

# 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

- Please specify your country.

Estonia

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

ECPA entry 2016

- What is the title of the project?

**Smart elderly people never are in trouble!**

- Who is responsible for the project? Contact details.

Project managers:

- **Estonian Volunteer Rescue Association**, [www.paasteliit.ee](http://www.paasteliit.ee), contact person Kaido Taberland, Chairman of the Board, [kaido@paasteliit.ee](mailto:kaido@paasteliit.ee) (non-governmental organisation) and
- **Estonian Neighbourhood Watch (ENHW) Association**, [www.naabrivalve.ee](http://www.naabrivalve.ee), contact person Marek Väljari, Managing Director, [marek.valjari@naabrivalve.ee](mailto:marek.valjari@naabrivalve.ee) (non-governmental organisation).

Cooperation partners:

- **Estonian Police and Border Guard Board**, [www.politsei.ee/en](http://www.politsei.ee/en), contact person Veiko Randlaine, [veiko.randlaine@politsei.ee](mailto:veiko.randlaine@politsei.ee) (partnership with state agency) and
- **App Live Team**, [www.huntloc.com/en](http://www.huntloc.com/en), contact person Herko Sunts (private partnership).

- 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 consists of three parts: the alert button, the app to be created and the prevention activities with the elderly.

The idea of the app is a work in progress. The desire to find smart and innovative solutions dates back to Spring of 2016, but required expertise and experience of project managers is gathered throughout three years. This idea of the app was further developed on the basis of and as part of the still on-going alert button project. The alert button project for elderly people living alone or people being home alone during most of the day is successfully in use since 2013 and lead by the Estonian Neighbourhood Watch Association.

In addition to the voluntary support in the communities by the Estonian Neighbourhood Watch Association also other activities are on-going sfor several years. Namely allt he activities towards comunicites by the Estonian Volunteer Rescue Association and public agencies as the Estonian Police and Border Guard Board and the Estonian Rescue Board who regularly train elderly people, engage them in awareness raising activities and pay home visits to check if the smoke alarm is in place and in work order etc. The aim of all of the project activities is to ensure better independent and qualitative life for elderly people and increase their safety.

- 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).

Information on **the alert button** is available here:

<http://www.hairenupp.naabrivalve.ee/> (in Estonian). This part of the project has been Estonian ECPA Entry 2010 (Theme: A secure home in a safe community, through prevention, community policing and restoration). Estonia has previously also provided short overview of this project to the EUCPN as example of good practice:

In Estonia, the density of low population areas may differ in more than thirteen times with other areas (f. ex. inhabitants per km<sup>2</sup> in Harju county 121.2 and Hiiu county 9.9). This has created need for increase the involvement of community and participation of volunteers in ensuring security before help from police, rescue and ambulance services is received. The thinly populated areas are unfortunately also a (relatively easy) target for criminals. The aim of the activity is to provide a more secure living environment for the elderly and disabled people living far from professional help and in low density areas by involving

volunteers to speed up the discovery of emergencies, accidents and crimes and lower the reaction time to the information.

Elderly people living alone or people being home alone during most of the day may also have problems in asking help from the agencies. So, the smoke alarm and panic button using GSM network are installed at home and respond system to react to the messages which are received through GSM are created. The information of emergency, accident or crime is transmitted to the volunteer by pressing the alert button on the neck or wrist or in case of the fire accident or longer blackout, automatically. Support by trained volunteer, familiar and trustworthy person from neighbourhood, is provided.

Demo on **the prototype of the new IT-solution (app)** for the elderly is here:

<https://play.google.com/store/apps/details?id=ee.topgravity.android.hloutdoor> .

The creator of the prototype and in principle also of the new app is the App Live Team who offers technological solutions and has developed an app for hunters called HuntLoc ([www.huntloc.com/en](http://www.huntloc.com/en)). The Huntloc gives a complete overview of what's going on in the hunt. When joined with the app, it is easy to see on the map application where other people are who have joined the app. The app allows to share one's unique code to other members of the hunt team and see in real time where the other team members are, follow them by using GPS-GSM technology and see which direction they are heading. It is also possible to track the history of the movement of the team members. You have constantly overview of the location of others and distance from you and you can share your location to all other members of the team. In addition you can communicate through the app with your team members during hunt; you can send messages or make a phone call by some clicks.

