

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.

Spain

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

It is Spain's ECPA entry

3. What is the title of the project?

Prevention of the main threats to the safety of elderly people with telecare service

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

M^º Asunción Vázquez Díaz de Tuesta, team leader. Community Police Central Unit. Citizen Security Head Quarters. maria.vazquez@dgp.mir.es. +34 91584870

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.

27/03/2015. The project is still running

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).

<http://www.cruzroja.es/principal/web/cruz-roja/>

<http://prensacruzroja.es/cruz-roja-y-la-secretaria-de-estado-de-seguridad-firman-un-convenio-para-fomentar-la-seguridad-de-las-personas-mayores-2/>

<http://prensacruzroja.es/cruz-roja-y-la-secretaria-de-estado-de-seguridad-firman-un-convenio-para-fomentar-la-seguridad-de-las-personas-mayores/>

<http://www.sarquavitae.es/>

[https://www.youtube.com/watch?v= vUzmP2crQQ](https://www.youtube.com/watch?v=vUzmP2crQQ)

http://www.policia.es/org_central/seguridad_ciudadana/unidad_central_part_ciudadana/part_ciudadana_polic_mayor.html

<http://www.sarquavitae.es/noticia/el-servicio-de-teleasistencia-de-sarquavitae-se-une-al-plan-mayor-seguridad-de-la-mano-de-policia-nacional/>

http://www.sarquavitae.es/2015/04/?post_type=articleblog&auth=285

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

The Spanish National Police has the role of prevention, maintenance and restoration of order and public safety.

The Spanish National Police works in the prevention efforts and stands out in preventing risks of victims of crimes for members of vulnerable groups, among which, prevention and improving the safety of older people.

In this context, the Interior Ministry has drawn up the "PLAN MAYOR DE SEGURIDAD" aimed at preventing and improving the safety of older people and it since January 2, 2014, by the SES Instruction 1/2014 and it is permanent.

This plan has been implemented at a national level by the Central Unit for Citizen Involvement (Unidad Central de Participación Ciudadana). This Unit is located in the Central Police Station of Public Safety.

The tools and resources created to achieve the goal of this project are compromised of the communication and collaboration with those institutions related to the groups of the elderly and reporting those security issues involving the major risks to them; advice and prevention mechanisms must be taken to avoid these issues and to enable a respond or offer a suitable solution.

With this aim, the Central Unit takes contacted the company SAR QUAVITAE, a company that provides among other services to the elderly, telecare service and home help, which at present has around 30,000 users throughout the national territory and operates 24 hours per day all year round.

These two institutions in conjunction with the same goals with regard to the protection of the elderly people signed an agreement on March 27, 2015.

This agreement has the focus in the prevention of major threats detected for the safety of elderly people who have contracted the telecare service.

This project tries to improve the communication among elderly people and the police response.

The intervention takes place in three phases:

- 1- Intervention before the crime: transmission of alerts and training professionals, families and users about prevention.
- 2- Intervention during a crime: improving the transmission of emergency when the crime is detected and decreasing police reaction.
- 3- Intervention after the crime: support and following up police procedures.

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**)

The project contributes to crime prevention in a direct way, through:

- Professional information and safety tip talks to tele-assisted users and families about SAR Quavitaie explained by police agents of the Central Unit.
- Safety Tips recommended by the National Police are transmitted by the telephone operator users of the telecare service.
- Distribution of brochures and magnets of the Elderly Security Plan with the most important tips, for the new and old users.
- Regular contacts with the coordinators of the company SAR Quavitaie to transmit alerts about crimes that are happening and affecting the elderly.
- New safety tips and alerts by the reporting area of the National Police are transmitted by the tele-operators to the users, in turn improving their subjective feeling of safety and insuring that in the case that they become victims of attempts, that they communicate their alarms.
- It ends with follow-up meetings to analyze and to assess the evolution of the agreement.

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

This project transforms the workers of SAR Quavitaie as collaborators of the National Police and involves the group of the elderly tele-assisted in increasing their own security with the tips and alerts that are transmitted by tele-operators and home health aides, as well as safety talks that they are taught by experts of the national police in Citizen participation. The elderly are explained the "modus operandi" of the different relevant criminal acts that they could be subjected to, where is greater risk:

- In their travels and stays on public roads.
- During the trips.
- Inside their homes.
- In banks and shops.
- On the net.

II. The project shall have been evaluated and have achieved most or all of its objectives.¹

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

The progressive increase in life expectancy in Spain, combined with demographic factors such as reduced birth rates, has led in recent decades to the gradual aging of the population and increasing cases of lack of the family support for the elderly.

Within this group, people who maintain relative physical and mental autonomy, and although they are tele cared, they live alone in their homes are especially vulnerable.

This fact increases their confidence and their risk of being victims of crime, especially by cons and swindles.

For these reasons, the project is developed with the intention of the National Police to reach this part of the particularly vulnerable group, directly passing on tips and security alerts or using as a vehicle of communication and cooperation intermediaries like the enterprise SAR Quavitae. It minimizes risk situations of tele assisted about fraud, theft, robbery and abuse.

They have been taken as reference of the data provided by population studies of the Statistics National Institute (INE).

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

They have been taken as reference of the data provided by population studies of the Statistics National Institute (INE).

http://www.ine.es/inebmenu/mnu_cifraspob.htm . Study of "A profile of elder people in Spain, 2014 basic statistical indicators" of the (CSIC).

<http://envejecimiento.csic.es/documentos/documentos/enred-indicadoresbasicos14.pdf> and the studies conducted by the company of tele assistance SAR Quavitae.

