security forces (GNR and PSP), the Investigation and Criminal Action Department (DIAP) of Porto and Coimbra (Public Prosecutor Office), the General Director- of Internal Administration (DGAI) and yet the contract partner, CVP, made part of this working group:

- a) CIG - intergovernmental body, integrated into the Presidency of the Council of Ministers, headed by the Office of the Secretary of State for Parliamentary Affairs and Equality. Its mission is to ensure the implementation of public policies in the field of citizenship and the promotion and protection of gender equality, as well as contributing to gender mainstreaming in all government policies with a view to achieve effective equality between men and women.
- b) CVP - Humanitarian, voluntary and non-profit public interest non-governmental Institution. Its mission is humanitarian and social assistance, in particular to the most vulnerable ones, by preventing and repairing the suffering and contributing to the protection of life, health and human dignity. IT exerts its activity throughout the national territory through a network of

Local Delegations; cooperates with other entities and organizations acting in the areas of protection and relief and humanitarian and social assistance, and, in this framework, assists or complements the public authorities, without prejudice to its independence and autonomy.

- c) National Republican Guard (Guarda Nacional Republicana - GNR) - Central Service of integrated operational nature in the direct administration of the State, within the Ministry of Internal Affairs (Decree-law No. 203/2006 of 27 October). The GNR is a Security Force of military nature, consisting in a special body of organized military troops and equipped with administrative autonomy, whose mission, in the context of national security and protection systems, is to ensure the democratic legality, guaranteeing internal security and the rights of citizens, as well as collaborating in the execution of the national defence policy, in accordance with the Constitution and the law (Law No 63/2007, November 6). Pursuant to law No. 49/2008, of 27 August, the GNR constitutes a criminal police agency jurisdiction.
- d) Public Security Police (PSP) - Central Service of integrated operational nature in the direct administration of the State, within the Ministry of Internal Affairs (Decree-law No. 203/2006 of 27 October). Constitutes a security force with public service nature and equipped with administrative autonomy, whose mission is to ensure the democratic legality, guaranteeing internal security and the rights of citizens under the Constitution and the law (Law No 53/2007 of 31 August). Pursuant to law No. 49/2008, of 27 August, the PSP is a criminal police agency jurisdiction.
- e) Public Prosecutor Office - The Prosecutor is the public entity in charge of representing the State, exercising penal action and defending democratic legality and the interests which the law determine, as well as participating in the implementation of criminal policy defined by the organs of sovereignty (art. 219 .º of the Portuguese Constitution and art. 1. the Statute of the public prosecutor's Office). Within the framework of their duties, the public prosecutor's Office has specialized departments in research and Criminal Action, whose structure and competence are described in articles 70 to 73 of the Statute of the Prosecutor's Office. In these Departments, which are responsible for the direction of investigations and the exercise of criminal action in relation to crimes committed in the area of their jurisdiction, specialized sections can be created depending on the structure of criminality, particularly in the context of domestic violence. Under paragraph 4, article 20, of law No. 112/2009 of 16 September – during the investigation phase, the public prosecutor can determine, whenever this appears necessary to protect the victims, and after their consent, the provision of psychosocial support and protection by Teleassistance.
- f) General Directorate of Internal Affairs (DGAI) - DGAI is a support central service of the State's direct administration under the Ministry of Internal Affairs. DGAI's mission is to produce information and knowledge to support the realization of internal security policies in

three essential key areas to the proper execution of the tasks of the Ministry of Internal Affairs: strategic planning and legislative policy, international relations and election administration.

7. How did you build in plans to measure the performance of the project? Has the project been evaluated? How, and by whom?

The Working Group met regularly during the period the project ran. These extended or bilateral meetings (CIG with one of the entities involved) had the following objectives: definition of procedures, continuous and final assessment, analysis of the difficulties that have been identified and the follow-up of victim cases entered in protection program. Five evaluation aspects of the program were set: number of judicial decisions for a victim's integration in the program, degree of satisfaction of victims; frequency of use of the service (e.g., number and frequency of contacts); qualitative analysis of needs and responses provided; total of victims covered by the program and the average rate of revictimization (new occurrences for the victim, to be assessed after the end of the program); and rates of measures revocation and extension.

CVP reported periodically to CIG on the implementation of the program, as was also responsible for the elaboration of a final report. At the same time, throughout the period the program ran, CVP informed, via email, of all considered relevant events (particularly those involving police response and/or medical emergency). In regard to the intervention of police forces, DGAI and both security forces carried out an internal review of the program. For its part, CIG drew up a final report of the project, in June 2012.

8. What were the results? How far were the objectives of the project achieved?

During the period the project ran, 43 protective measures by Teleassistance were imposed (42 women and a man). The first decision dates from March 2011.

