

# European Crime Prevention Award (ECPA)

## Annex I – new version 2014

Please complete the template in English in compliance with the ECPA criteria contained in the RoP (Par.2 §3).

### General information

1. Please specify your country.

Republic of Bulgaria

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

Yes.

3. What is the title of the project?

„Provide care to the elderly people“

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

Emanuil Manolov – head of Security Police Sector at Police Station of Veliko Turnovo

Tel.: +359 62 662353

Blagovesta Fakirova – Chairwoman of St. Ivan Rilski Assosiation

tel.:+359888142114

Rositsa Dimitrova – Social Affairs and Healthcare Directorate, Municipality of Veliko Tarnovo

tel.: +359885249454

Tosho Krustev – Chairman of Association of Mayors and Deputy Mayors of Veliko Tarnovo Region

tel.: +359888289078

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 project was developed on the basis of undertaken surveys and analysis of the public opinion, as well as on the assessment of Regional Directorate of the Ministry of Interior- Veliko Tarnovo on the level of safety among the elderly people in 2013. In the beginning of 2014 the implementation of the project started.

The project is based on the implementation of set of measures for prevention of crimes against elderly people, based on an extensive partnership and

collaboration between Ministry of Interior, local authorities and other institutions involved, NGOs, civil society and private sector, which allows the activities to continue for indefinite period of time, due to the well established work mechanism and the minimum required funds. Meanwhile, it also allows it to be constantly upgraded with new activities.

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).

Numerous preventive materials are elaborated during the implementation of the project, which include recommendations for the elderly people. The aim of these preventive materials is to timely reach a large number of people, as well as to intensify their alertness and caution, when there is increase in the crime rates. The materials are published on the web page of Regional Directorate of MoI-Veliko Tarnovo - [www.veliko-tarnovo.mvr.bg](http://www.veliko-tarnovo.mvr.bg), alongside with every media station that has representation in the region.

The awareness campaigns include such topics as:

❖ „The homes of people, living alone, handicapped and ill people are in biggest danger of fire” – each year, with the approaching of the heating season, the attention of the citizens and especially the elderly people, is focused on the danger of fires and the ways to prevent them;

❖ „Do not trust telephone scammers, „ Do not give your savings to telephone scammers”, - occasionally and when necessary, the attention of the citizens, especially of elderly people living alone, focuses on telephone scammers and their scam methods.

The preventive materials give information on the main schemes that the scammers use, the ways they carry out a scam and how to react to them. Except via the web page of the Regional Directorate of Veliko Tarnovo, the materials are distributed by the police and junior police officers in the small towns and villages, who on a daily basis visit the pensioners clubs, municipalities, shops, post stations, ect.

Publications in local daily newspapers:

Newspaper „Yantra today”

- „Criminals with false letters of attorney continue land scams”;
- „Telephone scammers with a new scheme”;
- „Police Officers have increased they patrols due to increase of telephone scams”;
- „Telephone scammers have stolen 52 000 600 levs for six months in the Veliko Tarnovo Region”;
- „Do you know the police officer who covers your neighbourhood?”;

Newspaper „Borba”

- „The police and citizens will fight telephone scams”;
- „Campaign for prevention of telephone scams in the city of Svishtov”;
- „Local authorities, police and residents of the villages in the Veliko Tarnovo regions discuss security matters”;

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

„Provide care to the elderly people“ is a comprehensive project, focused on elderly people, living in 36 small towns and villages in the Veliko Tarnovo region. The project represents a set of measures, implemented by various institutions, organizations, NGOs and private sector, such as the Ministry of Interior, local authorities, social services, local responsible businesses and private security companies. Its goal is to research the public needs and level of safety, immediate civil control over the police’s activities and feedback mechanisms, joint development of concrete security and preventive measures, after analysis of the public opinion, for counteraction to crime and the effect caused by it.

The joint preventive activities strive to increase the level of safety among elderly people, as well as to prevent and decrease crimes against them. The project also contributes with plenty of social activities that help the elderly feel part of society and to decrease the feeling of loneliness among them. The target group of the project is the elderly people living in the Veliko Tarnovo area, which has a population of 267 113 citizens on a territory of 4661, 6 square metres, 10 municipalities and 236 towns and villages. This area and its population is covered Regional Directorate of the Ministry of Interior – Veliko Tarnovo and its 7 police stations.

