



EUROPEAN CRIME PREVENTION NETWORK

## **EUCPN Toolbox Series**

No. 10

### ***Prevention of Organised Crime Targeting Elderly People – Policies and practices***

‘The implementation of the Multiannual strategy plan of the EUCPN and the Informal Network on the Administrative Approach’ - EUCPN Secretariat, March 2018, Brussels



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European Commission – Directorate-General Home Affairs



# **Prevention of Organised Crime Targeting Elderly People – policies and practices**

## **Preface**

The 10<sup>th</sup> toolbox in the series published by the EUCPN Secretariat focusses on the main theme of the Slovakian Presidency and the 2016 Best Practice Conference and European Crime Prevention Award, which is the 'Prevention of organised crimes targeting elderly people'. The first part of the toolbox presents an overview of the existing policies and legislative measures on the international level, with a particular focus on the EU.

The second and third part focusses on good and promising practices which were submitted by 19 Member States to compete in the 2016 European Crime Prevention Award (ECPA). Two participating experts, who were invited by the EUCPN Secretariat, gave their view on the best practices presented at the ECPA. Their opinion is processed in the second part of this toolbox. Finally, an overview of the submitted ECPA (and additional) projects can be found in the last part of the toolbox.

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## **Authors/editors**

Cindy Verleysen, Senior Research Officer, EUCPN Secretariat, Brussels, Belgium  
Chadia Dehbi, Research Officer, EUCPN Secretariat, Brussels, Belgium

### **EUCPN Secretariat**

Waterloolaan / Bd. de Waterloo 76 1000 Brussels, Belgium  
Phone: +32 2 557 33 30 Fax: +32 2 557 35 23  
eucpn@ibz.eu – www.eucpn.org

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Also, we would like to mention our gratitude for the two experts who attended the BPC-ECPA. Thanks to their report about the presented EPCA-projects, they contributed to the content and conclusions of this toolbox: Ms. Anneleen Rummens (UGent, Belgium) and Ms. Pilar De La Torre (Efus). They were kind enough to share their expertise on the subject and provide feedback on the best practices.

Finally, we would like to thank all the participants of the European Crime Prevention Award 2016. As with the previous editions of the BPC-ECPA competition, we were incredibly touched by all participants' commitment and enthusiasm for the work they are doing day by day and for their willingness to share their experiences with co-workers from all over Europe. You truly are an incredible source of inspiration for everyone involved in the prevention of organised crime targeting elderly people. Thank you!

The EUCPN Secretariat

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## Introduction

Longevity is one of the greatest achievements of modern societies. Europeans are living longer than ever before and this pattern is expected to continue due to unprecedented medical advances and improved standards of living. By 2020, a quarter of the European population will be over 60 years of age. Combined with low birth rates, this will bring about important changes to the structure of European society, which will impact on our economy, social security and health care systems, the labour market and many other spheres of our lives. Demographic change in Europe is seen as a challenge for many policy areas: from family policy, through education, lifelong learning and labour market policy; to social protection systems, and pensions, health and long-term care in particular. Undoubtedly, the elderly - a growing segment of society - forms a 'new market', which also means new opportunities for criminals. The elderly will emerge as a main target and client group for (organised) crime. Criminals will increasingly target, and also provide illicit services and goods to this growing population of elderly people exploiting new markets and opportunities (Europol, 2015).

This toolbox is being developed to bring together the efforts made at the EU, national and local level to prevent and combat organised crime targeting elderly people. These include the legislative and policy measures which set the framework in which national and local actors (NGOs, civil society, government administrations,...) need to work. At the same time, the toolbox wants to disseminate and promote the important work that is being done by other European organisations, such as the European Forum of Urban Security (Efus) and the Member States.

As usual, the toolbox is primarily written for local policymakers and practitioners who may be confronted with these issues in their daily work. In part 2 and 3 some examples of practices implemented in various Member States are further explored. By doing this, the toolbox aims to build up and exchange practical knowledge and know-how and to inspire people working in the field of preventing organised crime targeting elderly people to learn from each other.

## Toolbox elements

The theme of the EUCPN toolbox is explored from various perspectives, combining as much information and knowledge as possible in an easy-to read document for policymakers and practitioners<sup>2</sup>. This tenth toolbox in the series consists of three parts:

**Thematic paper** – the first part of the toolbox is a general introduction to the theme of (organised) crime targeting elderly people. It builds on existing research and provides information on how legislative and policy measures are developed in the EU and its Member States to prevent and combat this issue. It offers the framework for the next parts of the toolbox.

**Good and promising practices** – the second part zooms in on the best practices of the ECPA and the European Crime Prevention Award winning projects of the Czech Republic, Germany and Croatia. The topics regarding the entries that are discussed, are: main risks of crime among the senior population, technological solutions to strengthen security and safety of seniors, promoting seniors population empowerment, a global strategy of security for all and common partners. Additionally, some provisional conclusions are drawn up about the positive aspects of the good practices as well as some challenges for the futures.

**Examples from practice** – one of the aims of the EUCPN is to stimulate the exchange of good practices between Member States. The third and final part of the toolbox, therefore, contains all 2016 European Crime Prevention Award entries and the additional projects send in by some Member States.

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<sup>3</sup> For the other EUCPN toolboxes, see: [http://eucpn.org/search/knowledge-center/toolboxes?f%5B0%5D=im\\_field\\_doc\\_subject%3A8](http://eucpn.org/search/knowledge-center/toolboxes?f%5B0%5D=im_field_doc_subject%3A8)



# Part 1

## Legislation, policies and practices

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### Legislation, policies and practices

## 1. Introduction

In this part, we will zoom in on the elderly in our society and the consequences of the growing segment of elderly in the EU. The elderly represent an important and ever growing part of the EU and its Member States and this has been a subject of debate since the late 1990s. The average age of the citizens of highly industrialised society has been increasing and this will continue. The number of Europeans aged 65 or older has tripled over the last 60 years and this ageing of the population is expected to continue in the future. Meanwhile, it has already become clear that this development has a significant impact on the economies, societies and politics of the affected countries. These large-scale demographic shifts will also have a significant impact on (serious and organised) crime.

Of course, these developments have consequences and require extra attention in EU policy and legislation. Therefore, we first take a look at the extra attention for elderly in general in the EU. Next, we run through the EU action to promote elderly people's rights. Furthermore, the topic of this toolbox is related to the European priority of protecting and supporting victims, which is described too in this chapter.

In addition, we attempt to shine a light on the practices in the several EU MS regarding organised crime targeting elderly people. For this objective a questionnaire was sent out. 12 Member States have provided the EUCPN Secretariat with their answers.

For additional information regarding this subject, we would like to refer you to **EUCPNs theoretical paper concerning 'organised crime targeting elderly people'**.<sup>4</sup>

## 2. Focusing on elderly

As mentioned in the EUCPN Theoretical Paper Organised Crime Targeting Elderly People, it is beneficiary to work with a specific target group in order to organise a decent strategic plan when it comes to crime prevention. Since elderly people are assuming a greater importance in the EU as both their numbers and their proportion of the population increase due to the ageing of the population in the EU, it is not astonishing that the EUCPN likewise decided to focus on

*When a person is considered old, varies in terms of the geographical location and context.*

the 'elderly'. Senior citizens represent an important and ever growing part of our European society, which has a significant impact on our economy, culture and lives. Population ageing is one of the major social and economic challenges of our contemporary societies and for the future of the EU. The combination of ageing societies and low birth rates poses major economic, budgetary and social challenges.

<sup>4</sup> EUCPN. (2017). Organised Crime Targeting Elderly People: A theoretical overview. In: EUCPN Secretariat (eds.), *EUCPN Theoretical Paper Series*, European Crime Prevention Network: Brussels.

Also, improving the quality of life of Europe's increasingly elderly population is a challenge which the EU is facing today. Without institutional and political changes, demographic trends are expected to transform our societies considerably, impinging on intergenerational solidarity and creating new demands on future generations.<sup>5</sup> Therefore, it is not surprising that elderly are the focus of a range of EU policies and programmes.

The European Union and its Member States already adopted a **number of policies and programmes** that affect elderly people directly or support them in various ways. Some examples are a range of policies and programmes that promote active ageing, particularly in terms of helping elderly people to work longer and retire later. For instance, one of the major consequences of the ageing of the population in the EU is the increase in the cost of providing adequate pensions, health care and long-term care for a growing number of elderly and over a longer period of time. Other examples are programmes concerned with discrimination, social protection and accessibility of public services.<sup>6</sup>

*Active ageing: the process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age.*

Additionally, the EU supports a variety of **research and innovation projects** having a direct application for elderly. Some examples are part of the 7th Framework Programme (2007-2013) or the Horizon 2020 programme (2014-2020). In 2014, the European Institute for Technology set up a Knowledge and Innovation Community for innovations for healthy living and active ageing. The European Union helped to create a joint programming initiative called 'More Years, Better Lives' (an initiative between 12 MS). The initiative's common research agenda includes topics such as measures of well-being, ageing 'in place' and ways of engaging elderly in society.<sup>7</sup> It is clear that these EU framework programmes are a significant source of multidisciplinary social research addressing the challenges faced by European societies and social policies. Some other examples of these projects are ASPA (Activating Senior Potential in Ageing Europe), Demhow (Demographic Change and Housing Wealth), LEPAS (Long-run Economic Perspectives of an Ageing Society), Maggie (Major Ageing and Gender Issues in Europe) and Multilinks (How demographic changes shape intergenerational solidarity, well-being and social integration: a Multilinks framework).<sup>8</sup>

It is clear that more and more policymakers try to focus on making the elderly more active. This also means that the elderly need to have the feeling that they are not worthless and do matter in society. In the EUCPN Theoretical Paper 'Organised Crime Targeting Elderly People', it is explained that there are three pillars of active ageing, namely participation in society,

<sup>5</sup> **European Commission.** (2009). *Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions – Dealing with the impact of an ageing population in the EU (2009 Ageing Report)*. Accessed on 23 February 2018 at <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A52009DC0180>.

<sup>6</sup> **European Parliamentary Research Service.** (2014). *Older people in Europe. EU policies and programmes. [report]*. EPRS: Brussels. Accessed on 22 February 2018 at [http://www.europarl.europa.eu/RegData/bibliotheque/briefing/2014/140811/LDM\\_BRI\(2014\)140811\\_REV1\\_EN.pdf](http://www.europarl.europa.eu/RegData/bibliotheque/briefing/2014/140811/LDM_BRI(2014)140811_REV1_EN.pdf)

<sup>7</sup> Ibid.

<sup>8</sup> **European Commission.** (2014). *Population ageing in Europe: facts, implications and policies. Outcomes of EU-funded research. [report]*. European Commission: Brussels. Accessed on 14 February 2018 at [https://ec.europa.eu/research/social-sciences/pdf/policy\\_reviews/kina26426enc.pdf](https://ec.europa.eu/research/social-sciences/pdf/policy_reviews/kina26426enc.pdf)

a good health and a **feeling of security**.<sup>9</sup> This last pillar brings us to crime prevention and demonstrates that the growing attention for the elderly in society seeps through to crime prevention and of course the EUCPN.

Finally, Europol mentioned that the **demographic change in the EU also has its impact on serious and organised crime**. Because of their vulnerability, the elderly have long been the targets of criminal activity, which will increase with the growing population of elderly in the EU. **Fraud against the elderly** committed by Organised Crime Groups (OCGs) will become more widespread in a growing elderly population. For example, OCGs will increasingly engage in various forms of fraud against pension schemes and social benefit systems. These fraud schemes will either abuse the elderly to illegally obtain funds or provide unregulated advisory services to customers seeking to supplement their income with higher pension or social benefit payments. Also, the elderly will unknowingly and unwillingly **emerge as a significant consumer group for illicit commodities**. Europol expects that OCGs producing counterfeit goods are likely to attempt to specifically market their products to a growing target group of older customers. However the proliferation of counterfeit medicines is already a major threat to the health of EU citizens, it is assumed that OCGs are likely to broaden the range of counterfeit medicines to profit from the market for counterfeit medicines and medical equipment targeting the elderly. Also, some OCGs actively attempt to infiltrate and dominate profitable sectors of the economy, such as the healthcare provision which is an increasingly profitable service industry likely to expand in the future. Since healthcare services aiming to provide care for the elderly represent a growth sector, it is likely that OCGs may be tempted to enter this lucrative business too. Infiltration of the healthcare industry by organised crime entails the risk of sub-standard care provision to vulnerable members of society and also offers additional opportunities for criminal activities such as the proliferation of counterfeit medicines or various fraud offences against patients and insurance providers. Europol predicted that this development will be likely the result of an anticipated drive by OCGs to move increasingly into the area of service provision, which promises significant profits, a lower risk of detection and much lower penalties than traditional criminal activity. We can conclude from this part that the demographic change probably will not influence quantitatively on serious and organised crime in the European Union, but it will cause some shifts in commodity markets and open new criminal opportunities for OCGs ready and willing to adapt to the changing make-up of Europe's population.

### 3. EU actions to promote elderly people's rights

As mentioned above, the EU and its Member States have already adopted a number of policies and programmes that affect elderly people directly or support them in various ways. Elderly people often face negative attitudes and *age discrimination* in particular in access to health care, employment, goods and services, information and education. They also face increasing barriers to their participation, become more dependent on others and lose some or all of their

<sup>9</sup> World Health Organisation. (2002). *Active Ageing: a policy framework*. [report]. Accessed on 05 February 2018 at [http://apps.who.int/iris/bitstream/10665/67215/1/WHO\\_NMH\\_NPH\\_02.8.pdf](http://apps.who.int/iris/bitstream/10665/67215/1/WHO_NMH_NPH_02.8.pdf)

<sup>10</sup> Europol. (2015). *Exploring Tomorrow's organised Crime*. [report]. Europol: The Hague

personal autonomy. These threats to their dignity can make them more susceptible to neglect, abuse and violation of their rights. However, discrimination on the basis of age is prohibited in general terms by the treaties of the European Union.

There is specific legislation against age-based discrimination in the area of employment, but it allows for exceptions where the differential treatment of elderly is justified by societal goals and is necessary and appropriate. Legislation to extend anti-discrimination measures to other areas has been proposed but not yet adopted.

### 3.1 EU treaties and secondary law

Article 19 of the **Treaty on the Functioning of the European Union**<sup>11</sup> empowers the EU to legislate against discrimination in terms of age as well as sex, racial or ethnic origin, religion, disability and sexual orientation. Article 21 of the **Charter of Fundamental Rights of the EU**<sup>12</sup> explicitly prohibits discrimination based on age. Article 25 of this Charter also recognises the right of the elderly to lead a life of dignity and independence and to participate in social and cultural life. The **European Convention on Human Rights**<sup>13</sup> does not explicitly bar age discrimination in relation to the exercise of Convention rights, but the scope of its anti-discrimination clause – article 14 – has been interpreted as extending to age.<sup>14</sup>

The **EU's Employment Equality Directive**<sup>15</sup> generally prohibits age discrimination in employment and occupation. Nevertheless, this Directive allows for differential treatment on the basis of age if two conditions are met: the differential treatment must have a legitimate aim and the means to achieve that aim must be appropriate and necessary.<sup>16</sup>

<sup>11</sup> **European Union.** (26.10.2012). *Consolidated versions of the Treaty on European Union and the Treaty on the Functioning of the European Union*. Retrieved from: [http://eur-lex.europa.eu/resource.html?uri=cellar:c382f65d-618a-4c72-9135-1e68087499fa.0006.02/DOC\\_3&format=PDF](http://eur-lex.europa.eu/resource.html?uri=cellar:c382f65d-618a-4c72-9135-1e68087499fa.0006.02/DOC_3&format=PDF)

AGE Platform Europe. (2012). *Active senior citizens for Europe: a guide to the EU*. [report]. Age Platform Europe: Belgium. Accessed on 1 March 2018 at [http://www.age-platform.eu/images/stories/EN/activesenior\\_citizens\\_for\\_europe\\_a\\_guide\\_to\\_the\\_eu.pdf](http://www.age-platform.eu/images/stories/EN/activesenior_citizens_for_europe_a_guide_to_the_eu.pdf)

<sup>12</sup> **European Union.** (26.10.2012) *Charter of fundamental rights of the European Union*. Retrieved from: <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:12012P/TXT>

<sup>13</sup> [https://www.echr.coe.int/Documents/Convention\\_ENG.pdf](https://www.echr.coe.int/Documents/Convention_ENG.pdf)

<sup>14</sup> **European Parliamentary Research Service.** (2014). *Older people in Europe. EU policies and programmes*. [report]. EPRS: Brussels. Accessed on 22 February 2018 at [http://www.europarl.europa.eu/RegData/bibliotheque/briefing/2014/140811/LDM\\_BRI\(2014\)140811\\_REV1\\_EN.pdf](http://www.europarl.europa.eu/RegData/bibliotheque/briefing/2014/140811/LDM_BRI(2014)140811_REV1_EN.pdf)

<sup>15</sup> **Council Directive 2000/78/EC** of 27 November 2000 establishing a general framework for equal treatment in employment and occupation. Retrieved from <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32000L0078&qid=1398413786803>

<sup>16</sup> *Ibid.*

### 3.2 Active ageing

#### Some milestones:

- 1997: the Amsterdam Treaty gave the EU competence for combating discrimination based on sex, racial or ethnic origin, religion or belief, *age* or sexual orientation.
- Since 2000 the European legislation protects everyone living in the EU from discrimination at work on grounds of age thanks to the **Framework directive 2000/78/EC**.
- 2008: the European Commission proposed a new draft Directive to protect everyone living in the EU against discrimination based on *age*, disability, sexual orientation and religion or belief beyond the workplace (i.e. in access to goods and services)
- 2009: the Treaty of Lisbon gave binding force to the Charter of Fundamental Rights, which dedicates an article (Art.25) on the rights of the elderly and sets out a whole range of civil, political, economic and social rights relevant for elderly people, such as the rights to non-discrimination, social security, health care and education.
- The **UN Convention on the Rights of Persons with Disabilities** is the first international human rights convention to be ratified by the EU in 2011, which will have to take into account the needs of the ageing population in its application.
- 2010: the UN General Assembly established the Open-Ended Working Group on Ageing, which examines the international framework of the human rights of older persons.
- February 2014: the CoE adopted a recommendation on the promotion of the human rights of older persons.
- As of 2013 AGE can lodge complaints to the European Committee of Social Rights, a CoE body which rules on the conformity of States with the rights enshrined in the European Social Charter.
- The **European Accessibility Act** (2015) aims to contribute to improve the proper functioning of the internal market and remove and prevent barriers for the free movement of accessible products and services.