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

Prevention of the main identified threats to the security of the elderly tele assisted:

- Scams and fraudulent use of its property, funds and savings accounts by other people.

¹ 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>

- Thefts.
- Robberies with force or violence in their homes, and especially using violence around banks.
- Abuse in all areas.

To build confidence of the elderly in the National Police and the development of reporting situations about crimes of those who may be victims with the help of the tele assistance.

To Improve police response in its action with the elderly tele assisted.

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**)

To establish objective measures to assess the preventive impact of the project was complicated. The need to establish control groups in elderly tele assisted population by SAR Quavitaie and other companies.

In addition to this, it is difficult to obtain cooperation of these people because of deaths and constant renewal of users with private contracts and changes in the allocation of institutional contracts use to happen, impeding reliably assess of the crimes that have been prevented.

To evaluate this impact assessment to increase awareness of the subjective feeling of security questionnaires made by SAR Quoavitaie, and the objective measurement of the crimes actually detected "in franganti" by warning those users based on the knowledge that they managed to convey.

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

The evaluation of the results of the project is carried out by the National Police with a software called (ARPC), in which the police officers who have given safety talks can save their works.

Computer control by Sar Quavitae can be used for everything related to various preventive campaigns with telecare service users, as well as alarms and aid requirements that they have transmitted to them.

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

Through quality control studies among business users of the enterprise SAR Quavitae and the collection of statistical data, 18 prevention campaigns have been realized, Safety tips have been provided to 11,255 users (total calls made). It has been determined that 123 victims were prevented thanks to the advice and warnings that were passed, representing a 1,093% of the population tele assisted by SAR Quavitae.

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**)

The project is innovative:

- To be a pioneer in the use of the network of telecare service nationwide through "the call center" to spread safety tips to seniors who live in their homes that the national police could not reach directly, and to detect cases they are victims of flagrant crimes.
- To use "Early warnings" by agents that work implementing the project SAR Quavitae, communicating the upturns of offenses in areas to prevent crimes by having the tele assistance service directly contact its users warning them of the new criminal methods and trends, preventing these offenses among its clients.
- To train tele operators and home assistants about three interventions: before, during and after the crime.

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

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

The Spanish National Police, 215 delegates who participate in the Project for Citizen

Participation in each of the Police Station that the National Police has distributed throughout Spain with the support of other 321 specialists that are coordinated by the Central Unit.

The maximum number of police agents for this program is about 600, and they implement the "Great Security Plan for the Elderly" (Plan Mayor de Seguridad) where this project is situated.

SAR Quavitae company has been involved in the project. In addition to its management team also the staff of two "call centers" situated in Madrid and Sevilla with 30 workers specialists in psychology and social work.

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


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


Budget constraints necessary to comply with the requirements of reducing deficit in the European Union have required that the project had no budget increase in the National Police, so policing has not been economically independent, but costs have been distributed amongst existing Mayor to implement the Security Plan, being necessary to make an estimate based on the use of human resources and materials it needed for the implementation of the same in this project.

The company SAR Quavitae contains the notes accounting expenses related to the project, which have been duly collected and transmitted to the National Police.

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

The cost of the project in preventive campaigns is:

	
POLICE AGENTS	574
SALARY	2.050
VALIDITY	17 MESES
ACTS OF THE PLAN	2.955
ACTS OF THE PROJECT	43(1,46%)
MONTHLY COST	1,29 €
1,29 € X574	743,01€
743,01X17 MESES	12.631,14€

 SAR Teleasistencia <small>Cuidamos personas</small>	PREVENTIVE CAMPAIGNS
NUMER OF TIMES	18
ESTIMATION €	4860
STAFF	4320
MATERIAL	
DISPLACEMENT	
FEEDING	
TELEPHONY	540
	4860 €

So it has meant a cost of 17.491,14 euros in 17 months, representing about 34,30 € daily to assist 11.255 tele assisted.

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 project cost is very low compared to that achieved success in terms of prevention and avoidance the crimes that may suffer the elderly tele assisted.

The possibilities of this project are big, due to the fast action by the possibility that the tele assisted person may be the victim of a crime, and thanks to the use of technical means of tele-assistance service, the National Police can contact telephone operators and pass on safety advice needed before the crime happens and even once it has. They can immediately report the incident to the National Police if tele assisted people cannot or are unable enough to do so.

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

It is a project that can be extrapolated to other member countries of the European Union if they have telecare service companies. It is an easy project to adapt and to move to other cultures, because European countries are concerned about the safety of the elderly and the most vulnerable population groups.

The red cross is studying to extend the same tele-assistance service of SAR quovivae based on a new agreement recently signed and it will be able to be extended to the rest of the European countries.

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

Through these projects, new channels of cooperation between police and civil society are established. It does involve the same of achieving the objectives of public prevention strategies while they awareness on the idea that security is everyone's concern and confidence is fostered in the Security Forces, deriving in greater citizen collaboration.

As a consequence of the participation of public and private institutions in prevention efforts, non-police civilian operators are at the service of public safety giving more resources. It benefits the most vulnerable groups in society.

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

This is a cooperation project between the Spanish National Police and SAR Quavitaie company Telecare (Telecare company for elderly). Being a particularly vulnerable group a project and a protocol of action to improve safety has been developed, it has been based on 3 fundamental aspects:

- 1- To prevent main security threats of the elderly: abuse in its various forms, robbery, theft, scams and fraudulent use of their property, funds, accounts and saving accounts by people.
- 2- To promote confidence of elderly people in the National Police and the development of reporting situations and crimes of those who may be victims.
- 3- To improve the police response to their actions with the elderly.