

European Crime Prevention Award (ECPA)

Annex I

Approved by the EUCPN Management Board in 2018

Please complete the template in English in compliance with the ECPA criteria contained in the Rules and procedures for awarding and presenting the European Crime Prevention Award (Par.2 §3).

General information

1. Please specify your country.

PORTUGAL

2. Is this your country's ECPA entry or an additional project?

It is an entry project.

3. What is the title of the project?

eGuard (electronic GNR)

4. Who is responsible for the project? Contact details.

The GNR Territorial Commander of Guarda, Colonel Luís José Cunha Rasteiro, is the Local and Tactical Project Implementation Official (mobile: +351 961195071; email: rasteiro.ljc@gnr.pt).

The National Head of Crime Prevention and Community Policing Department is Major Ricardo Luís Rodrigues Guimarães da Silva (mobile: +351 961 191 010; email: silva.rlg@gnr.pt).

5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

The cooperation protocols between the GNR and ten Municipalities of the Guarda district were signed on 23 June 2017. After a period of creation, programming and technical implementation of the computing platform and equipment followed.

The field-testing phase of the eGuard project began in February 2020 when the first devices were delivered to users in one municipality of the Guarda district.

This project is still running, and was extended to other districts, namely Viseu (2021) and Braga (shall be deployed throughout 2022).

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

<https://www.facebook.com/watch/?v=215276916675567>

<http://guardasmart.city/portfolio-item/programa-eguard-teleassistencia-e-monitorizacao-a-pessoas-vulneraveis/>

Several news sites.

7. Please give a **one page** description of the project (**Max. 600 words**)

The main objective of this project is to combat the negative effects of isolation and loneliness, by creating integrated responses and synergies between partners, thus guaranteeing an effective answer in preventing and promoting the quality of life. It can be, therefore, considered that the project sets out on three fundamental components: security, safety and social action.

Each project user has an easy, portable and handy mobile device with communication capability via GSM (voice and SMS) and GPS signal reception, having incorporated the equipment's georeferencing management features, alerts (SOS button, low battery, fall sensor, prolonged immobility indicator, breach of security perimeter) and a (two-way) voice conversation.

We then have a portal for receiving alerts, a communications interface and servers to support web technologies. This platform is accessible through a secure browser connection, via Internet, enabling among several functions to create/edit/delete data from the user file, manage alerts received, request equipment/user georeferencing, define security perimeters (e.g. users with mental illnesses), record all portal/device interaction history and make voice calls to the device. Portal access shall be available on a (desktop) computer in the GNR Situation Room. Communications between the portal (desktop and tablets) and devices are carried out using SIM cards from one of the national telecommunications operators.

The GNR Situation Room is in charge of managing the portal, namely monitoring all situational alerts which depending on the type (e.g. activation of the SOS button, exit from inside the perimeter established, immobilization for a prolonged period, among others) should be investigated and responded accordingly in regard to the user.

A prompt and adequate response to the user's security, health, or other social needs is subsequently ensured through a network of response services.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. Which **crime prevention/ reduction mechanisms** were used in this project to contribute to crime prevention and/or the reduction of crime or the fear of crime? Multiple answers are possible.

Establishing and maintaining normative barriers to committing criminal acts

e.g. 'Offenders, we are watching you' campaigns

Reducing recruitment to criminal social environments and activities by eliminating or reducing the social and individual causes and processes that lead to criminality

e.g. social and financial support for disadvantaged families

Deterring potential perpetrators from committing crimes through the threat of punishment

e.g. decreasing the time between arrest and punishment

Disrupting criminal acts by stopping them before they are carried out

e.g. increasing police patrols in vulnerable areas

Protecting vulnerable targets by reducing opportunities and make it more demanding to carry out criminal acts

e.g. placing locks and cameras

Reducing the harmful consequences of criminal acts

e.g. initiatives to recover stolen goods

Reducing the rewards from criminal acts

e.g. restorative justice programmes

Incapacitating (or neutralising) perpetrators by denying them the ability (capacity) to carry out new criminal acts

e.g. imprisonment of key gang members

Encouraging desistance from crime and rehabilitating former offenders so they are able to settle back into a normal life

e.g. prison rehabilitation programs

Explain how this/these crime prevention mechanisms were used (**Max. 300 words**)

The project aims to protect the most vulnerable targets of our society, particularly the elderly, who live in remote areas of Portugal. We do so by creating a dedicated response and fast assessment system that is capable of pinpointing exactly where the user is located (georeferenced) and in what kind of problem he or she is involved.

We then ensure that the nearest patrol is deployed to the location where the user is, thus guaranteeing the fastest possible response. On the other hand, since the

device allows for loud-voice communications, the operator will also be able to communicate with the criminal, which could serve as a deterrent.