As mentioned before, the EU helps to put a range of policies and programmes in place that promote active ageing.<sup>17</sup> This involves encouraging elderly people to remain active by working longer and retiring later, by engaging in volunteer work or caring for young or very old family members and by leading healthy and autonomous lives. The EU supports MS in trying to find adequate and sustainable solutions for pensions, healthcare and long-term care-issues that are important for seniors and the elderly, since these policies are

<sup>17</sup> **European Commission.** (2012). *The EU contribution to active ageing and solidarity between generations*. [report]. European Commission: Brussels. Accessed on 21 February 2018 at [https://www.ab.gov.tr/files/ardb/evt/1\\_avrupa\\_birligi/1\\_9\\_politikalar/1\\_9\\_7\\_sosyal\\_politika/eu\\_contribution\\_to\\_active\\_ageing\\_and\\_solidarity\\_between\\_generations.pdf](https://www.ab.gov.tr/files/ardb/evt/1_avrupa_birligi/1_9_politikalar/1_9_7_sosyal_politika/eu_contribution_to_active_ageing_and_solidarity_between_generations.pdf)



principally the responsibility of the Member States. For example, the EU declared 2012 to be the European Year for Active Ageing and Solidarity between Generations, which provided the focus for a wide range of initiatives. Some examples herein, are the ESF-Age Network (supported by the European Social Fund) that provided a showcase for good practice examples in the management of ageing workers in 14 MS, the *Best Age initiative*<sup>19</sup> in the Baltic Region to encourage people aged 55 y.o. or older to work with different age groups in business and skills development and the *Active Ageing Index*<sup>20</sup>, based on 22 measurements of how well MS do in terms of social and employment participation of elderly people and their capacity to age actively. Finally, at the end of the European Year, the Council adopted guiding principles for active ageing to serve as a checklist for what needed to be done after 2012, continuing many of the education, benefits and employment measures, as well as providing support for healthy and independent living. Promoting active and healthy ageing is one of the investment priorities of the new European Social Fund 2014-2020. These priorities of the European Social Fund 2014-2020 were also really clear in the ECPA-entries.

The **AGE Platform Europe**<sup>21</sup> – set up in January 2001 following a process of discussion on how to improve and strengthen cooperation between elderly people's organisations at EU level - is definitely worth mentioning in this chapter. This Platform is an European network of non-profit organisations of and for people of 50 y.o. or older, aiming to voice and promote the interests of the 190 million citizens of 50 y.o. or older in the EU and to raise awareness about the issues that concern them most. They focus on a wide range of policy areas that have an impact on older and retired people, including issues of anti-discrimination, employment of older workers and active ageing, social protection, pension reforms, social inclusion, health, elder abuse, intergenerational solidarity, research, accessibility of public transport and of the build environment, and new technologies. They seek to give a voice to the elderly in the EU policy debates, through the active participation of their representative organisations at EU, national, regional and local levels. Also, they provide a European platform for the exchange of experience and best practices. Furthermore, they inform elderly people on their rights as EU citizen or resident and on EU policy making processes and recent EU policy development. *They are involved in several EU projects and seek to promote elderly people's participation in the development of projects and devices intended for them.* According to this Platform, in many MS the seniors' community is fragmented. Nevertheless, many European citizens have the opportunity to be involved in policies affecting elderly people through national institutions - such as the Czech National Council for Seniors and Ageing population – or local/regional bodies – such as the Centre for Senior Citizens Initiatives in Poland.

<sup>18</sup> European Parliamentary Research Service. (2015). *European Year for Active Ageing and Solidarity between Generations (2012)*. [report]. EPRS: Brussels. Accessed on 16 February 2018 at [http://www.europarl.europa.eu/RegData/etudes/IDAN/2015/536344/EPRS\\_IDA\(2015\)536344\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/IDAN/2015/536344/EPRS_IDA(2015)536344_EN.pdf) - <http://ec.europa.eu/archives/ey2012/>

<sup>19</sup> <http://www.best-agers-project.eu/>

<sup>20</sup> <https://statswiki.unecce.org/display/AAI/I.+AAI+in+brief>

<sup>21</sup> <http://www.age-platform.eu/>

## 4. EU action to promote victims' rights

The topic of this toolbox is also related to the European priority of *protecting and supporting victims*. According to information of Eurostat<sup>22</sup>, approximately 25 million criminal offences against persons or property, excluding minor crimes, are recorded annually in the EU. Since most crimes are never reported, this leads us to an estimate that there is likely to be up to 75 million direct victims of crime every year in the European Union, which means that an estimated 15% of Europeans in the EU fall victim to crime every year. On top of that, crime not only affects the direct victim, but also those who are close to them. Especially, family members suffer from the crime too. This may be influenced because they help the person overcome the incident, recover from physical injury or they may face financial difficulties as result

of the crime or have to deal with the loss of a family member. Victims have a range of needs varying from victim to victim. To meet these needs, all these victims must be treated individually. Also, victims' rights should be accessible on an equal and non-discriminatory basis.

### Needs of victims:

- Respectful treatment and recognition as victims
- Protection from intimidation, retaliation and further harm by the accused or suspected and from harm during criminal investigations and court proceedings.
- Support, including immediate assistance following a crime, longer-term physical and psychological assistance and practical assistance
- Access to justice to ensure that victims are aware of their rights and understand them, and are able to participate in proceedings
- Compensation and restoration, whether through financial damages paid by the state or by the offender or through mediation or other form of restorative justice.

In addition, more and more people travel, live or study abroad in another EU Member State, where the risk of becoming a victim is just as great as in the home country. These numbers and information show the importance of ensuring effective action on the rights of those who fall victim to crime in their own country or abroad. This cross-border problem calls for EU action.<sup>23</sup> One of the EU's objectives is to offer its citizens an area of freedom, security and justice in which their freedom of movement is ensured. However, without an effective EU-wide application of a minimum level of rights for victims, mutual trust is not possible. This means that judicial systems should have full faith in each other's standards of fairness and justice, and citizens should have confidence that the same level of minimum rules will be applied when they travel or live abroad.<sup>24</sup>

<sup>22</sup> Eurostat. (2009). *Statistics in focus*, 36/2009; estimates based on analysis of the EU International Crime Survey in 'The Burden of Crime in the EU' ([www.europeansafetyobservatory.eu](http://www.europeansafetyobservatory.eu)) and assuming the rate of unreported crime being 60 %, and victims having on average 3 close family members. These statistics do not include minor offences.

<sup>23</sup> European Commission. (2011). *Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions Strengthening victims' rights in the EU* Communication from the Commission to the European Parliament, the council, the Economic and social committee and the committee of the Regions Strengthening victims' rights in the EU / COM/2011/0274final\*. Accessed on 1 February 2018 at <http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52011DC0274>

<sup>24</sup> *Ibid.*



To help victims of crime, the European Commission proposed the EU directive on minimum standards for victims to improve rights for crime victims (May 2011). This **Victims' Rights Directive**<sup>25</sup>, replacing the Framework Decision from 2001, establishes minimum standards on the rights, support and protection of victims of crime and ensures that victims of crime are recognised and treated with respect in all the EU Member States. These new rules lay down new rights for victims, including the *rights of victims' family members, the right to understand and be understood, the right to access support services and the right to individual assessment*, and obligations for the MS. They also reinforce the existing rights, including the right to be informed. This Directive, in comparison to the Framework Decision, ensures a better enforcement of victims' rights. In this Directive, the definition of victim includes every person that suffered harm from a crime. This suffering may be objectively measurable, such as economic loss or physical harm, or more individual, such as mental or emotional harm.<sup>26</sup>

### Victims' rights under the Victim's' Rights Directive:

- Right to understand and to be understood
- Right to information about the victims' rights
- Right to information about the case
- Right to interpretation and translation
- Right to victim support in every MS
- Right to participate in criminal proceedings
- Right to safeguards in the context of restorative justice
- Right to protection of privacy
- Right to individual assessment of victims' protection needs
- Children's rights

In this toolbox, it is also of interest to mention that in the Victims' Rights Directive - also known as Directive 2012/29/EU - is stated in art. 9:

*Crime is a wrong against society as well as a violation of the individual rights of victims. Victims of crime should be recognised and treated in a respectful, sensitive and professional manner without discrimination of any kind based on any ground such as race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age, gender, gender expression, gender identity, sexual orientation, residence status or health. In all contacts with a competent authority operating within the context of criminal proceedings, and any service coming into contact with victims, such as victim support or restorative justice*

<sup>25</sup> Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA. Retrieved from <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32012L0029>

<sup>26</sup> European Commission. (2015). Victims' Rights Directive: Frequently asked questions. Accessed on 5 March at [http://europa.eu/rapid/press-release\\_MEMO-15-6113\\_en.htm](http://europa.eu/rapid/press-release_MEMO-15-6113_en.htm)

European Commission. (2011). Communication from the Commission to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions Strengthening victims' rights in the EU Communication from the Commission to the European Parliament, the council, the Economic and social committee and the committee of the Regions Strengthening victims' rights in the EU / COM/2011/0274final\*/. Accessed on 1 February 2018 at <http://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52011DC0274>

*services, the personal situation and immediate needs, age, gender, possible disability and maturity of victims of crime should be taken into account while fully respecting their physical, mental and moral integrity. Victims of crime should be protected from secondary and repeat victimisation, from intimidation and from retaliation, should receive appropriate support to facilitate their recovery and should be provided with sufficient access to justice.*

**Directive 2004/80/EC<sup>27</sup>** is another Directive related to minimum standards on the protection of victims of crime. This Directive on compensation to crime victims stated that ‘crime victims in the EU should be entitled to fair and appropriate compensation for the injuries they have suffered, regardless of where in the European Community the crime was committed’. The directive requires that all EU MS have a state compensation scheme which provides fair and appropriate compensation to victims of intentional violent crime.

## 5. Policy and prevalence in EU MS regarding organised crimes targeting elderly people

To address the question of the various policy and legislative measures taken by the EU Member States with regards to organised crimes targeting elderly people and the prevalence thereof, the EUCPN Secretariat sent out a questionnaire to all MS. The analysis below is based on the information obtained through this questionnaire filled in by 12 of 27 EUCPN National Representatives.

### 5.1. Classification of vulnerable target groups

Most MS take into account the fact that certain target groups within the general population have specific vulnerabilities and that policy decisions should reflect this. It is important to note that the importance of vulnerable target groups exceeds the field of criminal policy. Social welfare, healthcare, education... are all policy domains that are sensitive to the vulnerabilities of certain target groups. As a consequence, it is logical for crime prevention measures to be likewise established according to these vulnerabilities. Gender, social condition (i.e. isolation), physical condition which leads to a higher dependence (pregnancy, sickness, disability) and age are several criteria on which these target groups are based. Some of these criteria are more common amongst the MS than others.

Estonia and Germany underline the need to work evidence-based. Estonia further clarifies that this means that in the policy analysis different prerequisites are taken into account when drafting strategies and action plans. These are for example socio-demographic criteria, developments in the population, economic situation etc. Germany explains that for crime prevention this translates in the need of identifying the most vulnerable groups in the general population and to make prevention measures more needs-oriented and tailored to the requirements of the target group.

In Finland the target groups depend on the topics that are on the government’s agenda. Recently the prevention of gender based violence and ethnicity (prevention on radicalisation) has been in the spotlight.

<sup>27</sup> Council Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims.  
Retrieved from <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1421931738691&uri=CELEX:32004L0080>

In Greece, the police applies specific actions with the purpose of protecting vulnerable groups in the general population. One of these vulnerable groups are the elderly people. These specific actions happen in addition to the preventive measures that concern the general public. In particular, the Hellenic police seeks to establish procedures for cooperation with representatives of those groups. The aim is to understand the problems that the vulnerable group is facing and to adapt the policy accordingly. Another aim is to inform these vulnerable groups of the preventive measures that can be taken against crimes they are particularly vulnerable for. On the one hand, in cooperation with the local authorities, the Hellenic police identifies the vulnerable groups that require special protection and security measures and for whom actions will be developed. For Greece these groups are elderly people, people with a disability, groups with cultural diversity etc. On the other hand, the Hellenic police provides advice on prevention of victimisation in cases of theft, burglary, robbery, vehicle thefts, scams... etc.

In Slovakia, certain vulnerabilities are legally cemented in the Criminal Code. Article §139(1) provides several categories of protection. If a crime is committed against a protected person, it will lead to a more severe punishment. A protected person is a child, a pregnant woman, a close relative, a depending person, an elderly person (above 60 y.o.), a sick person, a person that enjoys protection under international law, a public official or a person performing duties imposed by law, a witness, an expert, an interpreter or translator or a health worker in a medical profession aimed at saving life. Like Slovakia, the Czech Republic as well defines particularly vulnerable victims. Criminal law introduces special protective measure for this elderly target group. The MS also refers to strategic documents that focus on specific target groups such as gender-based vulnerability, Roma, the homeless and foreigners.

In Bulgaria, a plan has been adopted for the implementation of the priorities and achievement of the goals of the National Council on Crime Prevention for the period of 2016-2018. One of five main priorities is creating the conditions necessary to reduce the risk of crime among vulnerable groups. A first objective is further specified towards the limitation of fraud and assault on adults and lonely people living in small and remote settlements.

In Spain, an extra effort is made to establish crime prevention programmes targeting those groups that are more vulnerable due to their age, social situation or gender.

In Cyprus, the profession is a criterion for target groups. Hotel workers, banks, goldsmiths, workstations, farms, builders and 24-hour-convenient stores are addressed in a specific manner.

## **5.2. Age is a common criterion to specify vulnerable target groups**

### **Children and youth**

Although most MS states specify vulnerable target groups according to several criteria as mentioned above, age remains the most common criterion to identify vulnerable target groups in the EU. In Germany, it was proven to be a relevant criterion according to a thorough analysis into vulnerabilities. The most common age groups, to which policy is adopted, are children, youth and elderly people.

In most MS there is policy and legislation aimed at the protection of children who are raised in a troublesome environment. Further, a juvenile criminal law system, parallel to that for adults, is common in most MS. As the discussion of child protection legislation and juvenile criminal policy would take us too far out of the scope of this toolbox, we will not go into it any further.

## Elderly people

By 2020, a quarter of Europeans will be over 60 y.o.. Demographic change in Europe is seen as a challenge for many policy areas such as family policy, education, lifelong learning and labour market policy, social protection systems and pensions, health and long-term care in particular. As answers to the questionnaire, both the Czech Republic and Estonia shared their policy measures which are created to face the challenges of ageing. In 2006 the Government of the Czech Republic established the Government Council for Seniors and Population Ageing as its advisory body. For the period of 2013-2017 the Czech Republic has created the 'National Action Plan for Positive Ageing'. Additionally, the Ministry of Interior, in support of work dedicated to victims, has implemented a subsidy titled 'Prevention of socially pathological phenomena'. The objective was to increase the capacity to respond to immediate social needs in a given area. On an annual basis these subsidies are provided to NGOs. From 2013 until 2016, these subsidies were targeted at the 'Prevention of domestic violence and crimes committed against seniors'. Next to this, in 2014 and 2015, the Ministry of Interior implemented a project 'Interagency education and training to increase safety of the elderly'. The project focused on a comprehensive approach to senior citizens as victims or witnesses of crime, to the prevention of their repeated victimisation, all while taking into account their physical and mental health.

In Estonia there is no special crime prevention policy related to elderly people, however the elderly are one of the target groups in different social welfare policies. And so the 2013-2020 action plan 'Active Ageing' was drafted and adopted under the coordination of the Ministry of Social Affairs. This action plan targets the groups above 50 y.o.. It lays down activities related to the prevention of health risks and the general well-being of elderly people. For example stumbling and injuries thereof, alcohol abuse, smoking etc. More in general, the Internal Security action plan for the years 2020-2030 is currently being prepared. During this preparation it became clear that the ageing and the fact that the population is reducing are some of the initial prerequisites for planning actions in order to create a safe country.

When previously discussing the classification of vulnerable target groups based on several criteria other than age, we have already discussed several criminal policy and crime prevention measures that EU MS undertake, that apply to elderly people too. For example in Greece, the Hellenic police seeks to establish cooperation with vulnerable target groups of which the elderly people are one of these. In Slovakia, the Criminal Code establishes several categories of protected persons, the target group 'elderly people' is one of these. Consequently, in Slovakia, crimes that are committed against elderly people will be punished more severe. The main criteria in Spain to specify policy to target groups is gender, the social situation and age. The Cyprus police aims to raise awareness amongst the general public, and amongst elderly people more specifically, through programmes such as the 'Community Police Officer' and the 'Neighbourhood Watch'. Some MS have indicated policy and crime prevention measures that are solely aimed at the



specific target group of elderly people, and not at several vulnerable target groups at once. For example in Spain people above the age of 65 y.o. are considered more vulnerable to different criminal typologies, than others. Different preventive policies are applied to this group. The 'Citizen Participation Unit' within the Spanish National Police provides elderly people on with information on how they can be victimised and refers to self-protection.

Crime prevention projects specifically targeting seniors which were shared by the Czech Republic are Seniors themselves (Senioři sobě), Senior Academy (Senior akademie), Regions for Safe Internet (Kraje pro bezpečný internet), Seniors Safely Online (Senioři bezpečně online) and a prevention campaign on seniors as victims of property criminality by police of the Czech Republic. The campaign introduced specially trained „prevention couriers“ who distribute preventive materials (brochures and DVDs titled „(In)Secure Age“, stickers „Don't open to anyone“, reflective stickers, questionnaires).



*Seniors Safely Online*

In Estonia, awareness raising should in principle reach elderly people through general activities in the community. However there are examples of some activities specifically targeted at elderly according to their vulnerabilities. For example with regards to traffic safety, theft, cyber safety and violence. Next to this, the Estonian development plan of 'Reducing Violence' for the years 2015-2020 contains an analysis to be carried out in 2019 concerning violent crimes committed against elderly people.

The police in Germany offers a specialised prevention measure for the elderly. The efforts focus on useful information on appropriate behaviour to make them aware of the dangers in connection with the crimes such as fraud, theft and burglary, robbery, internet-based scams and counterfeit medicinal products. This project is called 'Sicher zu Hause'.

According to Hungarian regulation, people above 65 y.o. are considered as elderly. This is one of the key target groups for crime prevention measures in Hungary. Aside from the fact that there is a national strategy on elderly, the National Crime Prevention Strategy states that the protection and involvement of elderly people should be a horizontal aspect in all priorities.



### 5.3. Are organised crime phenomena targeting elderly people a priority?

Overall regarding elderly people, 'organised crime' is not a specific focus as such for MS when it comes to criminal law or crime prevention policy. The relevant scope of crime phenomena related to elderly people is rather wide. The age criterion, i.e. the consequences of becoming older which translate in a vulnerability, is of greater importance than the organised aspect of crime elderly people might fall victim to. This seems to be the common point of view amongst MS, although expressed differently and showing another emphasis.

Where Slovakia states that although organised groups are probably part of the perpetrators who attack elderly people, the criminal justice system has not yet proven that these elderly people are systematically the victims of organised crime. Finland makes a similar point. Finnish National Crime Prevention programmes are put in place because elderly people are recognised as vulnerable victims and not because the crimes are committed by OCGs. These programmes aim to prevent different types of crimes and especially frauds.