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

The cooperation project derived from the discussions of the organisations who conduct activities on safety issues, incl. crime prevention for elderly people from their view on the source of the problem. At one point it was discovered that it would be efficient to unify all resources available and increase attention to problems as safety at home and in the neighbourhood and support healthy living in general.

The idea of the IT-solution was developed on the basis of previous experience (similar service of the alert button provided by the Estonian NGO), expectation to solve the real problems (foremost, fire accidents with heating devices, falling in- or outside house, missing elderly people f. ex. in forests, according to the

state statistics) and inspiration of the innovative IT-solution (a smart phone app for hunters for positioning and communication created by private software company).

The project intends to adapt current smart IT-solution and create needs-based solution which transforms elderly in a smart way to be smart. The trick is to create via technical solutions environment around elderly in such a way that all what's happening with them and at their home and nearby their home is being monitored in a positive sense. Not less important is to have solution which is innovative as well as easy to use. It has to be user-friendly as elderly are sceptical towards new things. If the solutions seems difficult to use, they will not use it.

In addition also other users will be smart by using this solution. Also, responsibility and cohesion of society is being developed by the way. Namely family of the elderly and volunteers are providing the service. They are key to the use of this app as they acknowledge the health and safety issues regarding elderly and see quicker than target group the need for this solution. It is family's duty to ensure well-being of the older generation. At the same time the families and younger people use smart solutions every day and they understand the need for the solutions which simplify their and also their elderlies everyday life. It's easy to explain the functionality of the solution to them. The solution enables to keep up to date with activities of one's beloved one without pressuring the elderly.

It is foreseen that voluntary rescue teams and local government social workers will be the secondary contact points for elderly in case of need, and this way state emergency call center will receive calls concerning more serious emergencies.

The app application for elderly is under development. The modern technology for creating smart home is in use in several countries and such IT-solutions are developed every day in order to simplify daily life and secure feeling of safety. App Live Team has created an app where the users movement and communication with him/ her by chat or phone call are combined.

As on the prototype, when one's unique code is shared (device of the elderly), it is easy to monitor well-being of the the elderly in real time, in which state the home is as the device would be connected with modern smart home solutions or identify on the map application where the elderly is and in which direction is (s)he heading. The elder people themselves can also give so called alerts. In stressful situation there is no need to search for the right number as only some clicks/taps are needed to call or send messages to the contact persons.

Smart elderly people never are in trouble! Someone is beside them 24/7 because the device in use is working irrespective of the situation of the elderly.

- **The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.**
  - How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

The percentage of elderly in population is increasing, the elderly will be more active and they need their independence. In Estonia people in age of 60+ don't necessarily use modern technology. At the same time these ICT-solutions could give some peace of mind to their family members who take care of their relatives.

Estonian national internal security guidelines also cover independent well-being as essential part of the living of elderly and community safety measures are highly supported. This project is actively imposing to this approach: initiative comes from the NGO with the close cooperation of the private sector, is contributing to the state priorities and engages local responders, who are geographically the closest, which automatically means, that state resources are not used.

The app solution reacts to the accidents, crimes, also pays attention to the fire accidents and also accidents caused by falling, which may end with traumas with blackouts.

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

It came evident, that educating families ends in elderly people using and having smart devices which helps them to prevent individual problems.

Awareness raising, incl. with the focus to the new technology and solutions, is done in communities by the following counterparts:

- Regional police officer does prevention on the root level as his (hers) daily duty. This is done throughout the years, incl. different aspects of crimes (f. ex. frauds), traffic safety and also with the Rescue Board fire safety, incl. home visits for checking the smoke alarms.
- Estonian Volunteer Rescue Association has the network of volunteers (around 3000 people), who have the obligation to do root level prevention, also they react to the rescue situations happening either on the ground or on the inland waters or sea.