The project’s activities include:

- Constant contact of the police officers with elderly and living alone people in the area under their jurisdiction;
- Elaboration of so called “risk maps” that, based on analysis of the safety level, include concrete issues that can lead to commitment of a crime against elderly people and measures for their elimination (ex.: improving night lighting in dark areas). They are elaborated by a committee, included representatives of the local authorities and the police. The activities derived from the elaboration of these risk maps include examination of the condition of the infrastructure, dark streets, markings of crossroads, ect.
- Volunteer squads that take care for elderly people and such living on their own by daily meetings, respond to received alerts for help via telephone, accompanying them to collect their pensions, delivering them products, as well as informing the chief of the police station for frauds affecting elderly people;
- Elaboration of registers with information about elderly people living alone, without close relatives and handicapped people. The purpose of these registries is to organize visitations by volunteers, police officers, ect.;
- Elaboration of registers of homes of people who live alone, and flat/houses that are not occupied all year long, in order to do surveillance for the period they remain unoccupied;
- Meetings at the pensioners clubs with representatives of police, municipality, during which the elderly are taught to be more cautious towards strangers in their neighbourhoods or towns/villages. The role of the pensioners clubs is to gather elderly people and to provide them social and volunteer services, as well as discussions on different topic;
- Installation of CCTV cameras in 32 towns and villages in the Veliko

Tarnovo region;

- "Borrow a grandchild" where children volunteer to visit and care for elderly people;
- Collaboration with Bulgarian Posts Ltd., the service responsible for the payment of pensions. The collaboration consists of contacting handicapped elderly people or their relatives and organizing the payment of their pensions in a suitable way for them.
- Elaboration of plans for collaboration of the police forces with private security companies to supporting the work of police patrols with the private companies' own mobile patrols
- Sponsorship from local businesses which support elderly people with firewood, clothes and food. The distribution is based on a list ope, elaborated by the local authorities;
- A hotline between the town halls which is used in urgent situations. When there is information about a theft or an attempt for a telephone scam, the town halls straight away distribute the news. The news is spread via this hotline as an urgent message and it informs the population of all the towns/villages and asks for their caution.

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

8. How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

A key element in the prevention of crimes against elderly people is the establishment of an open and fruitful collaboration between the police forces and society that is transparent and accountable and in line with people's rights and dignity.

All activities implemented by the involved institutions, the civil society, NGOs, the private sector and volunteer squads contribute for a safe environment and increase of the feeling of safety among the elderly people. Since the beginning of the project, the care for their well being and awareness, as well as the constant and overall control of safety by all partners involved, has led to decrease of the crime rate against elderly people in the Veliko Tarnovo area and increase in the detection of crimes.

9. How is the project contributing to raising citizens' awareness of crime prevention? (**Max. 150 words**)

There are regular public reports on the police activities, "days of open doors" in the police stations, public discussions on socially significant issues, as well as other forms of promotion of police services and the work of the local authorities in their common efforts to tackle crime. Public control over the activities of the police and feedback is encouraged. Representatives of Regional Directorate of MoI-Veliko Tarnovo, municipal councils and local authorities carry out open

workshops with citizens.

The police strive to establish an open and fruitful collaboration with society by performing their duties in regards to ensuring the public order and security transparently and with accountability, considering peoples rights and needs. A key element is the successful collaboration as a tool to increase public trust and support to the police.

The development of concrete programs for crime prevention helps giving an adequate answer to the expectations and specific needs of that age group. The promotion of the abovementioned highly effective practices supports the successful implementation of the police activities.

The use of the local mass media helps improve the awareness of citizens in regard to prevention of violations of the public order of crimes, preservation of people's properties and timely informing the competent authorities.

## **II. The project shall have been evaluated and have achieved most or all of its objectives.<sup>1</sup>**

10. What was the reason for setting up the project? What problem(s) did it aim to tackle?

The reasons to develop the project are the following:

- Relatively high crime rate and the unsatisfactory state of public order;
- Police engagement with current tasks and insufficient material resources;
- focus mainly on repressive measures such as specialised police operations, too many patrols on the streets, ect.;
- Unsatisfactory relations between the citizens and the police;
- Public expectations in regards to improvement of civil safety.

Victimization among elderly people is high, which is due to weaknesses in the work of the institutions, engaged in their safety- law enforcement agencies, social services, healthcares services, ect.