II. The project shall have been evaluated and have achieved most or all of its objectives. For more information on evaluation, click [here](#)

9. What were the reasons for setting up the project? Was this context analysed before the project was initiated and in what way (How, and by whom? Which data were used?)? In what way did this analysis inform the set-up of the project? (**Max. 150 words**)

Another GNR Operation called "Senior Census" had already been carried out, in previous years, aimed at updating the registration of elderly people who live alone and/or in isolated locations in the Action Zone of each Territorial Unit. Given this, a need was identified to inform the competent authorities on situations pertaining to potential danger and raise safety awareness of the elderly population and thus reduce the risk of them becoming crime victims.

Therefore, the main reason for setting up this project was due to the fact that the Territorial Command of Guarda registered one of the highest rates of elderly or vulnerable persons living alone and/or in isolated locations, and as such, there was a need to specialize the GNR response in this area.

This project was set up in liaison with GNR social partners, such as municipalities and other IPSS.

10. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

- Provide a better security and safety service to our elderly and vulnerable persons.
- Provide a rapid police response, since most of the users live in remote locations with unidentified addresses, and it's difficult to pinpoint the exact location of the request.
- Most of these vulnerable persons don't even have a mobile phone, which makes it extremely difficult to call for police or medical aid, in case of need.
- Aim at providing a better and personalised service by combining existing social responses and the synergy of state actors.
- System users also receive regular visits from specialised police patrols.

11. Has there been a process evaluation?¹ Who conducted the evaluation (internally or externally?) and what were the main results? Which indicators were used to measure the process? Did you make changes accordingly? **(max. 300 words)**

Not yet.

12. Has there been an outcome² or impact³ evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method were used and what were the main results? Which indicators were used to measure the impact? **(Max. 300 words)**

No.

III. The project shall, as far as possible, be innovative, involving new methods or new approaches.

13. How is the project innovative in its methods and/or approaches? **(Max. 150 words)**

We used the latest georeferencing and communication technology to create a device that was small, light and easy to use, but also capable of performing the functions of periodic georeferencing, communication with a base, two-way communications, fall alert detection, and establishing perimeters. This is a unique project in Portugal.

¹ **Process evaluation:** Also called *implementation evaluation*, or *monitoring*, this process documents **how the activities were implemented** in order to determine any deviations from the original planning. It facilitates finding explanations for when the results of the intervention are not as expected.

² **Outcome evaluation:** Measures the **direct effect** (i.e., extent of the changes) **of the intervention on the target group, population, or geographic area**. The information produced by the outcome evaluation determines at what level the **objectives were achieved**.

³ **Impact evaluation:** Measures **long-term effects** of the intervention on the target group, as well as **indirect effects** on the broader community. The information produced by the impact evaluation determines at what level the **ultimate goals** of the intervention were achieved.

IV. The project shall be based on cooperation between partners, where possible.

14. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

Municipalities, private institutions of social solidarity and medical institutions were involved in the project so that the most comprehensive service possible was provided.

V. The project shall be capable of replication in other Member States.

15. How and by whom is the project funded? (**Max. 150 words**)

The project is funded by the municipalities involved. Expenditures are mainly due to purchasing initial equipment, single devices and a computer to access the IT platform and the monthly payment of subscriber identity modules (SIM cards).

16. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

It costs around 10 euros per device (SIM card).

The human resources are the ones on duty in the situation room and who are already on call for all other police activities.

This project has a computer that is exclusively dedicated to the platform.

17. Has a cost-benefit analysis⁴ been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

A cost-benefit analysis has not yet been carried out. Nevertheless, the cost is rather low and easily accepted with a very attractive cost effectiveness.

18. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

There is always room for improvement, but we believe that it is easy to replicate in other Member States due to its characteristics and value.

⁴ **Cost-benefit analysis:** A type of economic evaluation that compares the direct and indirect cost of the resources employed in the intervention, with the equivalent economic value of the benefits.

19. How is the project relevant for other Member States? Please explain the European dimension of your project.

We believe that the project is relevant for other Member States that experience similar situations of population desertification and aging in their area of responsibility.

This service is highly valued by society and is thus a reference for protecting and combating the isolation of the elderly, providing this target audience with an increased feeling of security.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – **max. 150 words**).

GNR proximity with the community enables establishing effective relationships of cooperation between the citizens and military personnel. These relationships reinforce equality, legitimacy and mutual trust, ensuring a more active civic participation in the diagnosis, effective resource mobilization, joint efforts and resolution of local safety-related problems.

In this context, this project was created to provide dedicated support to the most vulnerable population, namely isolated elderly people, guaranteeing a response from specialized state services to their needs.

Through the creation of a service network and taking advantage of the synergies of the different institutions, it was possible to set up a georeferencing and bidirectional communication system that meets the security, social and health protection needs, while simultaneously addresses difficulties such as identifying victim location, contacting persons who do not have mobile phones, among others.