In Hungary the prevention of victimisation of the elderly is a horizontal goal in all crime priorities, consequently this includes organised crime. However, organised crime as such is not identified as the priority when it comes down to elderly people. Likewise, the Spanish police works to prevent victimisation of the elderly people, without especially taking into account organised crime. Similar positions are found in Cyprus and Greece.

The Czech Republic states that within the MS' policy on organised crime, elderly people are not a focus point. This was not the case for the previous Strategy to Combat Organised Crime for the years 2015-2017 and this will not be the case for the current during 2018-2023.

Furthermore, the crime phenomena targeting elderly people in Estonia such as organised crime, corruption, domestic violence or drug related crimes are not listed in the criminal policy priorities list.

Next to this, 'organised crime' is not a specific focus for MS when it comes to criminal law or crime prevention policy regarding elderly people, MS do list some crime phenomena which seem to be strongly represented amongst this target group. It is noticeable that the common denominator seems to be deception or some other sort of exploitations of trust in the modus operandi. Four crime phenomena which seems to be recurring in most MS as being prioritised are fraud, theft, burglary and robbery. Amongst these four, some forms of organised crime are possible.

Other crime phenomena that are mentioned by the MS to be priorities concerning the elderly people, however which are less common, are cybercrime and scams (theft by deception, street con etc.) in Belgium, internet-based scams and counterfeit medicinal products in Germany, and domestic violence and overall maltreatment in the Czech Republic.

Finally, as mentioned before, in some countries such as Slovakia and Hungary, the priority is given because of the old age of the victim and not because of the crime phenomenon. The old age as a criterion can be viewed as a horizontal goal amongst all crime prevention themes.

## 5.4. Problematic to study the prevalence

It is a problematic task to provide an overview of the prevalence of organised crime targeting elderly people. First, organised crime is catch-all term that contains several crime phenomenon. In EUCPNs thematic paper on this topic, we have limited the notion of organised crime to several crime phenomena such as internet fraud, telephone fraud, house calls, street con, burglary and pickpocketing. These were selected because these phenomena are deemed most relevant for the victim group of elderly people.

Second, the problem was not solved even after making this selection. We still had to face the fact that each EU MS uses a separate method of classification in the official crime statistics. As a consequence the different phenomena risk to be wrongly compared. For example, the statistics of the Hellenic police reflect the prevalence of fraud, without further specifying whether it concerns online or telephone fraud. In the Czech Republic this crime phenomenon is further specified as 'by means of the internet'. A wrongful comparison would be a classic case of comparing apples and oranges.

Third, as a consequence of the different classification methods, official crime statistics are not available for all crime phenomena. This further hinders a comparison between EU MS.

Fourth, age categories for victims within those crime statistics are necessary in order to make statements regarding the prevalence of organised crime targeting elderly people. In our questionnaire we have learned that only a minority of MS keep track of victim demographics in the official crime statistics. More specifically the question was whether the official crime statistics in the MS have a category of internet fraud and whether age categories of victims are withheld. The simplified results can be seen in table 1.

*Table 1: "Do the official crime statistics in your Member States have (i) a category internet fraud and (ii) age categories of victims?"*

Member State	Category Internet fraud	Age categories of victims
Slovakia	No	Yes
Cyprus	No	Yes
Greece	No	No
Belgium	Yes	No
Bulgaria	No	No
Finland	No	Yes
Czech Republic	Yes	Yes
Estonia	Yes	Yes
Germany	Yes	No
Hungary	No	Yes
Romania	Yes	No

It is clear that although some MS have the category of internet fraud in their official crime statistics, and others keep track of the age categories of victims, most don't do both. Only a minority, Estonia and the Czech Republic, state to have statistics on the category internet fraud and the age categories of victims.

We can conclude that the data relevant for the prevalence of organised crime targeting elderly people is rare and scattered. Therefore, we did not make an attempt to provide an outline of gathered knowledge on the prevalence of organised crime targeting elderly people in EU MS, keeping in mind the obstacles as described above. In our opinion, the added value would be rather limited as a thorough comparative analysis is near to impossible.

### 5.5. Offender-oriented prevention programmes are rare

Lastly, one of the objectives of the questionnaire was to assemble examples of primary and secondary offender-oriented prevention of organised crime targeting elderly people from across the EU MS. We especially probed for examples of *offender-oriented* prevention programmes because of the clear trend of victim-oriented practices amongst the entries for the Best Practice Conference 2016 in Bratislava (Slovakia). However, through the answers to the questionnaire we have learned that these examples are rare, as none of the MS shares an example of a primary or secondary offender-oriented prevention programme. For an analyses and overview of the predominantly *victim-oriented* good and promising practices, we refer to part 2 and part 3 of this toolbox.

## 6. Conclusions

In this first part of the toolbox, we zoomed in on the elderly in our society and the consequences of the growing segment of elderly people in the EU. The elderly people represent an important and ever growing part of the EU and its Member States and this has been a subject of debate since the late 1990s. The number of Europeans aged 65 y.o. or older has tripled over the last 60 years and this population ageing is expected to continue in the future. Of course, these developments have consequences and require extra attention in EU policy and legislation.

Therefore, we took a look at the extra attention for elderly in general within the EU. Without institutional and policy changes, demographic trends are expected to transform our societies considerably, impinging on intergenerational solidarity and creating new demands on future generations. The EU and its MS adopted a number of policies and programmes that affect elderly people directly or support them in various ways through promoting active ageing or concerning themselves with discrimination, social protection and accessibility of public services. The EU also supports a variety of research and innovation projects. Each of these EU framework programmes are a significant source of multidisciplinary social research addressing the challenges faced by European societies and social policies. Further, Europol has attention for the elderly group.



The organisation stated that the demographic change in the EU will have its impact on serious and organised crime. Fraud against elderly committed by OCGs will become more widespread when the elderly population keeps growing. Next to this, the elderly will emerge as a significant consumer group for illicit commodities. We should think about sectors such as counterfeit medicines and medical equipment, criminal infiltration of the healthcare industry, patient and insurance fraud etc. It is clear that the ageing of EU population leads to increasing criminal opportunities for OCGs.

After that, we ran through the EU actions to promote elderly people's rights. Elderly people often face negative attitudes and age discrimination in particular in access to health care, employment, goods and services, information and education. They also face increasing barriers to their participation in social life, become more dependent on others and lose some or all of their personal autonomy. Some of the legislative milestones can be found in article 19 of the Treaty on the Functioning of the European Union, articles 21 and 25 of the Charter of Fundamental Rights of the EU and in the European Convention on Human Rights. These milestones respectively empower the EU to legislate against discrimination in terms of age, explicitly prohibit discrimination based on age and recognises the right of the elderly to lead a life of dignity and independence and to participate in social and cultural life, and extend the anti-discrimination clause in article 14 by extending it to age. Next to anti-discrimination, a lot of efforts are done regarding active ageing. On the one hand, the EU tries to support MS in finding adequate and sustainable solutions for pensions, healthcare and long-term-care issues. In that regards, the EU declared 2012 to be the European Year for Active Ageing and Solidarity between Generations, during which a wide range of initiatives were launched such as the ESF-Age Network, the Best Age initiative and the Active Ageing Index. It is clear that the promotion of an active and healthy ageing is considered as crucial. On the other hand, the AGE Platform Europe was set up in 2001. It is an European network of non-profit organisations who aim to voice and promote the interests of the citizens older than 50 y.o. in the EU. Very interesting to underline is this platform additionally functions as a space where experience and best practices can be shared.

Finally, we attempted to shine a light on the practices and prevalence in the several EU MS regarding organised crime targeting elderly people. For this objective a questionnaire was sent out. 12 Member States have provided us with answers. We learned that non-age criterion used to define target groups, which are used in the EU MS to specify (crime prevention) policy measures are the physical condition (pregnant women, sick people and people with disabilities), the social situation (cultural minority or living isolated) and gender. We could also conclude that elderly people form a special focal point in most MS. In some cases elderly people are viewed as one of several vulnerable target groups in society, in other cases the target group of elderly people is embedded as a horizontal goal amongst several policy domain. Unfortunately, we learned that information is scarce and scattered, which made it problematic to make a thorough comparative analysis amongst EU MS for what concerns the prevalence of organised crime targeting elderly people.



## Part 2

Good and promising practices: Best Practice Conference and the European Crime Prevention Award

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### **Good and promising practices: Best Practice Conference and the European Crime Prevention Award**

## 1. Introduction

The ECPA is a contest that aims to award good or promising practices in the field of crime prevention through an assessment by the Jury made up by the National Representatives or their Substitutes of the current presidency in 2016 (Slovakia), the former presidency (The Netherlands) and the two incoming presidencies (Malta and Estonia). The first European Crime Prevention Award (ECPA) has been organised in 1997 in the UK.

Since 2004, the ECPA has been linked to the highlight of the EUCPN year: the Best Practice Conference (BPC), which is organised each year in December. In this conference - bringing together practitioners and policymakers from all over the EU to share their experiences - the nominated prevention projects regarding the chosen topic are presented. The Presidency organises the conference and decides the theme of the ECPA. The BPC and ECPA ceremony was organised on 14-15 December 2016 by the Slovakian Presidency in Bratislava. As already been made clear, Slovakia wanted to focus on the 'prevention of crimes committed on elderly people, which are committed mainly by OCGs' and in their call for entries, launched in June 2016, this choice was explained as follows:

*Elderly people can become more easily victims of economic, property and violent crimes, especially because of their credulity, kindness, willingness to help, defencelessness, bad health and also for their high age. Seniors in advanced age often become victims of ill - treatment, what is proven by published cases of (often brutal) violence committed by criminals, but also by relatives. Many crimes and a lot of violence committed on elderly people remains hidden and occurs in various environments, special need facilities and families. Elderly people are victims of fraud, embezzlement, theft, robbery, coercion too. The society should ensure that elderly people are adequately informed about the measures that reduce the risk of crimes committed on them.*

The ECPA is open to all EU MS who can submit any theme-related project, initiative or package of measures which was successfully implemented to prevent crime and which complies to the following criteria (EUCPN, 2015, Annex II):

1. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.
2. The project shall have been evaluated and have achieved most or all of its objectives. Evidence of impact in reducing crime or increasing safety shall rate over evidence of other kinds of outcome.
3. The project shall, as far as possible, be innovative, involving new methods or new approaches.
4. The project shall be based on co-operation between partners, where possible.
5. The project shall be capable of replication by organisations and groups in other Member States, Therefore, submissions should include information on the financial costs of the projects, the source of funding, the implementation process and relevant source material.

The Presidency invited contact points, researchers, practitioners, institutions and NGOs interested in discussing the topic chosen by the Slovakian Presidency to the conferences held in Bratislava. This invitation was open to all concerned practitioners and contact points from all EU Member States through the National Representatives. EU Agencies (Europol) International Organisations and representatives of NGO's (Efus, Swiss Council of the Crime Prevention), researchers and professors from universities took the floor to present their activities and projects and/or to facilitate the discussion during the conferences held in Bratislava.

On 15-16 November, the ECPA Jury met in Bratislava to assess the projects that were submitted for the ECPA. As described, the jury is composed of up to eight members: no more than two per Member State of the current, the former and the two incoming EU Presidencies. The jury was attended by

- Slovakia: Ms. Eva Ivančová and Ms Petra Barnová
- The Netherlands: Mr. Haiko Smid
- Malta: Mr. Fabian Fleri
- Estonia: Ms. Anu Leps and Ms. Jenny Jakobson

The Jury was chaired by Ms. Eva Ivančová, the Chair of the EUCPN during the Slovakian Presidency. Support was given by Ms. Febe Liagre of the EUCPN Secretariat. In total, 19 EU Member States submitted a project. On top of that, some Member States shared 'additional projects' related to this topic. These additional projects did not compete for the award, but were send in purely to share information and exchange good practices. The 19 entries were presented and discussed during the Best Practice Conference. In part 3 of this toolbox, fact sheets of all the entries are included. The figure below shows the number of participants for the ECPA since 1997. The following paragraphs after that will look closer into the three projects which were particularly honoured by the Jury.



**Figure** shows the number of participants for the ECPA since 1997<sup>28</sup>

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	TOTAL
SE		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	19
BE	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		18
DK				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17
NL	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓			✓	✓	✓	16
UK	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17
FI						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	15
FR				✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	15
CZ								✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13
HU							✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13
DE									✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12
PL						✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12
PT							✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	12
EE							✓			✓			✓	✓	✓	✓	✓	✓	✓	✓	10
SK								✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	11
LT										✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	8
RO										✓				✓	✓	✓		✓	✓	✓	7
BG														✓	✓	✓	✓	✓	✓	✓	6
ES								✓								✓	✓	✓	✓	✓	6
CY								✓			✓		✓			✓				✓	5
HR																	✓	✓	✓	✓	4
AT												✓				✓				✓	3
IT							✓						✓			✓			✓		4
IE																	✓	✓			2
LU																✓			✓	✓	3
LV													✓					✓	✓		3
EL						✓															1
SI																✓	✓				2
MT																					0
TOTAL	3	4	4	6	6	9	11	11	10	13	15	12	17	17	17	22	18	20	20	19	

We can conclude that with the attendance of around 150 participants from the EU each year, the BPC and ECPA can be regarded as cost-effective instrument to quickly and directly circulate good crime prevention ideas from other cities, municipalities, countries and organisations, facing similar challenges. Since 2012, the winning initiative is awarded a financial sum of €10.000 and the two honourable mentions receive €5.000 each.<sup>29</sup> The complete Rules of Procedure of the ECPA can be downloaded on the EUCPN website.<sup>30</sup>

<sup>28</sup> <https://eucpn.f2w.fedict.be/document/history-and-evolution-european-crime-prevention-award>

<sup>29</sup> EUCPN, 2015, Rules and Procedures for awarding and presenting the European Crime Prevention Award, Brussels.

<sup>30</sup> [www.eucpn.org](http://www.eucpn.org)



## 2. The three honoured projects



The winner of the ECPA 2016 was the Czech Republic with ‘Senior Academy’ (SA)<sup>31</sup>, which is the most successful crime prevention project in the Czech Republic focusing on the senior citizens. It is a special project centring on life-long learning designated for senior citizens (55 y.o. and over). The aim of the project is to ensure the safety of elderly people and prepare them to be able to provide advice and information to others who share their immediate surroundings.

The study programmes are conceived as methodology for safe conduct in society. Study subjects are focused on crime, order, traffic and fire risks issues which all nowadays endanger seniors.

Since SA was launched in 2006, the fields of study have been extended by a number of subjects which contribute to the awareness of elderly people (e. g. consumer, health, social and financial issues).

The course lecturers are police officers, teachers, social workers, psychologists and other experts on particular topics. Professional lecturers help students to get acquainted with difficult life circumstances and guide them to an effective and comprehensible communication with state and local authorities and integrated emergency services. The project educates senior citizens how to maintain a *good quality life* in today’s society by being aware of all different types of risk factors (security, safety, order, health, financial, social etc.) It is designed not only to teach senior citizens *to be aware of all those risk factors*, it also helps them to be able to prevent or to minimise those risks or to cope with their consequences. Also, the project helps senior citizens to become socially active. It motivates them to participate in public events, to be actively involved in various NGOs or other public institutions which can be found in their local environment. Last but not least, the project enables senior citizens to meet new people of their age group, form new relationships with their peers and therefore to improve quality of their life.

The project comprises of four levels of educational programmes and two schemes of community voluntary work. The basic programme focuses on the issue ‘how not to become a victim’. The follow-up advanced programme prepares seniors for their more active role connected to various everyday situations and for their effective communication with state and local authorities and emergency services. Graduate programmes are intended for seniors who have passed through the two above mentioned schemes. Their purpose is to broaden and improve knowledge gained throughout previous intensive studies. After graduating from the advanced study programme, the alumni can join the scheme of voluntary work for community. They may become police officers’ assistants and help to maintain order, security and safety in their place of residence. Furthermore, the basic and advanced programmes are followed up with graduate schemes. These include ‘Summer adventure and educational seminars’, ‘Discussion groups’, ‘Club library of Safety’ and opportunity for free subscription of so called ‘Graduate magazine.’

<sup>31</sup> More information: <https://efus.eu/en/topics/people/elderly-people/efus/10179/> and <https://www.mpb.cz/en/senior-akademie/>

Because of the enormous popularity of this project among the elderly citizens, Municipal Police started cooperation with Brno Masaryk University, which has embraced the Crime Prevention course in its University of the Third Age. The cooperation between the two institutions gave rise to a new University scheme as a coherent part of lifelong learning of senior citizens.

Police officers (especially from Crime Prevention Dept.) from Brno Municipal Police contribute substantially as lecturers in all project schemes and they are also those who form and shape the courses. Intensive courses belonging to basic and advanced programme last 12 months. Those who teach the courses are always publicly acclaimed experts on given themes or subjects who represents many different public institutions (e.g. Brno Municipal Police, Regional State Police headquarter, Regional Fire Brigade Headquarter, Brno Regional Court, Customs administration, White Circle of Safety, Consumer Protection Association, Office of the Ombudsman, Police Academy, Probation and Mediation Service, regional emergency services, Brno Technical Network Corp., Czech National Bank, etc.).

Senior Academy is regarded as one of the most respected and valued preventive projects not only for senior citizens but in general. Until now, there have been 3 404 senior citizens participating in it.

**The German project ‘Hello Granny, I need money’ was awarded as the first honourable mention.**

Elderly people are likely to be trusting, polite and kind. Criminals have detected these character traits to be useful in their money making scheme. The credulity, willingness to help and defencelessness of elderly people, as well as the fact that they are often financially independent, make them attractive to fraudsters. One method in particular has become very popular among criminals offending against elderly citizens: The so-called “Grandchild trick fraud”.

There are slightly different approaches to the fraud, but the main scheme is quite simple and is almost always the same: Elderly people are contacted by phone. The fraudsters pose as relatives of the victim, pretending to be in a desperate situation and in urgent need of money. Using psychological pressure and sophisticated means of manipulation, they trick the elderly into handing over vast sums of money to an accomplice who picks it up later on. As a result, there are often high financial losses that can amount to sums of over more than €20 000. Additionally, there is emotional damage – as the victims are often confronted with accusations and a lack of understanding by their family and community.



This crime phenomenon needs to be managed through preventive work, and not just retrospectively, as it represents a serious threat to one of the most vulnerable groups in our society and it is a problem that can be prevented by active instruction and preparation in advance.

The awareness of this phenomenon triggered the initiative for the project “Hello Granny, I need money”. In intensive cooperation with Police Headquarters and the department of crime



prevention at the City of Stuttgart, Theater Pedagog Allan Mathiasch developed the idea of an **interactive stage play** as an innovative concept for crime prevention. Expert knowledge about the modi operandi and victimisation was provided by the Criminal Investigation Department that is responsible for this crime area.