The numbers of victims grow also due to the fact that citizens often are not familiar with the work and responsibilities of the institutions and NGOs that they can ask for help and therefore they do not trust them or feel disappointed in them, due to bureaucracy and the lack of coordination among them. Ineffective crime prevention measures and victimization often are due to burdening the institutions with uncharacteristic functions, which is a result of frequent, unfounded and untimely changes in the legislative framework.

The decision making in regards to the preventive measures is not always scientifically justified. An additional issue is the lack of concrete texts in the legislation on crime prevention. As a result, the contribution of financial and human resources for implementing preventive activities does not comply with its importance.

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<sup>1</sup> For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): <http://www.eucpn.org/library/results.asp?category=32&pubdate>

11. Was the context analysed **before** the project was initiated? How, and by whom? Which data were used? (**Max. 150 words**)

The pre-project analysis started in 2013, based on surveys on the public opinion and considering the evaluation of the Regional Directorate of MoI-Veliko Tarnovo on crime rate concerning elderly people.

The surveys carried out by the regional police stations and municipalities showed great concern among the citizens on their safety and property, especially those living in small towns and villages.

The analysis revealed a need for development and implementation of serious preventive measures aimed at raising awareness among each resident of small towns and villages in the Veliko Tarnovo area.

This shaped the strategy and the goals of the team that is leading the project and the implementation of its task aimed at tackling crime and securing safe living environment for the elderly.

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

The main goal of the project is prevention and decrease of crimes on elderly people and fear of crimes through joint activities of the public, non governmental, private sector and the civil society.

The secondary goal of the project is the establishment of an open and successful cooperation between the police and the society that could contribute for the increase of the public trust in the police work and easier carrying out of their duties in regard to securing public order and peoples' safety. It also aims at promoting the work of NGOs and other organizations that implement preventive measures focused on elderly people.

13. Did you build in internal goals to measure the performance of the project? If so, please describe at what stage of the project and how you measured whether the project was moving in the planned direction. (**Max. 150 words**)

The team of the project has set internal goals and rules, concerning the main goal of the project- decrease crime rate among elderly people. The mechanism for monitoring and control of the implementation of the project's goals is implemented by the project's team and includes planned activities, through which they monitor the development of the project.

Internal goals:

- elaboration of concrete measures for prevention and/or counteraction to crime against elderly people on the basis of the statistics of the Regional Directorate of the MoI on crimes committed against elderly people;

-identification of the problems of local safety and undertaking concrete measures for their tackling and overcoming.

14. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what were the main results? (**max. 300 words**) - for more information on process evaluation, see EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A

There are regular meetings of the Local Municipal Committees on Public Order and Security during which they prepare reports and analysis on crime rates and level of safety. These Committees monitor the implementation of the goals of the project by all parties involved, such as police, local authorities, NGO, ect.

15. Has there been an outcome or impact evaluation? Who conducted the evaluation (internally or externally?), which data and evaluation method were used and what were the main results? (**Max. 300 words**) - for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A

The project has an operative approach that aims at defining the risk factors and the correct institutions and organization to prevent them. The evaluation of the achieved results of the project is done after a detailed analysis of the data, presented by the local authorities and the police.

The main results consist of exploring the public needs in view of safety in the small towns and village, identification of the problems and target groups; analysis of the state of play, definition of the potential partners and solution of current issues.

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

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

One of the biggest advantages of the project is the involvement of the local authorities, government bodies and organizations, NGOs and the private sector, that jointly resolve local security and safety issues. Some of their joint measures that are innovative include conducting meetings by police officers in pensioner clubs, widespread awareness campaigns in small towns and villages among the elderly.

Using the pensioners clubs in each town/village for implementing preventive activities such as awareness campaigns on various topics and gatherings with representatives of the police, social services, red cross, medical staff, ect., has also proven as a very innovative and successful method.

The collaboration with Bulgarian Posts Ltd. on securing safe payment of the

pensions of the elderly people living alone and handicapped people by contacting them or their relatives is also an innovative method that has proven successful.

Under the plans for cooperation between the police and private security companies, operating in the Veliko Tarnovo area with mobile teams, are built check points. The schedules of the mobile teams and of the private security companies and those of the police patrols are coordinated and they receive joint briefings on the operational environment and shift duties.

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

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

The main partners in the project are the Police Station of Veliko Tarnovo, Majors Association "Yantra 2001" and Association "St. Ivan Rilski" and directorate "Social Affairs" of the Veliko Tarnovo Municipality.