- Estonian Neighbourhood Watch Association movement offers the service of alarm-buttons and is doing prevention within the sectors, by the heads of the sectors and also by the members of the association.

- **The project shall have been evaluated and have achieved most or all of its objectives.**

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

Target group is aged 60+, living alone in sparsely populated areas, most threatened by the accidents and help reaching them is not coming as easy as it happens in bigger towns, also because the family members are far from them.

Organizations who work with the safety issues and also with elderly as their daily business saw, that cooperation is needed and combining the efforts is needed in prevention, focusing mainly on the 3 major problems:

- Safety at home of an elderly – prevention of the traumas caused by falling, crimes, fire accidents and new item, which needs attention and also promotion, is carbon monoxide detectors/alarms;
- Health issues of the elderly, especially traumas caused by accidental falling either at home or outside, for example in the forest;
- Missing elderly - elderly are active in berry picking and this might cause the incidents where they stay missing because they either didn't take any phones with them or there was no possibility to use them.

According to the experience of the project partners, the most active groups around elderly are grandchildren and local social workers. Estonian Neighbourhood Watch Association knows through the cooperation, that local social workers are not interested to be second reactors after the families, especially off the working hours. It is essential to educate the relatives and families of the elderly, because finally they decide which solutions will be in use by the elderly.

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

Traumas and accidents. In 2013 in Estonia 107 people died after falling down, the biggest group are elderly around their 50–69, mainly men aged 75–79 and ladies 85+. If elderly fall down, then it might cause traumas, which should be treated long time in hospitals (dremendous cost).

Fire accidents. In 2016 during first 7 month the biggest part of the fire deaths (43%) consists of people aged 51-70, this proportion has been stable during last years.

Missing people. In 2015 there have been strated 27 files about missing people aged 60+, during the first half of 2016 this number has reached 18 and the proportion reaches 25% from all the files compiled of missing people.

The data are provided by state agencies.

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

Main objective of the project was to collaborate with the partners dealing with the prevention of the safety of the elderlies. Better cooperation and using limited resources wisely is one of the secondary objectives, but the main aim is to unite fources to work out new solutions, which will help families to take better care of the elderly and also to give comfort to the elderly as well to act independently in their everyday life without worrying by all the details which counteract them being calm and happy.

- 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)**

Technical solution/app is under working progress and it is impossible to evaluate the solution at the moment. The parts of the project have been working over the years and have shown some following progress.

1. Use of the alarm-buttons by Estonian Neighbourhood Watch Association show that since 2013 buttons are installed to 100 people and just 5 people have been elderly. This confirms uniquely and beforehand, that decisionmaking over the new solutions is done by the relatives and families of the elderly.
2. Estonian Volunteer Rescue Association can react to the accidents 24/7, which is also needed for the new techical solution. If the case is not so severe in sense of the health traumas or crimes, then there is no need to engage state rescue teams. One of the key solutions should be to assure, that lines of communication are clear and volunteers play important role in this.

- Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what where 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 has been no process evaluation, because the main part of the project, meaning technical solution/app is under process of working out. Use of the alarm buttons on the other hand have made it possible to help people in the circumstances of the accidental health traumas. Also there have been experiences with preventing fire accidents. Communication and finding the right respondents to the calls have been one of the major difficulties so far. This is exactly what is now within this project covered by the volunteer rescue teams.

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

As project has not reached its goals and results and technical solution, and also app is under progress, then outcome and impact evaluation are not done yet. The alarm button has worked without interference and false alarms have been present just 3 times within 3 years, so we may conclude that this part of the project works well.

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

This innovative solution is complex and specifically targets elderly people. It is provided in simple and understandable format and has easy functions. Elderly themselves will get a device to carry with them. This way it is possible to monitor functioning of the device (well-being and position of the person) in real time. In case of emergency it is possible to use alert function. The development of the device has aim to connect it with modern smart home solutions which through different sensors give information on state of elderly peoples home (amount of smoke, indicator of temperature, motion sensor in order to detect the more rapid movement because of falling etc.).