By demonstrating various common cases of fraud, the performances offer an overview of the current prevalent techniques and methods of tricksters. The stage play demonstrates different measures that can be adopted in order to protect oneself from becoming a potential victim and also to avoid creating attractive situations for tricksters. Additionally, the play shows elderly audience members how to recognise a potentially dangerous situation and how to conduct themselves in such a situation. Most important is the aspect of interaction and communication: the audience is actively engaged in the performance. Randomly selected audience members take part in the performance as active participants in the demonstrated scenarios – learning by doing. The background of realistic cases helps to convey the urgency and the entertaining factor ensures a long-lasting impression. Additionally, the actors improvise and react to questions and input by the audience spontaneously. Audience members acknowledged afterwards that this made them feel appreciated and that their personal fears were taken seriously.

The objective is not only to inform elderly people about this crime phenomenon: It also reduces the subjective fear towards tricksters and encourages them to be more self-confident – not just in cases of confidence tricks, but also in other potentially risky situations and in everyday life. There is always at least one police officer, responsible for crime prevention in their local district, present during the performances. They give additional information, address specific examples, answer questions from audience members and offer personal support.



**The second honourable mention was awarded to the Croatia with its project ‘a day like a dream’.**

The project ‘Dan kao san’ represents an innovative and proactive approach for the strengthening of the elderly and people with disabilities and improving the quality of their lives, since they are particularly vulnerable social groups. The purpose of the project “Dan kao san” is to improve the level of awareness and information of the elderly and of people with disabilities, in order to reduce the likelihood of becoming victims of offences and to increase their subjective feeling of security and thus improve their quality of life. Additionally, the purpose of the project is to educate and sensitise different social groups on problems that elderly and people with disabilities face every day. The target groups of the project are primarily the elderly and people with disabilities but

also children between 8 and 10 years of age, police officers and the general public. The project is designed in five interlinked components:

### **1. Interactive workshop ‘If I know, then I am safe’**

The workshop is intended for the elderly and people with disabilities. The police officers inform through an interactive workshop the elderly and people with disabilities on the risks to which

they may be exposed in terms of crime and other illegal activities and educate them how to recognise these risks, how to react, whom to contact and how to protect themselves.

## **2. Dedicated theatre performance ‘Forewarned is forearmed’**

A specially designed theatre performance based on an analysis of actual cases where elderly people and people with disabilities become victims of crime. Famous elderly Croatian actors present to their peers in age in homes for the elderly through role playing vividly the dangers and show how they should behave in high-risk situations.

## **3. Interactive workshop ‘Put yourself in my place...’**

In this component police officers put themselves through the interactive workshop into the role of the elderly and people with disabilities. Specific devices blur the sight, hearing of police officers, make their movements difficult, they must use wheelchairs and thus must personally experience what difficulties the elderly and people with disabilities have to face every day. The elderly and people with disabilities assume the role of educators.

## **4. Interactive workshop ‘Youth + Wisdom = Security’**

Police officers show together with grandmother/grandfather and their grandchildren (8-10 y.o.) in interactive discussions the dangers to which they are exposed and together find the best solutions how the young people can help the elderly or how elderly people can pass on their knowledge and life experience to young people with the aim to raise security.

## **5. Be informed, be safe ...**

Police officers for prevention in cooperation with expert bodies of pensioner’s associations and associations of the people with disabilities drew up information and education hand-outs especially adapted to the need of the elderly and people with disabilities (font and font size, design, colour and contents).

In order to reach the largest possible number of the elderly and depending on the actual circumstances of the local environment (urban/rural regions, socially active /inactive older and people with disabilities, retirement home residents, elderly people who live alone and similar) the hand-outs were distributed as follows:

- together with the utility bills
- to associations of retired persons and associations of disabled persons
- retirement homes
- health dispensaries and hospitals
- visiting nurses
- religious organisations

Police officers participated also in radio and TV shows for the elderly and people with disabilities as well as in shows with various contents and information shows that are aired during a time that is attractive for this target group.

Project activities carried out from October 2013 to October 2015 in the area of Koprivničko-križevačka County but in view of the achieved results and the influence of project activities after October 2015 the project continued to be implemented in this county. After a recommendation of the General Police Directorate from the end of 2015 the activities were implemented along this project models in 10 more counties. This is significant as Croatia counts 21 counties. The project leader is the Koprivničko-križevačka County Police Administration and the project is implemented with the following partners: General Police Directorate, Koprivničko-križevačka County, County council for crime prevention, Family centre of the Koprivničko-križevačka County, Association of people with disabilities „Bolje sutra“ from Koprivnica, Club of elderly people „Mariška“, Association of patriotic war volunteers and veterans Koprivnica, Association of blind persons of the Koprivničko-križevačka County, cities and municipalities in the Koprivničko-križevačka County, the media, primary schools in the region of the Koprivničko-križevačka County, retirement homes, actor and elderly people.

### 3. Discussion of the 2016 Best Practice Conference – European Crime Prevention Award Projects

The most important aim of the BPC is to create the opportunity to share and disseminate experiences and knowledge and to present good practices in the topic chosen by the Presidency, being preventing organised crime targeting elderly in 2016. The Best Practice Conference brought together policymakers, researchers and practitioners from all EU Member States who are active in the field of (the prevention of organised) crime targeting elderly people. Efus gave a presentation about their programme and projects - focusing on preventing crime targeting elderly people – they organise. Next to this, the Swiss Crime Prevention Council introduced their organisation and tasks at the Best Practice Conference.

Furthermore, two workgroups were organised in which the 19 ECPA entries were presented. Given the imminent ageing of the adult population in Europe, the risks related to violence and crime to which this population may be subjected to, are a central issue for public police. The projects presented in the BPC ECPA allow us to learn with concrete examples how to preserve the safety in this population. In each of these sessions, one rapporteur invited by the EUCPN Secretariat, followed these presentations. The experts gave their point of view on these presented best practices. These sessions were led by Eva Ivančová (Slovakian Presidency) and Febe Liagre (EUCPN Secretariat). In session 1, expert **Anneleen Rummens** (University Ghent, Belgium) attended the projects from Austria, Croatia, Slovak Republic, Denmark, Finland, Germany, Luxembourg, Poland, Romania and Spain, while expert **Pilar De La Torre** (Efus) accompanied the second session where the projects of Bulgaria, Cyprus, the Czech Republic, Estonia, France, Hungary, the Netherlands, Portugal, Slovakia and Sweden were presented and discussed. The experts were invited to make written reports about their point of view. These were used as a valuable input to this toolbox and provided key insights regarding these projects.

### 3.1. A wide variety of subjects

In this BPC-ECPA-edition, we already knew the target group and thus who the prevention projects try to reach. This time, the differences throughout the projects, was the message one wanted to convey and for which form of crime one wanted to warn, prevent or raise awareness. All this, with only one constant: elderly people as the target group. Consequently, we received a diversity of ECPA-entries with a wide variety of subjects. Nevertheless, we were able to subdivide these projects into a number of large categories. Namely, we were able to extract some recurring specific elements from the projects, just as we saw particular crime phenomena coming back in the good practices.

#### Main risks of crime among the senior population

As mentioned, elderly people can be easy targets. When it comes to crime and violence, one of the most common offences are acts of *petty crime*. Offenders take advantage of the senior population's physical weaknesses (assault, burglary, mugging, pickpocketing) or their ignorance of certain risks such as *fraud* (abusive doorstep-selling, internet fraud), or even criminal offences committed by close relatives, friends or by perpetrators pretending to be relatives like financial abuse.

To counter these risks, specifically those of **fraud** – which is the fastest growing type of crimes affecting senior population - the national centre against fraud at the Swedish police Pensioner organisations and the Swedish crime victims organisation, have developed a project to *raise awareness about fraud and encourage seniors' capacity to spot fraud attempts and take action to avoid these crimes*. The German *'Hello Granny, I need money'* project made use of

Another prevention project focusing on fraud, including the 'grandson fraud', is the 2010 ECPA winner, namely 'Safe Senior' from Poland. In this initiative, aiming to focus on crimes in which elderly people are the sufferers, was stated that a sense of own security at home, work or on street is very important not only for the young and active population, but above all for the lonely people, mature age and not fully able-bodied. The target group of this project are the elderly people, who are very often victims of fraud crimes. This is why the prevention department of the city of Szczecin developed, in partnership with the Third Age University Association, the Safe Senior Project, aiming to improve senior people's awareness and feelings of security as well as to inform them of basic prevention measures. This project is structured around informational and educational campaigns, the organisation of workshops, meetings with the police and the distribution of pocket alarms.

Follow this link to download the ECPA 2010 Best practice sheet Poland Safe Senior Project .

<https://efus.eu/files/2010/12/ECPA-2011-Best-practice-sheet-Poland-Safe-Senior.pdf>

educational theatre to raise awareness about the ‘granny scam’ and to teach elderly people how to defend themselves against such scams. Also the Austrian ‘**Granny Scam**’ project aimed to raise awareness about the ‘granny scam’ phenomenon and about the measures that can be taken to prevent it. The Danish ‘*Protect yourself against thieves*’ project targeted **distraction theft, pickpocketing and payment card fraud** and aimed to raise awareness about these types of crimes.

Concerning **financial abuse**, the security alliance region Rotterdam, together with the Dutch National Police and Safety in Rotterdam (The Netherlands) launched a regional campaign addressed to senior population to create *more awareness about the risks of becoming victim of financial abuse*. Also in this campaign, they addressed the municipalities/authorities of the region to raise awareness in order to make policy and undertake action.

The Polish ‘*Safe Haven*’ project consists of a collaboration between the local police and the city of Katowice to **tackle crime phenomena targeting elderly people**. Another initiative with good results in the **prevention of risks of crime** among the elderly are cultural activities for *awareness raising*. At this respect the Bács-Kiskun County Police Department in partnership with the Katona József Theatre in Hungary, launched a 90-minute-long play for elderly. This play was composed of 3 different crime stories adapted for crime prevention targeting elderly. The play was followed by a workshop where participants discuss the story, share their own experiences and ask questions to the officers. Besides awareness raising, participants get additional information from the police officers about possible threat situations and how to avoid them directly. This is a good option to convey messages on crime prevention and also to combat isolation of seniors making them participate in cultural activities. The Romanian ‘*Vigilant Seniors*’ project informed and trained elderly people to **defend themselves and be more resilient against criminal phenomena targeting elderly**. Furthermore, the purpose of the Croatian project was to improve the level of awareness and information of the elderly in order to reduce the likelihood of becoming victims of offences and to increase their subjective feeling of security and thus improve their quality of life. Additionally, their purpose was to educate and sensitise different social groups on problems that elderly and people with disabilities face every day. Spain introduced a prevention project whereby the National Police contacted a company that provides among other services to the elderly also telecare service and home help. These two partners tried to improve the communication among elderly people and the police response and wanted to prevent the main security threats of the elderly (abuse in various forms, robbery, theft, scams and fraudulent use of property, funds, accounts...).

Finally, the Luxembourg ‘Silver Surfer’ project focused on educating elderly people about **the internet** and its dangers. Other examples in this category could be found in the Czech Republic with ‘Regions for Safe Internet’<sup>32</sup> and Seniors Safely Online<sup>33</sup>.

The additional project of Poland ‘The academy for the Safe Elderly’ could be categorised too under this title, since its main objectives were the increase of the awareness of the elderly about

<sup>32</sup> More information on <http://www.kpbi.cz/en>

<sup>33</sup> More information on <https://seniori.saferinternet.cz/>



potential threats and showing proper behaviour in such situations and the improvement of the knowledge and skills of proper reaction when falling victim to a crime.

Beyond raising awareness of elderly and the authorities, these initiatives can also reduce the fear of crime when individuals feel that they know what to do to avoid a crime and what to do as victims. Although elderly actually become less often victims, they have a greater sense of insecurity ('paradox of the feeling of insecurity'). Declining physical health makes older individuals feel defenceless if they encounter violence, which would explain higher levels of declared fear<sup>34</sup> Ceccato reports that those who feel that they have one or more disabilities experience more anxiety and fear of being a victim to crime.<sup>35</sup>

Individuals who feel they lack the social and physical means to protect themselves from and/or cope with the negative outcome of criminal victimisation will experience more fear of crime.<sup>36</sup> Besides fear of crime among the elderly that is fed by individual factors because of their health, physical vulnerability... fear of *crime may be about fear of the unknown* too.<sup>37</sup> Which can be remedied by prevention projects focusing on awareness raising. We will go deeper into this later (victim-oriented prevention).

## Technological solutions to strengthen security and safety of seniors

Due to their isolation and the weakening of their physical and mental capacities as a result of their age, seniors are also at risk of domestic accidents (fall at home, risk of fire, water damage). This can ultimately threaten their ability to live independently. These accidents can also happen in the public space, especially falling in the streets due the lack of adaption of the public space. Elderly people living alone or being home alone during most of the day may also encounter some difficulties. Modern technologies have a lot to offer to the safety and security of the senior population. *Estonian Volunteer Rescue Association and Estonian Neighbourhood Watch Association* have developed an initiative to provide a more secure living environment for the elderly people, involving IT solutions as well as community and volunteer engagements. A panic button provided with GSM network technologies is installed at home. The information of emergency, accident or crime is transmitted to the volunteer by pressing the alert button on the neck or wrist and in case of fire accident or longer blackout, this is activated automatically. Volunteers are the first to come in case of emergency, they can ensure security before the help from police, secure and ambulance services is received.

Such solutions can improve the safety and security of the elderly, both at home as in the public space. They increase the elderly's confidence in staying alone and to extend their independence in performing their daily routine. In *Cyprus*, a *semi-government organisation expert in telecommunications service* has developed a personal tracking system and telephone device for emergency situations. Combining the capabilities of mobile networks and satellite systems, this

<sup>34</sup> De Donder, L., Verte, D., & Messelis, E. (2005). Fear of crime and elderly people: Key factors that determine fear of crime among elderly people in West Flanders. *Ageing International*, 30, 363–376.

<sup>35</sup> Ceccato, V. (2014). Ensuring safe mobility in Stockholm, Sweden. *Municipal Engineer*, 168, 74–88.

<sup>36</sup> Hale, C. (1996). Fear of Crime: a Review of the Literature. *International Review of Victimology*, 4, 79–150.

<sup>37</sup> Bamzar, R. & Ceccato, V. (2016). Elderly victimisation and fear of crime in public spaces. *International Criminal Justice Review*, 26(2), 1–20. Retrieved from: <https://www.diva-portal.org/smash/get/diva2:1098466/FULLTEXT05.pdf>

dispositive provides the accurate location of the holder. In case of emergency, if the holder feels threatened, has an accident or is lost, he can push the panic button and alert his/her relatives, his/her carer or the police. This feature can be used also to detect irregular movement that could indicate danger to the holder.

Finland introduced the Suvanto help-line for elderly facing violent or abusive conditions or mistreatment that threatens the person's well-being, security or health. Also people close to the elderly can ask for advice.

We can see that the market, more than ever, offers solutions for the constantly changing needs of the elderly. IT solutions are important for the senior population as well as a big support for their families and services charged for their safety and well-being. Moreover, the use of technology can help reduce isolation and feelings of loneliness and alienation. The European Union actively supports and provides funding for research and innovation in ICT and ageing well, since it recognizes that ageing is one of our major societal challenges. The EU believes that ICT is a key for tackling it. The Seventh Framework Programme for Research and Technological Development and the ICT Policy Support Programme funded several research and innovation projects on ICT for ageing well. Another example is the Ambient Assisted Living Joint programme that carried out several research projects. Several other projects on independent living funded through Horizon 2020 started in 2015. More information about these programmes can be found on: <https://ec.europa.eu/digital-single-market/node/76657>

One of the many examples of such an EU-funded projects, is the CAPTAIN (Coach Assistant via Projected and Tangible Interface) project, which creates a smart personal coach for your home. This project, awarded a budget of maximum 3.990.200€ under Horizon 2020, uses technologies that collect and analyze emotional, behavioral and physiological data in a noninvasive manner: <http://captain-eu.org/>

It is important to emphasize that these type of solutions can have a high cost, which may mean that part of the senior population cannot access it. The question is how to make it affordable for everyone in the future, when we know that by 2050 elderly people will be the majority of the population?

## Promoting seniors population empowerment, solidarity and city life participation

Europeans are living longer thanks to an unprecedented medical advances and improved standards of living. People who reach senior phase are able to continue active in their community, social life, and also contribute in many ways to the well-being of this population, participating in the projects and measures developed not only as a recipient but also contributing and supporting other elderly people.

The crime prevention Department of the Čadca City Police Corps in Slovak Republic, started a project aiming especially at the development of citizen solidarity towards seniors, the establishment of positive relations among seniors, and the protection of their property and personal safety. The priority of the project consists in organising trainings for active seniors interested in voluntary activities. These seniors become familiar with the particular cases of criminal offences with the aim of learning more details about the tricks used by offenders. Consequently, they can contribute to the safety of others, especially lonely seniors.

Another example of senior citizens' empowerment is the Senior Academy: an initiative promoted by the *city of Brno and the Mestska Police in Czech Republic* with more than 10 years of experience. The Senior Academy offers a **basic study programme** addressed to seniors on "how not to become a victim", during this basic level, seniors learn to be aware of all those risk factors. This initiative helps them to be able to prevent and to minimise those risks or to cope with their consequences. A life-long learning advanced study programme is also proposed for those seniors who want to become trainers of other seniors. The advanced programme is developed by the Police and the Brno Masaryk University which has embraced the Crime Prevention course in its University of the Third Age. After graduating from this advanced study programme, the alumni can join the scheme of voluntary work for community. They may become police officers' assistants and help to maintain order, security and safety in their place of residence. Until now, there have been 3.404 senior citizens participating in it. This initiative not only teaches seniors crime prevention measures, but encourage seniors to have an active life and also to contribute to the security and safety of other seniors.

After the success of the project in the Czech Republic, the **municipality of Brasov** (Romania) has decided to set up a similar project based on the experience of Brno, following the exchanges held through the working group on senior citizens led by the Generalitat of Catalonia (Spain) and Efus of which both municipalities are member.

Moreover, these changes have an impact in **reducing senior citizens' isolation and promoting their participation**, but also improving their sense of security and safety and creating an opportune environment for intergenerational and intercultural dialogue.



Another prevention project in this genre is the **Polish** continuation of '*Safe Senior in a secure home*', namely '**active and secure senior**'. The main goal of this initiative is to reduce the number of delinquent crimes, such as fraud, manipulation, domestic violence, institutional abuse,... and the number of suicides committed by elderly people. Another aim is to increase the level of knowledge that seniors have in avoiding situations where they can become victims and behave in a dangerous way, which should be reflected in the reduction of such events in reality. The implementation of this project '**active and secure senior**' will affect the level of safety and life of seniors. They felt their families and the closest environment to their loneliness and willingness to help in times of crisis. Emitting a spot will allow you to reach a wider group of people who do not have the opportunity to meet with a police officer or social worker.