Other important partners, involved in the project, are:

- Local volunteering squads;
- Children from centres "Open your eyes, people can help you" participating in the "Borrowing a grandchild" initiative;
- Private Security Companies;
- Responsible business.

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

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

The funding of the project comes from three main sources:

- the municipal budget, mainly from investment programme "Initiatives of the local communities".
- donations, volunteering and shared social responsibility of all parties involved.
- "Exchange of programmes and ideas" initiative, based on collaboration between the responsible business and NGOs in Bulgaria.

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

**The types of resources used in this project are the following:**

Human resources: participation of volunteers, including representatives of the pensioners and youth clubs, local businesses, ect.

Material resources: printing flyers, providing firewood, household products, ect.

Financial resources: The staffs of the institutions bind with contracts with their employers.

Corporate social responsibility-sponsorship from the responsible business for implementation of different preventive activities.

The different types of activities, achieved due to the funding of the project:

- renewed road markings, patched street holes, improved street lightning, cleared neighborhood gardens, registering people living alone and handicapped people;
- Installation of CCTV cameras in 32 towns and villages in the Veliko Tarnovo area for the cost of 50 000 euros. The money for the CCTV has been provided from donations and local business with social responsibilities.

From the analysis on the telephone scams in the regions, has been established that the scams cause a great sum of money to the victims, that has been the reason for the start of a wide awareness campaign in all the local media, as well as through the police officers. It is a fact, when the number of these crimes decrease, it reflects the financial status of the society.

21. Has a cost-benefit analysis 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**)

The implementation of the project aims at decreasing the crime rates and hence the costs for its counteraction, decrease in the number of crimes with high social danger, as well as increase in the trust of the society in the institutions and encouraging people's participation in the execution of preventive activities and stimulation of the social and economic development by creating a safe and predictable business environment.

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

The project is suitable for implementation in other member states of the EU. It has to be taken into consideration the national particularities and structure of their law enforcement agencies. Therefore the goals, strategies, procedures and results of the project should be summed up, translated and spread in other EU member states, analysing first for which member states it would be suitable. The results of the project should be presented in a clear and understandable way to the member states.

The experience of the EU countries in the fight against crime shows that each type of crime should be approached in a concrete manner. In the fight against serious organized crime should be mobilized large forces of the responsible institutions. On the other hand, when it comes to conventional crime, the state institutions and engaged parties should undertake concrete and adequate actions on local level, considering the particularities of the town/village/region, concerned.

The criminal activities against the elderly people are transnational, as they are a vulnerable group in every society and therefore the approach to their problems

should be specific and involve the state bodies, local authorities, NGOs and the private sector.

The public-private approach is leading in the development of the preventive strategies in many EU countries, and especially in the development of national social and political council that consist of representatives from the government, local authorities and NGOs. The advantage of that approach comes from the mobilization of additional sources from the private sector, that support the efforts of the public sector in that field, as well as the implementation of a wide range of social, economic, political and legislative measures aimed at the decrease of the crime rates.

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

The European dimension of the project might be sought in the solving of problems, similar to those of other member states and especially in the development of a new type of direct collaboration on a local level between the elderly people, the police forces, local authorities and NGOs. The increase of the number of elderly people is an issue in most EU countries and the project can contribute for improving the communication with this part of the society in the framework of the EU good practices and values.

The attention of all institutions should be focused towards the necessity of stable social and other decisions for guaranteeing the safety of the elderly people, by creating a mechanism to cope with the issues in that field. Providing such measures should be tailored by the needs of the elderly people. It is essential to create a sustainable mechanism, clear standards and legal adjustments for the success of the activities.

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

„Provide care to the elderly people“ is a comprehensive project, focused on elderly people, living in the small towns and villages in the Veliko Tarnovo region. The project represents a set of measures, implemented by various institutions, organizations, NGOs and private sector, such as the Ministry of Interior, local authorities, social services, the responsible business and private security companies.

Some of the activities include wide and constant awareness campaigns on different topics, formations of volunteer squads, “borrow a grandchild” initiative, hotline between the city halls of all villages and small towns in the Veliko Tarnovo region and many others.

These joint activities strive to increase the level of safety among elderly people, as well as to prevent and decrease criminal activities against them. The project also contributes with plenty of social activities that help the elderly feel part of society.