Only 7 counties rendered decisions of implementing this measure of protection and most decisions (44%) were in Lisbon. These data pointed out the need to invest in publicizing this protective measure to magistrates throughout the national territory.

Victims who have been integrated in the program were a disparate group with regard to age, level of education and the employment situation. Mostly had ages between 36 and 45, were employed and their level of schooling was, mostly, between the 2nd and 3rd cycles (6 to 9 years of schooling).

Regarding the period of protection, it was found that was predominantly of 3 or 6 months; with regard to extensions, these were applied, mostly, for periods of over 3 months. Concerning the termination of the measure, this took place, mostly, by reaching the time limit set by the magistrate.

Within this program, one of the assumptions of the implementation was the importance of allowing the introduction and implementation of restriction orders judicially imposed to offenders. Nevertheless, of all 43 decisions to apply the Teleassistance Program, only 19 measures of coercion were imposed to the aggressor and not all banned contacts with the victim.

Between March 2011 and April 2012, the call-centre received/made a total of 7129 calls (4896 in 2011 and 2012 in 2233). This volume of calls included both routine contacts (scheduled in advance with the users and which correspond to about 78% of all contacts), or those made by victims initiative (about 22% of all calls), including also contacts in emergency situations.

For the definition of the periodicity of these regular contacts by the call-centre, the following criteria were taken into account: existence and quality of social/family support network, the daily routines of the victim, (in) the existence of constraint order applied to the aggressor, any stalking behaviour on the part of the perpetrator and/or their families, risk assessment performed (by the police force, on delivery of the equipment or during the monitoring of the measure) and the need for psychosocial support.

The frequency of contacts was established on a case-by-case basis, adjustable in the course of

each measure of protection. It was noted that, for the vast majority of the victims, a daily contact was the most suitable for the situation of risk and vulnerability.

Where justified, CVP developed daily reports by event and per victim, where included the respective locations, contacts, information and records. All events considered relevant by the coaching staff of call-centre - support requests, clarification, police monitoring, equipment failure, information, police emergencies and/or medical emergencies were also reported to CIG, via email. On the basis of these occurrences reports, CIG proceeded accordingly and proportionality (telephone contact with the victim or with the Court, for example).

For emergencies (including medical), CVP triggered the competent entities (police station or National Institute of emergency medicine-INEM).

In 2011, the majority of emergency reports (58%) required the intervention of police forces, on the initiative of CVP. We must emphasize the existence of a number of situations in which the victim explicitly asked for the non-intervention of police forces, despite having triggered the alarm button and the CVP considered it as a situation that could require such intervention. Although this represents only 9% of situations, it is not a negligible number, since it reflects the risk assessment carried out by the victim. Although this self-assessment can be realistic, it is not neglecting the erroneous awareness of risk, which may undermine their protection and safety.

From January to April 14<sup>th</sup> 2012, there have been 10 occurrences that required police intervention, through CVP, 3 police interventions resulting from direct contacts with victims in their area of residence and a situation that entailed the intervention of INEM.

Although, in general, the beneficiaries of this protection program have collaborated actively with the call-centre, with CIG and with police forces (in accordance with the stipulations in the disclaimer signed upon delivery of the equipment), there were still some non-compliances (equipment turned off, no response to periodic contacts made by initiative of the call-centre, no information about absences outside the District of residence, among others), that lead to the suggestion by CIG of termination of the measure of protection to the competent court.

The project's assessment made by CVP highlighted the positive coordination between the entities as a strong point (CVP/CIG/Security Forces).

CVP also described as positive the relationship established between call-centre professionals and victims who benefited from the program.

On the other hand, and since a large proportion of the victims expressed the need to receive regular on-site monitoring, CVP included a new procedure consisting of supplying victims with the contacts of existing victim local support services. Moreover, whenever asked (or when CVP professionals or CIG identified it as necessary), the victim was sent to a nearby service in his/her area. The information given about the institutional support network for victims of domestic violence proved to be very positive, allowing another type of intervention (most continuous and structured) that the telephone support, per se, did not reach.

The opinion of the victims that have been integrated in the program was assessed through a questionnaire – **see Annex**, sought to evaluate the impact that the program had on their lives, as well as the feeling of security and autonomy.

Victims were asked to indicate how they felt during the period they had benefited from protection, and the adjectives more identified were: Secure (17 patients); Satisfied (10 users); Relaxed (4 users). Occasionally victims referred to feel Insecure (2 mailers), Apprehensive (2 users) and Sad (1 user).

The more positive aspects pointed out by the victims were: the increased sense of security and protection, the availability of the call-centre staff, the importance of periodic communications from the call-centre and the ease of use of the equipment and service.

As negative aspects of the program, victims referred to: the difficulty, in some cases, of adaptation, the feeling of lack of privacy and also the awareness of the reduced knowledge by courts and security forces about how the protection program worked.