<http://zachodniopomorska.policja.gov.pl/sz/aktualnosci/prewencja-i-profilaktyk/aktualnosci-prewencji-i/14895.Premiera-filmu-quotAktywny-i-bezpieczny-seniorquot-oraz-wystawa-fotograficzna.html>

## Towards a global strategy of security for all

Safety and security of the senior population are priorities. Careful planning, based on evidence, and coordination of all stakeholders, including coordination between services at the local level in charge of crime prevention and senior policies, are important tools to guarantee their well-being and tranquillity.

The city of Valenciennes in **France** is a clear example of a city which fully takes into account the fact that the population is ageing and of the specific measures that are necessary to ensure the welfare, security and safety of this population. The Municipality of Valenciennes developed several prevention actions that are integrated into a **global and sustainable senior citizens' prevention policy**: from the identification and support of vulnerable seniors to awareness raising campaigns and training to empower senior citizens so that they can protect themselves from potential risks. Surely, something that can be considered a success factor in this policy beyond the significant number of local stakeholders and municipal services involved in the policy such as crime prevention services and seniors services, is the creation of a Senior Citizens Council which is in charge of the inclusion of the specific needs of senior citizens in the overall security and crime prevention policy.

Another example is the '**provide care to the elderly people programme**' implemented in **Bulgaria**, which has been formulated based on surveys and an analysis of the public opinion, as well as on the assessment of the Ministry of Interior on the level of safety among the elderly people. This research, carried out by the regional police stations and municipalities, showed the concern among seniors citizens on their safety and property, especially those living in small towns and villages. Based on this information a complete set of measures aimed at raising awareness among each resident of small towns and villages for prevention of crimes against elderly people were implemented. An important part of the programme is the 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. This has allowed to expand activities, resources and consolidate a network on the subject.

The national police of **Portugal** (Guarda Nacional Republicana-GNR) has also launched an integral strategy at the rural zones to ensure the safety and tranquillity of the elderly and to help prevent and avoid risky situations. To facilitate contact with seniors, the GNR has been developing the “**Senior Census**” project that aims to make geo-referencing and identify the number of elderly citizens who are isolated and/or live alone. This geo-referencing allows the GNR to target the patrolling effort and to respond more effectively to the demands of elderly citizens in situations of greater vulnerability. During this operation GNR officers conduct various awareness raising activities, through personal contacts and actions through seminars and the distribution of leaflets with safety advice and contact details of various authorities in case of emergency or where help may be required. This initiative allows the police to be closer to the elderly, thus responding faster and more timely to their needs and decreasing their feeling of insecurity.

From this explanation, it appears that this toolbox and these prevention projects do not deal with one specific crime. However, we saw some crime phenomena occurring more: fraud, financial abuse, distraction theft, payment card fraud, the dangers on the internet... Actually, we can categorise these crime phenomena under ‘(organised) property crimes’. This somewhat corresponds to the fact that elderly are very often victims of theft of personal property - such as pickpocketing and burglary - and fraud or theft by deception, including Internet fraud and telephone fraud.<sup>38</sup> Another prevention project that focused on seniors as victims of property criminality is the **Czech project ‘Seniors themselves’**. This campaign introduced specially trained ‘prevention carriers’ who distribute preventive materials, including brochures, a DVD titled ‘(in)secure age’, stickers ‘don’t open to anyone’, reflective stickers, questionnaires,...

A non-European prevention project that fits in this latter category ‘fraud or theft by deception’ is the ‘Be a Savvy Senior project’ from the Canadian Centre for Elderly Law. In this project, aiming to help seniors protect themselves against fraud - a series of educational tools is published. These tools identify some of the most common scams con artists use these days to target the senior population. The focus of the tools is to empower seniors to help protect themselves by identifying basic strategies people can use to respond to suspected fraud. The tools include a fraud prevention calendar (year 2014) available at select seniors centres across Canada, a video and a series of fact sheets. There are developed 5 Fraud Protection fact sheets:

- On the phone
- In the home
- In the community
- On the Internet
- Identity Theft

More information: <https://www.bcli.org/project/be-savvy>

<sup>38</sup> EUCPN. (2017). Organised Crime Targeting Elderly People: A theoretical overview. In: EUCPN Secretariat (eds.), *EUCPN Theoretical Paper Series*, European Crime Prevention Network: Brussels.

In addition to the recurring crime phenomena, we could see several prevention projects focusing on the activation and empowerment of the senior population, which brings us to the purpose of good practices focusing on the elderly people.

### 3.2. Purpose

It is clear that a broad spectrum of themes was covered in this year's ECPA. Although this toolbox does not focus on one particular phenomenon, we could subdivide the focus of these prevention projects more or less in some categories. Unlike the diversity of the themes or phenomena, it was remarkable that each prevention project *wanted to inform, to sensitise or wanted to raise more awareness to prevent victimisation*.

#### Victim-oriented

Every BPC-ECPA entry was victim-oriented trying to inform and to sensitise the elderly (and/or their environment). However, according to some literature<sup>39</sup>, victim-oriented campaigns should focus on specific crime types, we could see – as mentioned above – that several prevention campaigns for elderly people wanted to promote their empowerment, solidarity and city life participation instead of focussing on one specific crime phenomenon. Notwithstanding, there were many BPC ECPA-entries specifically working on a crime phenomenon, such as the Luxembourg, German, Austrian or Dutch project. Another advice that could be found in literature, is that victim-oriented campaigns work best when carried out in small geographic areas, which we indeed could notice in several BPC-ECPA entries. The Polish, Danish and Czech projects are some examples in this category.

#### Summary of Victim-Oriented Campaigns

Victim-oriented campaigns work best when carried out in small geographic areas.  
 Victim campaigns should focus on specific crime types.  
 General victim campaigns are rarely successful in changing prevention behaviors.  
 Many victim campaigns fail to reach the intended audiences with the message.  
 Timeliness and relevance are key to campaign success.  
 The campaign may have an indirect positive effect of warning offenders.

[http://www.popcenter.org/Responses/crime\\_prevention/2/#endref10](http://www.popcenter.org/Responses/crime_prevention/2/#endref10)

#### Methods

The methods to raise awareness differ among these projects. As always, the classical top-down awareness campaigns are used. In these best practices information videos (Austria, Sweden) are used, lectures are given (Denmark, Luxemburg, Poland, Slovakia,...) flyers, brochures and

<sup>39</sup> [http://www.popcenter.org/Responses/crime\\_prevention/2/#endref10](http://www.popcenter.org/Responses/crime_prevention/2/#endref10)

ads are distributed (Germany, Bulgaria, Cyprus...) or a website was installed (Luxembourg). Other prevention projects asked for more involvement of their target group. A recurring way of sensitising the elderly on a more active manner, was the use of theatre performances or interactive stage plays (Hungary, Germany,...). Another example is the creation of games (the Netherlands). An alternative and remarkable manner to inform the elderly on a more active way is the creation of a study programme such as in the Czech project.

In addition to 'informing and sensitising', we could notice '**victim support**' as another and frequent focus in the prevention projects. In some prevention projects we could see the creation of a hotline or helpline (Bulgaria, Finland), a specific website specially designed for senior citizens (Luxembourg) or some technical solutions (Estonia, Cyprus). However, the most common form of victim support in the ECPA entries was the face-to-face victim support (France, Portugal, Romania,...).

Next to these two categories, we could notice that a considerable part of the projects wanted to reduce the social isolation of the elderly (Bulgaria, Czech Republic, Hungary, Poland,...). Undoubtedly, a common element in a lot of the prevention projects was the need to **promote an active adult population**, which contributes to the definition of measures for the welfare of society in general and in particular to support seniors. This is consistent with the guidelines of the European Commission and its actions to promote the rights of the seniors and active citizenship. Senior citizens continue to be the fastest-growing segment of our population, which makes them an interesting target for perpetrators who focus on their vulnerabilities. Given the impending ageing of the adult population in the EU, the risks related to violence, crime and fraud to which this population could be subjected to, are a central issue. Crime prevention is everybody's responsibility and can be enforced by following some simple measures like locking the doors, watching out for neighbours, keeping personal information secure,... It is important that everybody becomes more alert and aware of what is going on.

## Environment-oriented prevention

In addition to the fact that all the prevention projects focused on the elderly as a victim, there were three environment-oriented prevention projects, namely those from Bulgaria, Denmark and France. The Bulgarian project '*Provide care to the elderly people*' focusses on those elderly people living in small towns and villages in the sparsely populated Veliko Tarnovo region. The project consists of several social activities that help the elderly to feel part of society and to decrease the feeling of loneliness. One of the activities was the development of risk maps. These maps are based on concrete issues in the environment of elderly people that might lead to criminal acts against them. The need to improve night lighting could be an examples thereof.

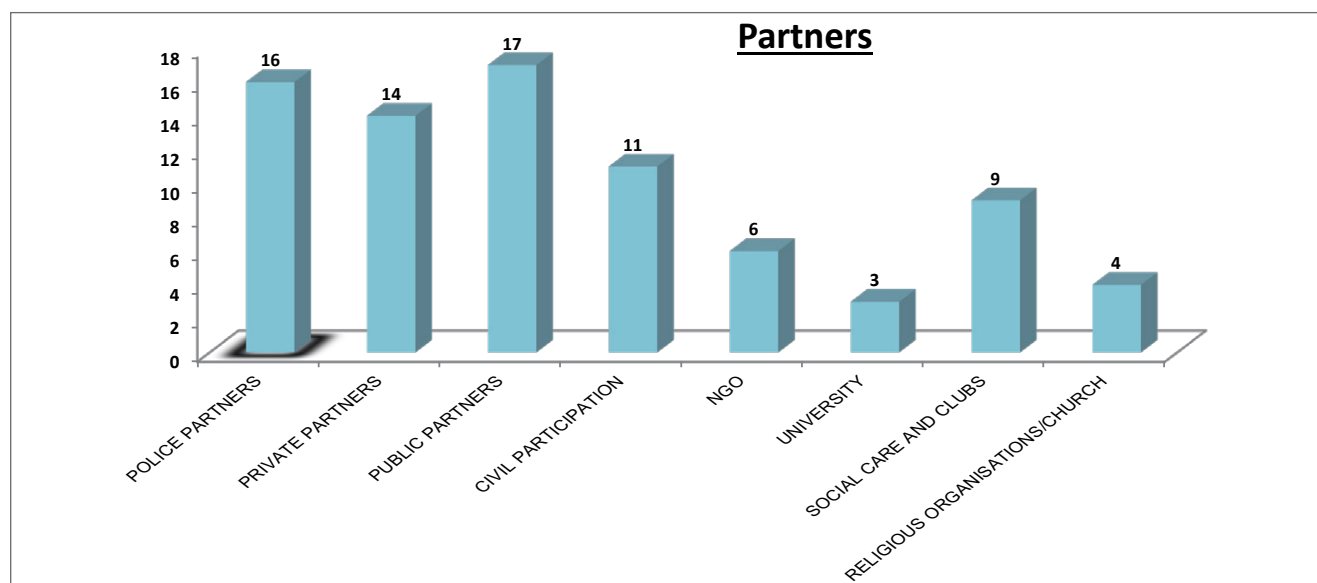
The crime situation was thoroughly analysed prior to the Danish project '*Protect yourself against thieves*'. The number of offences of the selected types of crime committed at various locations were compared to identify hotspots, that is, particularly crime-ridden areas. To build a targeted campaign, an analysis was made to identify the most likely victims of this type of crime. The analysis revealed that crimes were committed at hotspots with many people (like shopping centres), victims of these crimes were mainly senior citizens and crimes were not committed at specific times of the year.

The project '*Prevention of violence and crime against senior citizens*' which was entered by France, focused on safety and security in the tramway network. Since the significant shift in the age distribution of populations, there will be an increased proportion of elderly road users in traffic. So it makes sense to focus on this specific 'area' as well when it comes to safety especially for elderly. Even the European Commission funded a study focusing on the road safety risks and main trends for older road user groups (drivers, passengers and pedestrians).<sup>40</sup>

Additionally, in Ljubljana, activities were organised aiming to improve safety and security of different groups of bus users. This city has been implementing initiatives to improve safety and security of different groups of bus passengers in the past, but the main innovation was their direct involvement through senior's or other organisations within their projects' activities. Ljubljana carried out five training workshops for drivers and elderly people each and installed video surveillance systems on 109 buses.

<http://civitas.eu/measure/safety-and-security-seniors-and-public-transport-passengers>

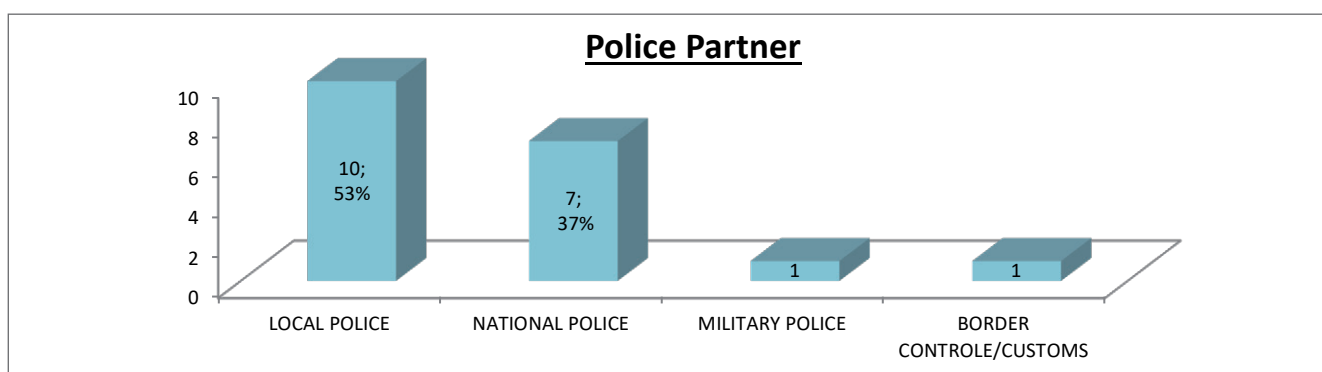
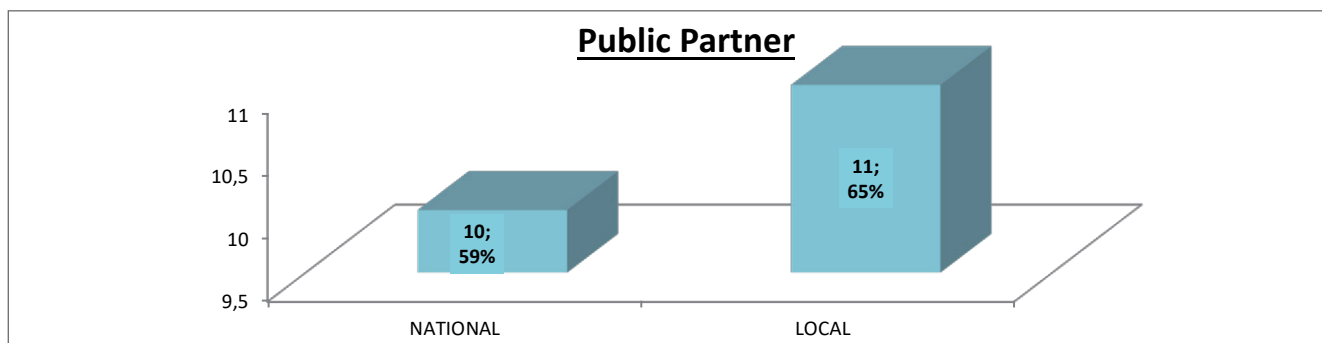
### 3.3. Partners



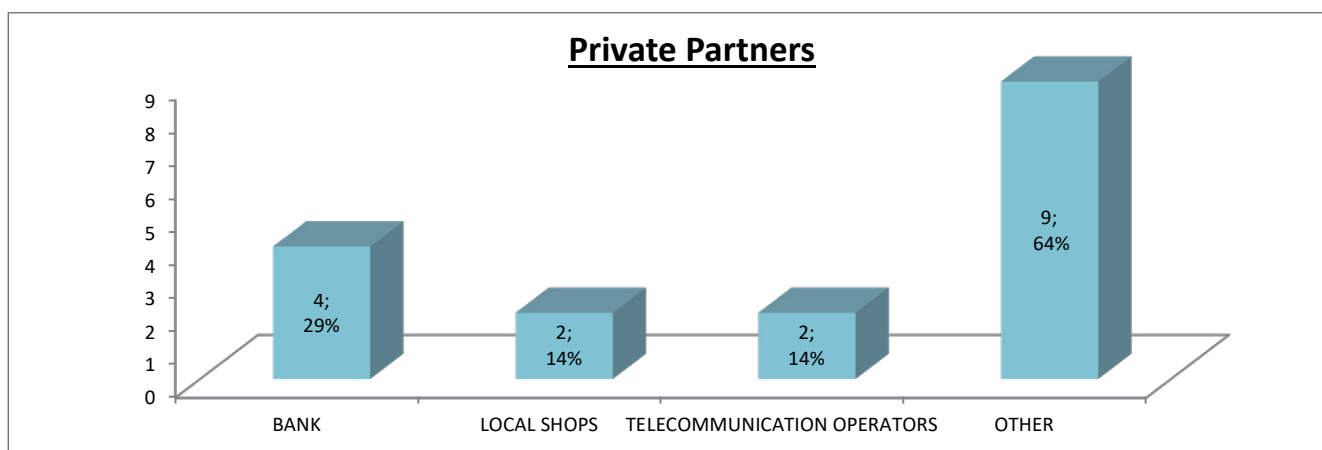
We can see the different common actors in the best practices in the above figure. It has to be mentioned that this figure does not make a distinction between project managing partners, executing partners, promotional partners, etc. We could see that eight prevention projects had the local police as official coordinator. The 'national police' and 'local public partners' followed the local police as most common official coordinator (each in four prevention projects). Furthermore, it is important to mention that every prevention project had more than one actor involved. In several projects, we could see a cooperation between a (or several) police service(s) and public partners and/or private partners.

<sup>40</sup> (2015). ElderSafe- Risks and countermeasures for road traffic of the elderly in Europe  
[https://ec.europa.eu/transport/road\\_safety/sites/roadsafety/files/pdf/studies/eldersafe\\_final\\_report.pdf](https://ec.europa.eu/transport/road_safety/sites/roadsafety/files/pdf/studies/eldersafe_final_report.pdf)

In the most projects, we could see that a **public partner** was involved. These public partners go from Criminal Intelligence Services, Ministry of Public Health, Welfare and Sports, probation and mediation services, customs administrations, municipalities, regional authorities of regions to rescue boards, fire brigades, regional emergency services... These public partners could be situated on the national and/or on the local level. Another frequent actor in these prevention projects are the police services. However the local or national **police services** were the most common ones, we could see in one project that the border control/customs were active (Estonia) and in another project the military police was involved (Portugal).



Followed by the police services and the public partners, the private sector is another common actor within these kind of best practices. Which kind of private partner was involved, depended of the kind of prevention project and on which kind of crime phenomenon they wanted to prevent victimisation.