Elderly prefer analogue-phones and also older non-smart phones, which is an issue itself, because analogue phones will be gone from use within couple of upcoming years. So, it is essential to find a solution to the elderly people, which could work as replacement to analogue phones and offer alternative and new solution for the elderly. Through an app, the information will be changed

also with the alarms at home (smoke, carbon monoxide alarms).

In practice the innovation lays also in mutual understanding of safety, incl. crime prevention, and its providers. The project is based on initiative and activity of volunteers as mentioned previously. It also means for example that police is trained to pay attention to the fire safety and in future, vice versa, person who monitors fire safety will pay more attention to issues of interest of the police when visiting homes.

- **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**)

This project is co-operation project which was initiated by the NGO-s

- the Estonian Neighbourhood Watch Association has experience from the alert button service and the volunteers and
- the Estonian Volunteer Rescue Association has amongst others broad experience in helping elderly and the volunteers to conduct the activities.

In co-operation they had information from

- the Estonian Rescue Board on accidents with heating devices with open fire and
- the Estonian Police and Border Guard Board on accidents and crime statistics and
- on the App Live Tead and their experience with HuntLoc app.

So, organisations of volunteers with their knowledge and will to provide help to elderly and ensure safety in broader sence and prevent and reduce fear of crime, public organisations with their officials, analysis, statistics, awareness raising activities and access to the policy developers with ideas which emerged and will emerge from the project and private sector company with the prototype of app HuntLoc, are willing to create effective, adequate and sustainable solution for elderly people and their families. From the beginning all main parties are involved and everyone has had chance to express their ideas and interests and develop it as part of the project.

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

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

Currently all the costs of the development of the IT-solution/ device are funded by the private sector partner. Activities of the volunteer organisations and of state organisations are part of their daily routine (trainings, awareness raising campaigns, activities in ensuring safety and public order, gathering statistics, etc.).

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

The costs of the project are the following:

- Cost of development
- Costs of acquisition of devices/ software
- Costs of communication in order to keep devices operating (internet, GSM, GPS, etc.)
- Costs of promotion
- Costs of maintenance/administrative costs
- Costs of transportation
- Costs of personnel

In total, minimal estimated costs are ca 10 000 euros.

- 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 cost-benefit analysis has not been carried out.

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

Project values individual care among the families and in close communities and also helps to extend safe and healthy life.

This IT-solution is universal in its nature and easily adopted in another Member States. It is necessary to translate the text of the app and such and to make some internal arrangements between the participating organisations in the state who wishes to use the app. It is possible to adjust this service to any country wher the internet connetion, GPS and 2,3 or 4 GSM is available.

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

Nowadays people are mobile and in principle different generations live apart, sometimes even in different countries, also distances can be large between families living in one country or it may be that family members of the elderly are on short or long term work mission or vacation etc. This so-called device which makes elderly people smart is attached to them all the time and its functioning doesn't depend on the location of the family member – they can in principle be far away geographically. IT-solution enables elderly people feel safer in their daily activities because in case needed, the help is on the way even if the family member is not nearby. The efficiency of the solution lays in well-functioning and effective connection/ communication.

Also, this kind of partnership of public, private and non-governmental organisations promotes responsibility of every citizen and also of formalized volunteers and their involvement in ensuring of safety, and the cohesion of our society in general.

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

The safety of elderly and focus on senior crime prevention is of utmost importance as percentage of elderly in the population is increasing. Main objective of the project was to collaborate with the partners dealing with the prevention of the safety of the elderly and to work out new solutions, which will help families to take better care of the elderly and also to give comfort to the elderly. The project consists of three parts: the alert button, the app to be created and the ongoing prevention activities with the elderly.

The idea of the app is a work in progress. The desire to find smart and innovative solutions dates back to Spring of 2016, but expertise and experience of project managers is gathered in last three years. The idea of the app was developed on the basis of and as part of the still successfully on-going alert button project.