9. Give a concrete description of the implementation of the project and the references.

This program arose from the need to ensure protection and security to victims of domestic

violence and decrease their risk of revictimization and is coordinated by the Commission for Citizenship and Gender Equality (CIG), which is the Government agency responsible for installing, securing and maintaining technical systems in operation. The overall objective of the Teleassistance program of protection was the prevention of situations of revictimization of domestic violence victims, after filing a formalized complaint for this type of crime.

This program aimed to increase the protection and security of the victim, ensuring 24 hours/a day and free of charge adequate response to emergency and crisis situations. Victims of domestic violence had access to this program whenever they were at-risk of revictimization, had specific security needs and a Criminal Court decided her/his protection by Teleassistance. The decision could only be taken after the victim's consent. The psychosocial support and protection by Teleassistance were operated for a period of time not exceeding six months, renewable by Court decision.

The program appealed to appropriate technology, ensuring victim support a 24H/ day, 365 days/year to the following needs: information, emotional support and, if necessary, police protection. In addition to a telephone service, the technological support system allowed the victim's geographical tracking, fundamental in emergency/crisis situations. Equipment given to victims consisted of a mobile voice and GPS device connected directly to a call-center, with technicians specifically prepared to give an appropriate response to every situation. This call center accessed the victim's signal via a web platform, obtaining real-time information on the victim's position.

The service was completely free of charge and has allowed the use of 50 devices. This was the first time that a measure of protection, determined by a Court, with the consent of the victim (and regardless of the will of the perpetrator, unlike, for example, in the implementation of the program of Electronic Surveillance for Domestic Abusers), can be monitored using a technological system that allowed, at the same time, the contact between the victim and a specialized call-centre and her/his GPS location in order to be able to intervene in case of need.

In geographical terms, initially it was circumscribed to Coimbra and Porto Districts and later, due to legal imperatives, was extended to the entire national territory.

In order to implement the program, a number of partners were asked to join a working group with the objective of defining procedures and forms of articulation. Both security forces (GNR and PSP), the Investigation and Criminal Action Department (DIAP) of Porto and Coimbra, the General Director of Internal Administration (DGAI) and yet the contracted partner CVP made part of this working group, coordinated by CIG. The process of construction of a flowchart and a procedures protocol for all parties involved was dynamic and participated by all entities.

CIG signed a contract with CVP for the provision of services, which main object was the

development of a pilot experience to a number of victims of domestic violence. With this contract, CVP became responsible for:

- the implementation of the program in national territory, through the acquisition of 50 mobile equipment and necessary software to support for victims;
- the viability of mobile devices to victims;
- coordination with the police forces for immediate action in case of emergency;
- the activation of the call-centre and provision of Teleassistance service, including information and emotional support to victims.

During the period in which the pilot project was held, several information sessions were promoted, not only by CIG, but also by other entities. The goal of these sessions was the presentation of the project to strategic stakeholders (judges, police forces, victim support bodies, among others).

Between 2009 and 2011, there were periodic training and supervisory sessions with call-centre professionals, in which, in addition to technical update, were discussed the main difficulties at monitoring of victims cases, as well as at the level of coordination with other entities involved (especially with security forces).

From the beginning until the end of the pilot project, 43 protection measures were applied by the courts. The existence of a standardized Protocol ensured that the vast majority of the procedures were laid down and agreed upon between all stakeholders in process, facilitating and structuring, in this way, all the communications.

Between March 2011 and April 2012, the call-centre received/made a total of 7129 calls (4896 in 2011 and 2012 in 2233). This volume of calls included both routine contacts (scheduled in advance with the users and which correspond to about 78% of all contacts), or those made by victims initiative (about 22% of all calls), including also contacts in emergency situations.

In 2011, the majority of emergency reports (58%) required the intervention of police forces, on the initiative of CVP. We must emphasize the existence of a number of situations in which the victim explicitly asked for the non-intervention of police forces, despite having triggered the alarm button and the CVP considered it as a situation that could require such intervention. Although this represents only 9% of situations, it is not a negligible number, since it reflects the risk assessment carried out by the victim. Although this self-assessment can be realistic, it is not neglecting the erroneous awareness of risk, which may undermine their protection and safety.

From January to April 14th 2012, there have been 10 occurrences that required police intervention, through CVP, 3 police interventions resulting from direct contacts with victims in their area of residence and a situation that entailed the intervention of INEM.

10. Are there reports or documents available on the project? In print or on the Web? Please, give references to the most relevant ones.

There are three reports about the period in the project ran: a report prepared by CVP on the service rendered by call-centre and geo-referencing; a report prepared by the DGAI, in collaboration with both security forces – GNR and PSP –, about the role of the latter ones in the program and a report drawn up by the CIG, as coordinator of the project.