Finally, it was remarkable to see the social care and senior clubs as well as church or religious organisations as actors in prevention projects. Senior clubs were involved in nine of the prevention projects. As these organisations are a direct line to and have great affinity with the target group, they should not be forgotten. Likewise, religious organisations are interesting partners. It is commonly accepted that elderly people attach greater importance to their believe and/or go to church. To be complete, it can be interesting to know that religious organisations were involved in the prevention projects of Portugal, Poland, Romania and Croatia.

## 4. Conclusions

As is the case for each ECPA, the 2016 edition resulted in **3 honoured projects**. The winner was the Czech Republic with 'Senior Academy', which is the most successful crime prevention project in the Czech Republic focusing on elderly people. It is a special project centring on life-long learning designated for people of 55 y.o. or older. The aim of the project is to ensure the safety of elderly people and prepare them to be able to provide advice and information to their peers in their immediate surroundings.

The German project 'Hello Granny, I need money' was awarded the first honourable mention. In intensive cooperation with Police Headquarters and the department of crime prevention at the city of Stuttgart, the idea of an interactive stage play was developed by a theatre pedagogue. By demonstrating various common cases of fraud, the performances offers an overview of the current modus operandi of tricksters and measures elderly people can take to protect themselves. The most important aspect of the project in the interaction and communication between the players and the public.

The second honourable mention was awarded to Croatia with its project 'A day like a dream'. The project represents an innovative and proactive approach for the strengthening of the elderly and people with disabilities and improving the quality of their lives. Next to raising awareness amongst this vulnerable group, another goal of this project is to educate and sensitise several social groups about the problems that elderly and people with disabilities face on a daily bases.

In total 19 projects were presented at the BPC. These presentations were studied by two experts. Their insights resulted in several lessons learned. First of all, the common criterion is of course the target group: elderly people. However, the entered projects have **strongly differentiated themes**. The message and/or the crime phenomenon on which they focus varies. The main crime risks targeted by the projects are fraud, granny scam, distraction theft, pickpocketing and payment card fraud. In short, these are all crime that take advantage of the trusting, polite and kind nature of most elderly people. Other prevention programmes aim at security and safety of elderly people which is wider than crime alone. The subject of these projects is technology which might reduce the risk of (domestic) accidents which may threaten the ability to live independently. We also took note of the fact that the technology market is increasingly offering solutions for the specific needs of the elderly. Some entries promote the empowerment of, solidarity towards and city life participation by elderly people. This could be through the training of elderly people

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interested in doing voluntary work. Another theme focussed more on the general well-being and tranquillity of elderly people. Careful planning, evidence-based working, and coordination of all stakeholders, including coordination between services at the local level responsible for crime prevention and senior policies, are important tools to reach these goals.

Unlike the diversity of the subject, it was remarkable that each project wanted to inform, sensitise or raise awareness in order to prevent victimisation. Mainly the **victim-oriented approach** was present, using various methods to reach the target group. In some projects the more classical top-down awareness campaigns are used. However, it seems typical for this target group to be more actively involved in many projects. This can be through having a chance to provide input through representation, as an interactive set-up of the preventive measure (for example a play) or a study programme. In other words, many of the projects which were entered into the ECPA 2016 had an outside-the-box method to convey the message to the target group of elderly people.

A good cooperation between various **partners** remains an important corner stone for any prevention campaign. Within our gathered data we could not distinguish whether a partner was project managing, executing or promoting, however we could see some trends when it comes to partners within a crime prevention project aimed at elderly people. In most of these projects a public partner such as Ministry of Public Health, Welfare and Sports, the municipality... is involved. Following the characteristics that make elderly people the specific target group that they are, it is evident that the range of public partners is wider than law enforcement and/or crime prevention organisations alone. Nevertheless, the police was a partner in 17 of the entered projects. A final important trends is the involvement of senior clubs and religious organisations as partners. As it is commonly accepted that elderly people attach a greater importance to their believe and/or going to church, these partners could help to increase the reach of a prevention campaign.

## Part 3 Overview ECPA 2016 projects and additional projects

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### Overview ECPA 2016 projects and additional projects

## 1. ECPA 2016 Projects

### “Granny Scam – ever heard of that?” (AT)



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#### Short description:

The telephone rings at a victim's ("Granny's") place. Unsuspecting, the victim assumes that the caller is a friend or relative. The victim starts guessing who is calling, utters several different names of family members (in most cases, grandchildren's or nephews' names), the fraudster picks one and claims to be that person. Later, the caller describes his financial emergency situation and asks the victim for cash. It is not unusual in such cases that victims lose all their savings; often, this loss entails serious emotional distress, even physical ailments.

Crime prevention proves difficult; potential victims are often inaccessible to speeches or campaigns. Bank staff was found to play a crucial role in prevention; so this campaign, in cooperation with Austrian National Bank and Chamber of Commerce, is geared to informing and motivating the general public and bank staff in particular; it includes an information film entitled "The Granny Scam".

#### Start/duration:

Date of Project Start: 01.04.2015

Public release (press conference): 18.02.2016

On-going: awareness raising with print campaign, based on the video clip produced

#### Background research:

The sub-department of crime prevention and victim support made an evaluation and status quo of the

impact, the modus operandi and the extent of this type of fraud, together with the sub-department of economic crime, sub-department of fraud, forgery and economic crime, and the department of crime analysis at Criminal Intelligence Service Austria.

#### Budget:

Most costly was the clip (EUR 7,000) funded by Criminal Intelligence Service Austria, and cost of the print campaign (EUR 1,000); aside of that, the press conference was financed by the National Bank; distribution of content was funded jointly by all three stakeholders.

#### Type of evaluation:

One of the partners of the project – the Austrian National Bank – arranged for a road show; they stopped at all provinces and districts in Austria in the course of summer 2016. Following the tour, staff took the time and stepped into every bank at every city where they had stopped with the road show and questioned bank employees if they had heard about the granny scam, if they had seen the clip and if they knew how to react properly in case they meet a suspect.

For 91% of the employees the granny scam was known and they also know how to react in case of suspicion. The clip we have produced was only known in average by 19%, that's why we decided to run another campaign with information sheets to promote the modus and the clip again.

#### Actor conducting evaluation/timing:

External: the Austrian National Bank

#### Type of data collection method:

Impact evaluation executed by the Austrian National Bank in 158 banks all over Austria.

#### Further information:

<http://eucpn.org/document/granny-scam>

## Provide care to the elderly people (BG)



### Short description:

The project focusses 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, organisations, 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.

### Start/duration:

The project was developed on the basis of undertaken surveys and analysis on the level of safety among the elderly people in 2013. In 2014 the project was implemented. 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.

### Background research:

The pre-project analysis started in 2013, based on

surveys on the public opinion and considering the evaluation of the Regional Directorate of Mol-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.

### Budget:

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 and “Exchange of programmes and ideas” initiative, based on collaboration between the responsible business and NGOs in Bulgaria.

### Type of evaluation:

The project has an operative approach that aims at defining the risk factors and the correct institutions and organisation 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.

### Actor conducting evaluation/timing:

Internal: Local Municipal Committees on Public Order and Security

### Type of data collection method:

surveys analysis.

### Further information:

<http://eucpn.org/document/provide-care-elderly-people>



## Vidatrack: Now everyone can feel independent, safe and secure (CY)



### Short description:

Vidatrack is a personal tracking system and telephone device for emergency situations, designed to improve the quality of life of those belonging to sensitive and vulnerable social groups. The system helps them live and move around independently while, at the same time, reinforcing their sense of safety and security in their daily routine as well as giving their relatives and carers the reassurance that if anything happens, they can contact each other and/or the emergency services easily and quickly. The holder carries a small and light device. In case of emergency, if the holder feels threatened, has an accident or even just lost, the holder can push the panic button and alert his/her relatives, his/her carer or the police.

### Start/duration:

The project started in July 2016 and is still running.

### Background research:

The need was identified while working with community day centres and the police. There are currently over 100 thousands elderly people living in Cyprus and the number is expected to increase to the point that by 2050 it is predicted that the pensioners will be more than the active population.

Police data – Increase in the number of Senior

Citizens who have been victimised in 2014 (Serious Crime) in comparison with 2015, from 1142 to 2059. For the same years, the level of Property Crime against Senior Citizens increased from 948 to 1717 respectively.

### Budget:

The development and introduction of the project was funded by Cyta in the frame of its e-Health activities and as a part of its Corporate Social Responsibility policy. The project will continue to be funded by Cyta for the first six months of operation and then it is expected to become self-sufficient since there will be income from the subscriptions. The Device used can either be purchased in an once off payment or via a 24 instalment scheme designed to help the less well off acquire the service.

### Type of evaluation:

The project is still at its very early stages, too early the outcome and any impact it might have create.

The outcomes and impact will be evaluated using the quantitative and qualitative research that we are planning.

### Actor conducting evaluation/timing:

Internal and external: Cyta (ISO certified company)

### Type of data collection method:

quantitative and qualitative research.

### Further information:

<https://eucpn.f2w.fedict.be/document/vidatrack-now-everyone-can-feel-independent-safe-and-secure>



## Senior Academy (CZ)



### Short description:

Senior Academy is the most successful crime prevention project in the Czech Republic which focuses on the senior citizens. The aim of the project is to ensure the safety of elderly people and prepare them to be able to provide advice and information to others who share their immediate surroundings.

The study programmes are conceived as methodology for safe conduct in society. The course lecturers are police officers, teachers, social workers, psychologists, and other experts on particular topics.

Furthermore, the project educates senior citizens how to maintain a good quality life in today's society by being aware of all different types of risk factors (security, safety, order, health, financial, social etc.) It is designed not only to teach senior citizens to be aware of all those risk factors, it also helps them to be able to prevent or to minimise those risks or to cope with their consequences. The project also helps senior citizens to become socially active. It motivates them to participate in public events, to be actively involved in various NGOs or other public institutions which can be found in their local environment.

Last but not least, the project enables senior citizens to meet new people of their age group, form new relationships with their peers and therefore to improve quality of their life.

### Start/duration:

The project started on 18/09/2006 and is still running.

### Background research:

Since 1986, there have been performed regular sociological assessments concerning the feeling of safety in the city of Brno. Their outputs belong among the three primary indicators according to which the newest primary, secondary and tertiary crime prevention strategies are formed. These assessments are commissioned by the Brno City Municipality. Other tools for assessing the safety situation in Brno is social demographic analysis (see question 10) and relevant information provided by municipal and state police in Brno (number and structure of crime activities in different parts of Brno). ALL those data determine not only the final content and structure of education, but the mode how to reach relevant target groups such as senior citizens.

### Budget:

Annual costs of the project:

External expert lecturers (salaries)	3
700.- EUR	

Printed handouts, information booklets, flyers	
2590.- EUR	

Prevention safety devices (personal alarms, headlights etc.)	1100.- EUR
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Refreshments	1100.- EUR
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Human resources (project coordination, preparing material)	350 hours
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These amounts covered salary, travel expenses and development of e-learning modules.

### Type of evaluation:

Evaluation process includes many different

criteria (qualitative as well as quantitative), e.g. accessibility of the programme, professional care for clients, coordinating and cooperation with relevant agencies, programme evaluation, monitoring, maintaining and developing the quality provided by the programme, an external evaluation, the existence of a code of rights of clients, professional quality of project team staff, collaboration with others, measures to deal with unexpected situations etc.

All parts of the project are judged to be of high quality, fulfilling all the criteria required for the project according to standards of these types of prevention programmes.

### **Actor conducting evaluation/ timing:**

Evaluations are conducted by external evaluators.

Internal evaluation is then carried out 1 time a year by project coordinators.

### **Type of data collection method:**

Process evaluation and sociological assessments.

### **Further information:**

<https://eucpn.f2w.fedict.be/document/senior-academy>

## Hello Granny, I need money (DE)



### Short description:

Elderly people are attractive to fraudsters. One method that has become popular among criminals is the “Grandchild trick fraud”, in which fraudsters pose as relatives of the victim, pretending to be in a desperate situation and in urgent need of money.

The project “Hello Granny, I need money” offers an innovative concept for crime prevention concerning trick fraud. It is an interactive stage play which offers an overview about prevalent techniques and shows up measures to protect oneself from becoming a potential victim. It also reduces the subjective fear towards tricksters and encourages to be more self-confident.

The audience is actively engaged in the performance. Randomly selected audience members take part in the performance as active participants while the actors improvise and react to the input by the audience spontaneously. The background of realistic cases helps to convey the urgency and the entertaining factor ensures a long-lasting impression.

### Start/duration:

The project started on 28/03/2012 and is still running.

### Background research:

There was a statistical increase of “Grandchild trick frauds”, identified by the PKS (Police Crime Statistics). Striking was the number of cases, as well as the resulting damage.

The number of cases in the federal state Baden-Württemberg increased from 95 (2007), 64 (2008), 143 (2009) up to 311 in 2010.

The financial losses in the federal state Baden-Württemberg increased from 234.890 Euro (2007), 45.870 Euro (2008), 557.900 Euro (2009) to 1.108.131 Euro in 2010.

### Budget:

The writing and development of the play happened in voluntary work by Allan Mathiasch, supported by his theatre ensemble and the cooperation partners (police and city). The costs for one performance – including two actors and equipment – total 790-890€, in addition to travel expenses.

### Type of evaluation:

Process and impact evaluation.

Actor conducting evaluation/timing:

External: Theresa Siegler, student at the university of applied sciences in Kehl.

### Type of data collection method:

questionnaire-based survey.

### Further information:

<https://eucpn.f2w.fedict.be/document/hello-granny-i-need-money>

## Protect yourself against thieves (DK)

### Short description:

The project of the South-East Jutland Police aimed at reducing senior citizens' risk of becoming victims of offences, like distraction theft, pickpocketing and unjustified charges to payment cards. Project activities were run by private organisations and public authorities together.

The project had an analytical component (gathering documentation on the scope and nature of the problem) and its target group was vulnerable citizens.

The project aimed at increasing the ability of target group members to avoid becoming victims of this type of crime. This was achieved through information sharing and campaign activities, the distribution of flyers, meetings for citizens and local media coverage. The campaign lasted for two intensive weeks with various concurrent activities.

The project was funded from the general budget of the police and based on the use of police resources for planning, analysing and carrying out activities and on close collaboration with external partners like the DanAge Association NGO.

### Start/duration:

The project ran from 20/04/2015 to 28/06/2015 but is intended as a multi-year campaign, but adapted to the current crime situation.

### Background research:

The crime situation was thoroughly analysed prior to the project. The number of offences of the selected types of crime committed at various locations were compared to identify hotspots, that is, particularly crime-ridden areas. To build a targeted campaign, an analysis was made to identify the most likely victims of this type of crime.

The analysis [made by the analytical department of the local police] was based on data extracted from [PolSas,] the case management system of the police.

It revealed that:

- Crimes were committed at hot spots with

many people (like shopping centres)

- Victims of these crimes were mainly senior citizens
- Crimes were not committed at specific times of the year

### Budget:

The project was performed within the scope of the ordinary activities:

1. The analytical department spent about 20 hours.
2. The flyers handed out were made and printed by the South-East Jutland Police.
3. The activities that were part of the project accounted for about 200-250 man hours.

### Type of evaluation:

Process and impact evaluation.

### Actor conducting evaluation/timing:

Internal: analytical department of the local police for both the police district of South-East Jutland and for all of Denmark.

External: three partners.

### Type of data collection method:

Questionnaire and interviews.

### Further information:

<https://eucpn.f2w.fedict.be/document/protect-yourself-against-thieves>



## Smart elderly people never are in trouble (EE)



**Eesti Naabrivalve Häirenupp**

Häirenupp on lahendus üksi elavate või suure osa päevast üksi kodus veetvate inimeste jaoks, kes võivad õnnetuse korral jääda hätta abi kutsumisega. Kaelas või randmel kantav häirenupp on asendamatu abivahend. Piisab ühest nupulevajutusest ning appi on valmis ruttama koolitatud vabatahtlik – tuttav ja usaldusväärne inimene naabruskonnast.

**Eesti Naabrivalve häirenupu teenus aitab**

- eeldatavalt võimatult kutsa (teheski) oma kodus etada ja toime tulla
- kutsa eeldatavalt ja tuge vajavale inimesele turvaline elukeskkond
- täita õnnetuse avistamise kutsu ja ennetada riskide tegajärgi
- parandada kodu tugevust
- suurendada Eesti tugevust ja samasookestust – saanud inimeste arvu
- edendada kogukondades vabatahtlikku tegevust, sotsiaalset kaasatust ja kodanikuaktiivsust
- täiendada linnas või valdas pakutavate sotsiaalteenuste valikut



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 Telefon: 6 522 522, 50 62 588  
 E-mail: [nupp@naabrivalve.ee](mailto:nupp@naabrivalve.ee)

Eesti Naabrivalve teenust toetavad erinevad projektid rahastab Eesti Riiklik Haudamiskorralduskeskus, Eesti Vabariigi Kaitsevägi, Eesti Vabariigi Kaitsevägi, Eesti Vabariigi Kaitsevägi, Eesti Vabariigi Kaitsevägi

### Short description:

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.

### Start/duration:

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 for several years. Namely all he activities towards communities 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.

### Background research:

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 y.o. or older. If elderly fall down, then it might cause traumas, which should be treated long time in hospitals (tremendous 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 started 27 files about missing people aged 60 y.o. or older, 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.

### **Budget:**

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.

### **Type of evaluation:**

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.

### **Actor conducting evaluation/ timing:**

/

### **Type of data collection method:**

/

### **Further information:**

<https://eucpn.f2w.fedict.be/document/smart-elderly-people-never-are-trouble>



## Prevention of the main threats to the safety of elderly people with telecare service (ES)



### Short description:

This is a cooperation project between the Spanish National Police and SAR Quavitaie company Telecare (Telecare company for elderly). The target of the Project is the elderly people living alone in their homes with a telecare service as a particularly vulnerable group a project and a protocol of action in order to improve their safety has been developed, 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.

Safety Tips recommended by the National Police are transmitted by the telephone operator to the users of the telecare service.

### Start/duration:

The project started on 27/03/2015 and is still running.


### Background research:


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](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 Quavitaie.

### Budget:

		
POLICE AGENTS	574	So i t
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€	

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

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

### Type of evaluation:

Impact evaluation.

### Actor conducting evaluation/timing:

External: National Police

### Type of data collection method:

Through quality control studies among business users of the enterprise SAR Quavitaie and the collection of statistical data.

### Further information:

<https://eucpn.f2w.fedict.be/document/prevention-main-threats-safety-elderly-people-telecare-service>

## Suvanto-linja/The national help-line (Suvanto-line) for elderly people (FI)



### Short description:

The Suvanto help-line is a national weekly phone service for the elderly in situations of violence, abuse and mistreatment that threaten an older person's well-being, security or health. The phone line is open two days a week and calling is free of charge.

The help-line combines expertise on ageing, elderly care, abuse, mistreatment and violence. It gives support to victims of crimes and to other people who are in need of specialist information and guidance. Nowadays the Suvanto help-line includes a legal advice service provided by a lawyer.

The help-line was established as a pilot project (9/2011-12/2012), but is now part of Suvanto's service provision. During the pilot project most of the callers were over 65 y.o. and now they are usually over 75. The callers have experienced mistreatment and violence themselves. Also the people in the immediate circle of the elderly ask for advice. Prior to the help-line project Suvanto received considerably less calls from the elderly.

### Start/duration:

The project started in September 2011 and was finished at the end of 2012. The project is now a regular service provided by Suvanto – For A Safe Old Age Association.

### Background research:

Prior to setting up the Suvanto help-line the association received about 25-40 calls yearly. The pilot project proved, however, that the service had demand and it answered to the real needs of people. Before the project, the caller was charged for the call. There was no data gathering on the calls.

The statistics collected by the Suvanto Association show that increased awareness of Suvanto line has brought 30 % of yearly increase in calls. Today the callers consist mostly of elderly people. During 2015 Suvanto help-line received 157 calls during the service hours (altogether 261 calls), out of which 101 calls were made by elderly people.

Before the Suvanto help-line project most of the callers seeking information and advice were the people from the immediate circle of elderly people as well as formal carers.

### Budget:

The project received 22 000 € from the Ministry of Justice for the first pilot period (which took place from September 2011 till December 2012). Now the yearly costs of Suvanto help line range from 40 000 to 50 000 €. The annual budget includes coordination of the telephone helpline, (professional) part-time employee's salary costs, training and coordination of the volunteers' work, psychological supervision for employees and volunteers, helpline telephone charges; equipment, subscription, calling costs and costs from the helpline premises. The amount does not include marketing and dissemination costs.

### Type of evaluation:

Process and impact evaluation.

The impact of the Suvanto help-line has been somewhat difficult to measure because the callers usually don't call back and tell how their situation has changed. The change in the situations of those callers participating in one-on-one counselling services or peer groups of Suvanto is easier to detect: they have been empowered and the experienced threat of violence has diminished.

### Actor conducting evaluation/timing:

External: external evaluator who has a Master's degree in health care and who is a professional of violence prevention.

### Type of data collection method:

Statistics collecting.

### Further information:

<https://eucpn.f2w.fedict.be/document/suvanto-linja-national-help-line-suvanto-line-elderly-people>

## Prevention of violence and crime against senior citizens, as part of Valenciennes's local policy for senior citizens (FR)

### Short description:

Like many European cities, Valenciennes, a city of 42,000 situated in the north of France, is facing the challenges posed by its ageing population. Preventing crime targeted at senior citizens has become a priority area of its overall prevention strategy. In order to empower senior citizens so that they can protect themselves and know what municipal services to resort to, the city has integrated crime prevention in all the aspects of its policy on seniors. Based on a broad partnership involving all the relevant local stakeholders, this policy seeks to provide older residents of with a series of bespoke services, but also awareness-raising campaigns and training in the form of thematic workshops, for example on cyber-fraud and road safety. Valenciennes is member of the World Health Organisation (WHO) Global Network of Age-friendly Cities and Communities.

### Start/duration:

The project started in 2010 and is still running.

Background research:

A questionnaire was sent to Valenciennes's senior population when the Senior Citizens Council was set up, in 2009. Furthermore, social workers give feedback following home visits and interventions with senior citizens. However, it has to be noted that there are no specific police statistics.

### Budget:

The prevention actions cost about €3,000 a year. It is difficult to precisely evaluate staff costs because this is not a one-shot project but an overall policy: the prevention of crime against seniors is integrated into the general policy on senior citizens. Apart from the municipal staff and local stakeholders involved, a number of volunteers also contribute.

### Type of evaluation:

/

**Actor conducting evaluation/  
timing:**

Internal: municipal departments and the beneficiaries.

### Type of data collection method:

Satisfaction questionnaires and feedback given by social workers.

### Further information:

<https://eucpn.f2w.fedict.be/document/prevention-violence-and-crime-against-senior-citizens-valencienne>



## A Day Like A Dream (HR)



### Short description:

The “Dan kao san” Project represents an innovative and proactive approach for the strengthening of the elderly and people with disabilities and improving the quality of their lives, since they are particularly vulnerable social groups. By the implementation of a variety of interrelated interactive activities the elderly and people with disabilities are being educated and informed in order to raise their level of self-protection and thus reduce the possibility becoming victims of crimes. Moreover, the elderly and persons with disabilities are placed in the role of trainers who educate police officers in an innovative way by putting them in the position of the elderly so that the police officers might directly experience the problems they are faced with in their daily life.

Moreover, interactive workshops in which there participate grandfathers, grandmothers and grandchildren help to overcome intergenerational

gap and find the best answers to the question of how young people might help the elderly, and how seniors can share their knowledge and life experience with young people. Famous Croatian elderly actors have also become involved. Through the performance of a dedicated show based on real cases from the practice, by playing the role of their peers in homes for the elderly, vividly indicate risky situations and show them how one should behave in these situations. Educational and informational materials, dedicated especially for the elderly and people with disabilities, have been distributed to innovative models in order to reach all the elderly and people with disabilities. By the permanent and strong partnership relations established by the police, civil society organisations and relevant institutions dealing with this issue, the preconditions for a long-term cooperation in a systematic and multi-sectoral approach to this issue are achieved. The quality of the Project has been recognized and the General Police Directorate has recommended that it be applied across the whole Croatian territory as a model for preventive work relating to the prevention of crime against the elderly and people with disabilities.

### Start/duration:

From 1 October 2013 to 1 October 2015 the Project was implemented in the region of Koprivničko-križevačka County.

After completion of the project, after the evaluation, thanks to accomplished outcomes and the good feedback from the target groups, the project has continued in the region of Koprivničko-križevačka County and still runs.

In 2015 the General Police Directorate of the Ministry of the Interior has adopted a Property crime prevention programme that recommended the project ‘Dan kao san’ (A Day Like a Dream) as a model of crime prevention at the detriment of the elderly and people with disabilities throughout Croatia.

Following that and taking into account the specificities of different local environments in Croatia, compared to the population of the elderly

and people with disabilities and the situation and trends of crime to their detriment, the project model was also accepted in other Counties (10 Counties) and was implemented with minimum correction.

### Background research:

Before initiating the Project, an overall analysis was carried out of the situation and the development of crime against elderly and disabled people, but also of other factors which influence the safety and quality of life of elderly and disabled people in the territory of Koprivničko-križevačka County and the Republic of Croatia. The analysis was carried out by crime prevention police officers from the General Police Directorate and Koprivničko-križevačka Police Administration.

The Ministry of the Interior's statistical data on offences were used, the data available to senior citizens associations and disabled persons associations, as well as the existing expert and scientific papers on this topic.

However, the direct contact with the representatives of associations and with elderly and people with disabilities has shown that statistical data are not consistent with the situation on the ground and that there is a big dark figure. This was taken into account when the activities were being analysed and prepared.

### Budget:

Material expenditure:

Production of promotional materials

Organisation and carrying out of activities, transport and other material expenditure – the police and other partners were using the funds they had at their disposal for their regular work (workshops, vehicles, IT equipment etc.). This is the reason why such expenditures were not recorded.

### Human resources:

The police officers and other experts involved into the execution of the Project performed their activities within working hours and were not

awarded any extra remuneration.

### Type of evaluation:

impact evaluation.

### Actor conducting evaluation/ timing:

Internal: crime prevention police officers from Koprivničko-križevačka Police Administration.

### Type of data collection method:

Statistical figures.

### Further information:

<https://eucpn.f2w.fedict.be/document/day-dream>

## “CRIME-SCENE – AUTUMN FLOWERS” – crime prevention programme in the theatre for the elderly (HU)



### Short description:

CRIME SCENE – AUTUMN FLOWERS crime prevention programme was a unique initiative in Hungary.

The Bács-Kiskun County Police Department and the Katona József Theatre worked out the project that is a 90-minute-long play for elderly people. The play contained 3 different crime stories adapted for crime prevention purposes. After the play the audience took part in an evaluation process where they discussed the story, told their own experiences and put questions to the officers.

The innovation of the programme was the venue –the theatre – and its special tools used for crime prevention purposes. The chamber theatre with its tight space and the professional performance of the actors helped spectators become part of the story and fully comprehend the situation, recognise the possible solutions in different crime related situations.

The post-scene evaluation helped the learning process, participants got additional information about possible threat situations, how to avoid them and they also got answers to their questions.

### Start/duration:

The project started in September 2014 and is still running.

### Background research:

The project was preceded by a comprehensive demographic analysis; statistical and criminal

assessment. The Hungarian Central Statistical Office provided data for the project and we also used the police database. The resident population of Bács-Kiskun County is 534 545 persons. The old-age group, over 60 is one third of the whole population (126 002). Out of the old-age group 82 490 persons live in cities (2/3), and 43 512 in villages or farmhouses (1/3). One of the main characteristics of Bács-Kiskun county is the extensive rural area with farmhouses where large number of elderly people lives alone. According to the police database 1542 criminal offences against elderly people were committed in Bács-Kiskun County, in 2013. So called “tricky” theft and fraud was the most frequent method.

### Budget:

Three separated, 10-15-minute-long scenes were performed in the play. Scenes were followed by a 10-15-minute evaluation process, where the audience and the crime prevention experts took part in the conversation.

Costs included: writing scenarios (copyrighted), directing, dramaturgy, rent fees, actors and other backstage workers’ salaries and other costs.

Police officers took part in the project for free; their contribution didn’t mean additional cost.

The first stage was financed by the Council of Kecskemét City. The contract was signed between the city and the theatre, but the terms and the costs were not known by the project manager at the police department.

Cost of the second stage, financed by the National Crime Prevention Council were as follows:

2 new scenes writing and directing 254,000 HUF (~795 EUR)

6 actors’ allowances 635,000 HUF (~1985 EUR)

Lighting other stage costs: 110,490 HUF (~345 EUR)

### Type of evaluation:

An outcome or impact evaluation was not carried out in connection with the project. However,



we received a lot of positive feedback after the performances from the participants, they regarded the programme useful. They were always active during the post-scene evaluation process, put questions to the officers from the Crime Prevention Department, so we were able to give them useful and practical advice.

**Actor conducting evaluation/  
timing:**

/

**Type of data collection method:**

/

**Further information:**

<https://eucpn.f2w.fedict.be/document/crime-scene-autumn-flowers>

## Silver Surfer (LU)



### Short description:

The “Silver Surfer” project is a project by senior citizens for senior citizens. Volunteer senior citizens receive specific training on the creation of awareness about the safe use of the internet. They transfer their knowledge to other senior citizens through conferences, for instance during senior citizens events, at senior citizens’ clubs or in senior citizens’ associations. “Silver Surfers” work as multipliers.

In 2014 the project was created at the initiative of BEE SECURE and is based on collaboration between the Ministry of Family, Integration and the Greater Region of Luxembourg, SECURITYMADEIN.LU, RBS-Center fir Altersfroen and the SenioreSécherheetsBeroder.

### Start/duration:

The project started in 2014 and is still running.

### Background research:

In 2013 the partner SECURITYMADEIN.LU started a survey during a senior citizens fair. The result showed that the surveyed senior citizens used the PC only to exchange e-mails (94%) or to Skype (32%) with family members. Barely half of them knew about internet frauds. 32% of them have already been victims of phishing attacks, and 12% victims of a ransomware fraud. The same survey was repeated in 2014 at the same

fair. The results were comparable and showed that senior citizens were using the internet more often (5% more than in 2013).

### Budget:

Costs of brochures/flyers (total till date): 5 945 euros

Training costs: free

Volunteer “Silver Surfers”: 20 of them trained, 8 of them actively

A part-time position (20 hours/week) would be needed to assure the management and to further develop the project.

### Type of evaluation:

There is a constant feedback from conferences, media reports or consultations. It is all about a regular bottom-up method which allows continuous evaluation.

### Actor conducting evaluation/timing:

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### Type of data collection method:

/

### Further information:

<https://eucpn.f2w.fedict.be/document/silver-surfer>

## Financially secure, for now and in the future (NL)



### Short description:

The Security Alliance region Rotterdam and the Dutch National Police, region Rotterdam have developed a regional campaign that aims to make people more aware of the risks of financial exploitation/abuse of elderly people. Besides creating awareness, the campaign also shows which practical actions people can take to prevent that they become a victim in the future. The Security Alliance and the Police developed some products/tools (interactive information meetings, films, a game and information maps with practical prevention tips) which can be used by the local municipalities to make elderly people aware and less vulnerable for financial abuse/exploitation.

### Start/duration:

The start of the project was 05/02/2016. The project is still running, until January 2017.

### Background research:

The Rotterdam Police Project did a survey in literature, network, own files. An estimated more than 200.000 people above 65 y.o. become victim of elderly abuse each year. This can be physical, mental, sexual or financial abuse by people who the elderly people are familiar with and/or dependent of.

Although there are not much reliable figures of the actual number of financial abuse of elderly people specifically. The Rotterdam police reports more cases of financial abuse since focusing on this subject by the police project.

Also came clear by speaking to the elderly people that they are fully unaware of the existence of financial abuse and the risks they are facing.

That's why the region started a project to create awareness for this problem. At regional level the VAR and police developed the campaign.

### Budget:

The costs of the project in term of finances, material and human resources are the following:

- Development products/information material (information maps, game, interactive information meetings): € 30.000,-
- 1,0 FTE project leader police. There are also police volunteers who are committed to play a role in the interactive information meetings.
- The municipalities themselves arrange (and finance) a location for the meetings.

### Type of evaluation:

The project is still running: Therefore, the results of the project that are shown below, are the results up to 19 October 2016.

- Amount of participating municipalities: 24 out of 32.
- Amount of interactive information meetings: more then 150
- National, regional and local media attention for the project.

Many organisations outside the region of Rotterdam have shown their interest in the project and the products which are developed and can be copied. Also the ministry of Public Health, Welfare and Sports investigates which elements they can use in a national campaign/project. The Quartet Game is spread around the country and is used by professionals.

### Actor conducting evaluation/timing:

/

### Type of data collection method:

Continuously monitoring and evaluation of the amount of participating municipalities, information meetings and the use of products/tools which are developed.

### Further information:

<https://eucpn.f2w.fedict.be/document/financially-secure-now-and-future>



## Educational and Proactive Programme - Safe Haven (PL)



### Short description:

The programme aims at increasing the safety and sense of security among elders and preventing their social and digital exclusion. Such broad definition of the aim determines its interdisciplinary character and social engagement. Traditional realisation forms, i.e. meetings, lectures at retirement clubs, libraries, open universities, interweave with innovative solutions, namely organisation of dinners with elders, creation of an intergenerational platform for social operation, proactive quizzes and crosswords. The proactive effect is conditional upon educating elders, reaching their relatives, friends, neighbours, and increasing their atonement to elders' problems.

As a promotion tool, the programme relied on cooperation with the local media, project partners' websites, and social media. Outreach campaigns are conducted in offices, hospitals, healthcare centres, public transport means, churches, libraries, residential buildings. Project participants

receive proactive materials: carbon monoxide detectors, umbrellas, bags, reflective bands, the National Bank of Poland publications on safe finances, proactive bookmarks, multimedia safety guides for elders.

### Start/duration:

The project has been scheduled for 2015–2016.

In the first quarter of 2015, an analysis was carried out investigating the threat of crime against the elderly in Katowice, based on statistical data provided by the Municipal Police Headquarters in Katowice, and identifying the needs of the community of elders; consultations were carried out with representatives of elders' organisations and institutions concerned. A coalition of project partners was set up, which made it possible to adopt an interdisciplinary approach to the broadly defined issue of elders' safety.

The project began with a social debate "Katowice – bezpieczną przystanią dla seniorów" (Katowice – Safe Haven for the Elderly), which took place on 22 May 2015 at the Municipal Police Headquarters in Katowice. The debate engaged representatives of institutions involved in aiding the elderly and improving their safety, including representatives of Katowice City Hall, the Municipal Welfare Centre in Katowice, State Fire Service – Municipal Headquarters in Katowice, Metropolitan Curia of the Katowice Archdiocese, Municipal Public Library in Katowice, Printing and Mechanical Schools Complex in Katowice, Elders' Council of the City of Katowice. During the debate, the guests discussed the safety of the elderly in Katowice from the perspective of institutional measures.

The project continues and it is scheduled for completion by the end of 2016; it was drawn up in the first quarter of 2015.

### Background research:

The programme implementation was preceded by a thorough analysis based on statistical data from the Municipal Police Headquarters in Katowice, environmental information from the Municipal Welfare Centre, elders' institutions and elders.

The analysis indicated that elders are most vulnerable to frauds, including grandparent scams. Such data confirm the information obtained from the Municipal Consumer Advocate and elders' associations. Elderly people often fall victim to rashly concluded agreements and loans. Statistical data show that a large portion of persons aged 65 y.o. or older are victims of mugging. Elders also participate in road traffic. Statistical data show them as both the injured parties and offenders in road accidents, as pedestrians and drivers. The project launch was preceded by a coalition for the increase of the level of safety among old people. Police officers' meetings with residents, a cycle of social debates organised in specific districts of Katowice, have enabled identifying safety needs of elders.

### **Budget:**

Total cost of the project is PLN 17,345, of which PLN 7,000 was spent in 2015, and PLN 10,345 in 2016.

The programme's budget finances the purchase of proactive materials: carbon monoxide detectors, umbrellas, eco-bags, band with reflecting elements, posters, leaflets, proactive boards, bookmarks, multimedia guides to safety, which will be available in a mobile version as well.

The project is based on using own resources (labour and funds) of programme partners and supportive entities. For this reason, specific forms of programme realisation do not generate additional costs.

### **Type of evaluation:**

A complete evaluation of the project is carried out following its completion by the entities involved in its realisation and representatives of elders.

Regular partial evaluation of specific measures, both inside and outside, will be carried out during the programme.

### **Actor conducting evaluation/ timing:**

Evaluation will take place between MKB-Nederland and the ministry of Security and Justice

in December 2016.

### **Type of data collection method:**

Collecting the opinions of external entities regarding the relevance of the topics of lectures, difficulty of the information given, preparation and competence of the lecturers and the effectiveness of knowledge and skills transmission.

### **Further information:**

<https://eucpn.f2w.fedict.be/document/educational-and-proactive-programme-safe-haven>

## Senior Safety (PT)



### Short description:

The GNR, through the Special Community-oriented Policing Programmes, has developed activities markedly of social nature in the field of human rights, in order to protect the vulnerable victims of crime, mainly the elderly.

To achieve this goal, since 2011 the GNR has been developing the “Senior Census” Project that aims to make geo-referencing and identify the number of elderly citizens who are isolated and/or live alone, covering the entire national territory, signalling in 2016, 43.322 elderly.

This geo-referencing allows the GNR to target the patrolling effort and respond more effectively to the demands of elderly citizens in situations of greater vulnerability.

This project simultaneously includes two other important objectives, promote awareness campaigns, warning the elderly citizens about risk behaviours.

### Start/duration:

The project began in January 2011 and is still running.