The latter two documents still wait presently for guidelines of supervising government members in order to be publicized. The report prepared by CVP, because it contains sensitive data, is not liable to be made public.

Generally speaking, the main points to be highlighted:

- Good relationships / articulation between the various entities involved in the process: regular attendance at scheduled meetings; active involvement in the definition of operational procedures; ability to reset procedures, in light of the changes that were being required; fluidity of channels and forms of communication, increasing streamlined and decreasing bureaucracy.
- Due to the above mentioned synergy, a particular highlight must be given to the speed of the process, since the judicial decision until the actual victim's entry in the protection program (average times between date of the judicial decision and mobile equipment delivery to the victim: Porto (City)-1 week; Lisbon (city)-1 week; Azores-1 month; the rest of the country (delivered by security forces) - 8 to 15 days)
- Positive Awareness by victims who benefited from the program: Although that assessment questionnaire should be improved, it can be concluded that, in general, the consciousness of safety and support was one of the main advantages identified by the victims

- Rapid police intervention, in those situations which such was requested by call-centre.

11. How is the project funded? Has a cost-benefit analysis been carried out? If so, how? What were the findings? Please provide supporting information.

The project, estimated at a total of 81 623.34 €, was financed by EU funds (70%) and by Portuguese State budget (30%), €. CIG made an application to the Operational Program of Human Potential (in its prevention of gender-based violence, including domestic violence and trafficking in human beings axis) - Project No. 015076/2008/77 of 7.7 Typology of the Operational Program of Human Potential (2009/2012) - within the framework of the National Strategic Reference Framework (2007-2013), which constitutes the background for the implementation of the Community policy of economic and social cohesion, in Portugal for the period 2007-2013.

12. Please, write a *one page* description of the project:

The fight against domestic violence has been, from the point of view of criminal policy, one of the Portuguese main concerns. The IV National Plan Against Domestic Violence (2011-2013) points to the consolidation of policies of prevention and combating domestic violence, through concerted actions with public authorities and non-governmental organizations, combining new methodologies and approaches to the phenomenon, including procedures for responding in emergency situation.

CIG is the Government agency responsible for installing, securing and maintaining teleassistance technical systems, and for this purpose, habilitated to establish the needed partnerships and to conduct the acquisition of services (Law No. 112/2009, of September 16). CIG developed, in collaboration with a number of public and private entities, a teleassistance protection program to victims of domestic violence which, as a project-pilot, was proposed to the National Strategic Reference Framework - Operational Program of Human Potential - Typology of intervention 7.7 - Intervention projects in combating gender Violence.

This program allowed for the use of 50 devices simultaneously.

The program aimed to increase the security and safety of domestic violence victims, ensuring, 24H/ a day and free of charge, an adequate response to emergencies and crisis situations. It also had the following specific objectives:

- ° Ensure appropriate and immediate action in emergency situations, through an expert team and the mobilization of technical resources proportionate to the kind of situation presented;
- ° Reduce anxiety levels, increasing and reinforcing the sense of protection and victims ' safety, providing support and ensuring communication 24H/ a day with call-centre;
- ° Increase self-esteem and the quality of life of the victims, fostering the creation or strengthening of a social support network;
- ° To minimize the situation of vulnerability in which victims find themselves, contributing to increase their autonomy and their (re) insertion into society;
- ° Mobilize police resources proportionate to the type of emergency.

The victims of domestic violence who could benefit from the program were those with risks of revictimization and with specific security needs, which the judge or the public prosecutor's Office decided that should be integrated in the Teleassistance Program.

The insertion of a victim in the protection program entailed his/her free and informed consent. The psychosocial support and protection by Teleassistance were secured for a period up to six months, unless the Court decided by their extension.

The protection by Teleassistance used appropriate technology, ensuring the victims a long distance support that guaranteed a rapid response, 24H/a day, 365 days/ a year, to the victim's needs: information, emotional support and police protection, when required. In addition to the telephone service, the technological system allowed the victim's geographical location, central feature to emergency/crisis situations.

The program used an equipment network mobile that were connected directly to the call-centre, based in the Portuguese Red Cross -CVP, which included professionals specifically prepared to give an appropriate response to every situation related to domestic violence. CVP, via web, used a location platform to obtain the maps with the right location of the victim and, if necessary, contacted the nearest police force. For each location on the map, the parish and the corresponding local police force - PSP and GNR- as well as telephone contacts to actuate were immediately indicated.

Mobile equipment delivered to users of the service, provided:

- Voice telephone communication to the call-centre, free of charges
- Data transmission of victims' location to the location platform.

The carrying of the equipment was easy and comfortable, and it can be used discreetly, given its size, shape and appearance are approximate to that of a conventional mobile phone.

The inclusion in the program of protection had no financial cost to the victim.