### Background research:

Before the project was initiated, a work group was constituted at the GNR Headquarters that, through various information reports and an in-depth analysis of the 2011 census results, allowed to highlight the fragilities that the country may face in the future and further led to make the decision to develop the “Senior Census” project as a means of prevention.

### Budget:

The costs result essentially from human (police salaries) and logistic (fuel, paper, printing, etc.) resources used to conduct the various programme actions.

Magnets and other support resources have been borne with partner backing.

Some financial details:

- Human resources: €4.000.000 (approximately 300 military elements involved)
- Indirect Costs: € 300.000
- Divulcation and promotion:
  - o 50.000 Calendars - € 10.000
  - o 50.000 magnet - € 5.600
  - o 50.000 Flyers – € 3.000
  - o Participation in seminars - € 2.000

### Type of evaluation:

Systematic evaluation.

Actor conducting evaluation/timing:

Portuguese Board of Assessment and Accountability that evaluates performance in Public Administration and internally within the GNR 2020 Strategy.

### Type of data collection method:

Qualitative and quantitative statistical analysis.

### Further information:

<https://eucpn.f2w.fedict.be/document/senior-safety>



## Vigilant Seniors (RO)

### Short description:

The project “Vigilant Seniors”, implemented by The General Directorate of Bucharest Police, Romania, in partnership with the local public authorities and the NGO aimed to reduce the risk of old people being victimised by creating abilities regarding the access to official information and simple self-defence techniques. Being better informed, the old people will know how to avoid dangerous situations; the simple self-defence techniques will help possible victims to gain time to react and alert the authorities or to find help from the possible witnesses.

The prevention police officers, in partnership with the social assistants, IT and self-defence specialists, took part in the direct meetings with the old people, organised in the senior clubs, in areas of districts 1 to 6. The sociologists knew the beneficiaries’ need of safety and information and could offer a feedback and an adjustment of the activities to the proper level of understanding for the beneficiaries.

The beneficiaries took part in a final evaluation of the acquired knowledge and also in a socializing and information sending activity in a pleasant, protective environment at “The Senior Safety Ball”; they disseminated the information to other possible victim groups (100 old persons not initially included in the project and children from schools).

The evaluation of the project was made on official data statistics of the Capital Police, but also on applying sociological methods which measured the utility and the attractiveness of the project and the way the fear of crime evolved.

### Start/duration:

The project started on March 1st, 2016 and it will ended on December 1st, 2016.

### Background research:

The project was preceded by a sociological research carried out in March, 2016, which showed the vulnerability of old people to crime, more than half being victims or knowing people who had been victims. They are mostly afraid that they could be victims of robbery or pick-pocketing in the public means of transportation. They think the civic involvement decreased and they are willing to volunteer for crime prevention. The most frequent source of information is the

television and they spend their time in small old people communities where they get information and practice interactive games.

### Budget:

In this project there were involved 8 police officers, 6 prevention police officers, 2 sociologist police officers and a number of 10 partners from the civil society: IT specialists, self-defence technique specialists, social assistants. The IT specialists and the social assistants were provided by the District City Halls, their activities in the project being considered work tasks; the CEN – TAP Association is a NGO which self-sustained the costs for the specialists involved in teaching the self-defence techniques. The activity of the sociologists and prevention police officers was held during working hours, the project being considered a local priority of The General Directorate of Bucharest Police. The classrooms were offered by the District City Halls, who also provided the computers and the internet network. “The Senior Safety Ball” was organised in a facility belonging to The District 2 City Hall, situated in Plumbuita Park. The Senior Clubs are entities created by City Halls, which will continue to function after the ending of the project, the information could be disseminated to other old people by the beneficiaries of the project.

### Type of evaluation:

Quantitative evaluation and dynamic analysis.

### Actor conducting evaluation/timing:

Internal: The Intelligence Analysis Department, an external department within The General Inspectorate of the Romanian Police.

External: The Bucharest Intelligence Analysis Department.

### Type of data collection method:

Statistical data on the number of the issued preventive materials, the number of the meetings with the beneficiaries, the number of the self-defence and computer abilities classes, the number of the prevention information posted on the internet.

### Further information:

<https://eucpn.f2w.fedict.be/document/vigilant-seniors>

## Do not try to fool me (SE)

### Frauds against elderly Do not try to fool me!



An education about how elderly persons can protect themselves against fraudsters



#### Short description:

The project “Do not try to fool me” was created to prevent crimes of fraud against elderly people through increasing awareness about these crimes and make it easier for possible victims to recognise attempts of fraud and to protect themselves against it.

The method that was chosen for the project was to create an information package and a structure for how the material could be used in active meetings where the participants who take part can train for different situations where they could be victims of fraud and how they can act to prevent being the victim of fraud.

The material is supposed to be used at three different meetings and includes a guide for the meeting-leader, three different short films and three different learning-guides. Every occasion includes working with one film and one learning-guide. The material is self-instructing and based on different cases that can be used for discussion and practical exercises.

#### Start/duration:

The project started officially 16/09/15 and is still running.

#### Background research:

The national centre against fraud at the Swedish police authority analysed the development of fraud in Sweden and noticed a sharp rise in fraud against elderly people. The deepened analysis

showed which modus operandi that was used in these crimes and which fishing-points was used. This analysis was used to create the material and the case-studies in the project-material. The analysis was mainly based on data of crimes reported to the Swedish police.

#### Budget:

The cost of the project is not specified. Because the project was prioritised all the resources was taken from the ordinary financial framework and therefor was not specified. The police and the organisations produced the films and other materials themselves and through that the costs were kept relatively low.

#### Type of evaluation:

A process evaluation have not been completed yet but the method will be evaluated through measuring how many meetings have been completed, and a survey to the individuals that have participated about how they view the project and what changes it have led to concerning their awareness about fraud and what to do to prevent being a victim. This evaluation will be completed during 2016.

The impact evaluation have not been conducted yet but an analysis will be done and the work have started with analysing changes in reported crime of this type and differences regarding completed crimes and attempted crimes.

#### Actor conducting evaluation/ timing:

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#### Type of data collection method:

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#### Further information:

<https://eucpn.f2w.fedict.be/document/do-not-try-fool-me>

## Let's Protect Each Other (SK)



### Short description:

The project “Let's Protect Each Other” is focused on active seniors willing to take part in voluntary activities consisting in visiting lonely seniors and also on passive seniors acting as the recipients of information on safety and protection.

The principal aim of the project consists in active seniors' education with the intention of their safety improvement. Such education shall be provided by means of voluntary work and shall result in the improvement of the personal safety of others, especially lonely seniors.

As for its content, the project primarily consists in the involvement of active seniors in the process of criminality prevention in our town. The project shall further result in providing objective information on criminality prevention to the target group, in getting the possibilities of contacting with specialists, in learning social skills, in changing the attitudes of citizens to their own safety, in decreasing their fear and anxiety related to crime, in intensifying mutual informal relations with other seniors, neighbouring families and other citizens and in building up the feeling of their mutual responsibility, fellowship etc.

### Start/duration:

The project started on 1st June 2012 and is still running.

### Background research:

First of all, the project was implemented by means

of our own capacities, i.e. the members of the city police corps were visiting elderly citizens in their homes in order to inform them on the possibilities of personal protection and safety improvement. Later on, we got interested in an article published in 2010. Under the guidance of the Public Health Authority of the Slovak Republic, this article brought the outcomes of the questionnaire on the life of seniors in Slovakia. The questionnaire contained a few questions on voluntary activities. The first question asked about the willingness and concern to work for others as a volunteer without being guaranteed any financial reward. The answer saying certainly yes was given by 36.7% of respondents, out of which 23.2% were seniors. This was the moment when we started thinking of the project where we could involve seniors who are still full of energy, eager to do something useful, willing to help and to communicate. It was as early as 2011 when we started training the first active pensioners. We benefited from the cooperation with the Department of Criminality Prevention of the Police Corps in Čadca, local social workers as well as doctors and psychologists.

### Budget:

2012 - supported by the Foundation Orange Slovensko in the amount of 1550€ + co-funding by the Town of Čadca in the amount of 500€

2013 – supported by the Council of Government for Criminality prevention in the amount of 1000€ + co-funding by the Town of Čadca in the amount of 500€

2014 – supported by the Council of Government for Criminality prevention in the amount of 2450€

2015 – self funding by the Town of Čadca in the amount of 1200€

Material costs of the project:

Providing or renting of the conference room, data projector, projection screen, education materials, leaflets, stickers and other promotion materials, office equipment etc.

Human resources:

Professionals provided by the City and State

Police Corps and involved in the criminality prevention process on the local levels, social workers and doctors able to recommend particular seniors qualified to participate in the project. The human resources costs are not involved in the project as voluntary activities of seniors cannot be exactly expressed in numbers. Material costs and salaries for specialists involved in the process of the project implementation and entrusted with the training of seniors shall be covered by the municipality.

**Type of evaluation:**

Process evaluation.

**Actor conducting evaluation/  
timing:**

Internal: the project team under the guidance of the Head of the City Police Corps of Čadca Mjr. Mgr. František Linet.

**Type of data collection method:**

Questionnaires.

**Further information:**

<https://eucpn.f2w.fedict.be/document/lets-protect-each-other>



## 2. Additional projects

### Secure life in old age (DE)



#### Short description:

The project was funded by the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth. It touched upon different types of risks in later life, including intimate partner violence, frauds and scams, undetected homicide cases, and abuse of older care recipients by family caregivers. Drawing upon a criminological model known as the Routine Activity Approach, it conceived of in-home nursing staff as possible guardians in domestic care settings. The project combined

trainings for nursing staff with approaches to organisational development at the level of the home-care services. Domestic violence victim services were checked with regard to their adaptation and adaptability to specific needs of older battered women. The project produced awareness raising materials with regard to property offences against older persons and set up recommendations touching upon the problem of non-natural deaths remaining undetected among older persons.

#### Start/duration:

The project started in November 2008 and ended in February 2012.

#### Background research:

The project and its selection of “zones of elevated risk” was based upon the study

“Crime and violence in elderly people’s lives”, using multiple data sources (population surveys, surveys among nurses and family caregivers, interview data, police crime statistics).

#### Budget:

The overall budget of the project was ca. 740,000 €. Human resources included 36 person months for researchers / project managers, additional staff costs (about 300,000 €) occurred with regard to coordination of certain project components, compensation for participating nursing services, trainers, and student employees.

#### Type of evaluation:

Process evaluation.

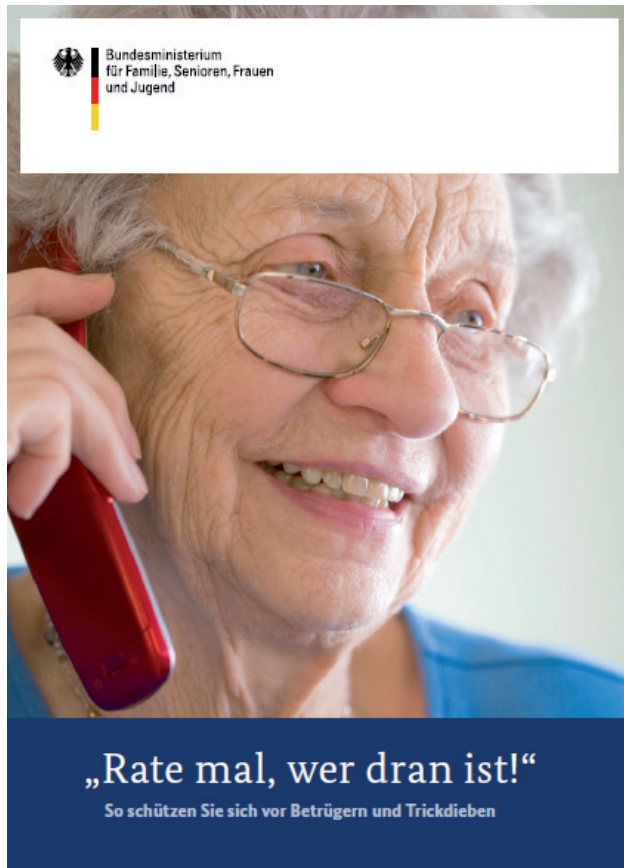
#### Actor conducting evaluation/timing:

Internal evaluation.

#### Type of data collection method:

study based on multiple data sources (population surveys, surveys among nurses and family caregivers, interview data, police crime statistics).

## Security Advisor for senior citizens (DE)



### Short description:

Security Senior Advisor is an approved programme, launched by the District Senior's Council Esslingen and Tübingen, as well as the Police Headquarters Reutlingen in Germany to prevent and decrease crimes committed towards senior citizens.

Criminal acts where most of the victims are elderly people, are typically those containing fraud, thievery or burglary. Victims not only suffer financial damages, but also experience psychological consequences.

The Senior's Security Advisors are capable of understanding the problems of their age-mates and can sympathise with them. Advisors are able to transfer their knowledge to seniors and offer support. The senior's fear of contacting the police was actively reduced and at the same time their own sense of security was rebuilt.

Based on the information provided by security advisors, seniors were able to recognise the attempted frauds and call the police, which led to open investigations and reduced crime rate.

### Start/duration:

The project started in March 2006 and is still running and continually expanded.

Background research:

The criminal statistics created by the Police from the years 2006, 2012 and 2016 were analyzed and considered in the project work, as well as the demographical data collected by the state agency.

### Budget:

Per event 30 Euros, equipment including media and materials approximately 100 Euro. Per Security Advisor and internet service annually 100 Euro.

Every Security Advisor is holding about 7-8 lectures per year.

### Type of evaluation:

Annual process evaluation.

### Actor conducting evaluation/timing:

Internal evaluation.

### Type of data collection method:

Surveys.



## Security potentials in later life (DE)

### Short description:

The project focused on empowering elderly and very old persons to lead a secure life, and on addressing their particular vulnerability to property crime.

Safeguarding seniors' quality of life: Seeking to encourage seniors' active participation in social life and to improve their quality of life while taking proper care for their own safety, the project analysed everyday strategies employed by the elderly to increase their own safety and aimed to enhance the capacity for security-oriented self-care by means of a training programme.

Addressing property crime, the project looked at ways to improve the protection from specific types of scams and fraud targeting older adults and developed and implemented a sensitisation and intervention training programme for bank employees.

The researchers concluded that each of the areas studied calls for highly specific measures to effectively protect the elderly and stressed the importance of engaging third persons to act as their 'guardians'.

### Start/duration:

The project started in March 2012 and ended in July 2014.

### Background research:

Before implementing a training programme for older citizens, four rural and urban communities / neighbourhoods were analysed with regard to older person's security related concerns and behaviour. Analyses were based on interviews and group discussions with seniors and local practitioners in relevant fields.

### Budget:

The overall budget of the project was ca. 495,000 €. Human resources included about 65 person months for researchers / project managers; additional staff costs occurred with regard to hiring trainers (for both training programmes developed and implemented in the project).

### Type of evaluation:

Process evaluation.

### Actor conducting evaluation/ timing:

Internal evaluation.

### Type of data collection method:

Analyses based on interviews and group discussions with seniors and local practitioners in relevant fields.

## 1<sup>st</sup> Edition of The Academy for the Safe Elderly (PL)

### Short description:

The project “Academy for the Safe Elderly” was launched as an idea of a few environments. The meetings were based on methods related to active methods of teaching adults, such as lectures with moderators, mini-workshops, case analysis, discussions, debates.

The main objectives of the Academy are:

- increasing the awareness of the elderly about potential threats and showing proper behaviour in such situations,
- improving knowledge and skills of proper reaction when falling victim to a crime,
- confirming the role of Police in threats situations,
- creating an alliance of government administration and NGO's acting for safety in the Chojnice county.

The following topics were covered within the Academy of the Elderly:

- Safe elderly – grandparents' scam
- The elderly safe on the road
- ABC of self-defence for the elderly
- Healthy life of the elderly, secrets of a healthy diet
- ABC of first aid

### Start/duration:

The 1st Edition of The Academy for the Safe Elderly was divided into three stages. The first stage (planning, preparing) lasted from May 2015 till October 2015, the second stage (implementation) started on 8th October 2015 and ended on 9th June 2016. The third stage (evaluation) lasted from June 2016 till August 2016. Currently The Academy for the Safe Elderly is being prepared.

### Background research:

Before the project was launched, data on increasing crime rate against the elderly in the Chojnice county was gathered. Such data was collected from Police officers who deal with crime

against the elderly. Information used has come from internal Police statistics and Police officers' materials.

### Budget:

From the beginning the project was planned as nonprofit. All staff and partners involved worked as volunteers. The Culture Centre in Chojnice and County Police Station in Chojnice provided venues and their employees worked for free in the project. Ms Monika Zlakowska, adult education teacher, didn't obtain salary, coming once a month from Warsaw to Chojnice for her own cost. Neither of other experts earned in the project. Throughout the implementation of the project, cakes and prizes for the participants were provided by local entrepreneurs. As the project functioned as a network of partners, it is difficult to estimate the project budget.

### Type of evaluation:

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### Actor conducting evaluation/ timing:

External evaluation in several stages.

### Type of data collection method:

Data was collected from Police officers who deal with crime against the elderly. Information used has come from internal Police statistics and Police officers' materials.

## The Senior's Academy (PL)

### Short description:

Project "The Senior's Academy" was co-financed by the National Polish Bank, which aim was to promote prevention against financial exclusion and creating responsibility with making financial decisions including home budget management and using financial services. Duration of the Project: 12 months.

The idea of the Project was to disseminate preventive measures addressed to seniors from Podlaskie area. Within the Project educational meetings for seniors 50+ were organised. The main Project's subject was to transfer knowledge on strengthening security of elderly people through preventing financial frauds, managing home budget, planning financial future. Moreover, within the Project competition "10 rules of safe senior" was announced. Because of the interest on the Project, on September second edition of "The Seniors Academy" will be launched.

### Start/duration:

Project "Senior's Academy" was implemented between December 2014 and December 2015.

Second edition of this Project has started in September 2016.

### Background research:

Security of the elderly people especially concerning frauds has been monitoring and updating by the Voivodship Headquarters of the Police in Bialystok. In 2014 in Poland offenders extorted more than 19 million PLN, and in 2015 during first 10 months more than 25 million PLN. In 2015 in Podlaskie area there were 234 reports and 38 of them were frauds. Citizens of Podlaskie lost in total 1million 565 thousands PLN. In 2013 this number was 8 times lower. In relation to number of attempts, effectiveness of the offenders is lower. Moreover, not only the number of victims but also the amount of extorted money has influence on statistics. Fraud became profitable crime business run by the OCGs.

### Budget:

Total Project's budget was 25 555 PLN, including financial sources from National Polish Bank – 23 205 PLN.

Expenditures' categories: office materials – 305 PLN, promotion of the Project -14 100 PLN, Project's management – 8050 PLN, awards for the winners - 3100 PLN.

### Type of evaluation:

Project evaluation

### Actor conducting evaluation/ timing:

Internal evaluation.

### Type of data collection method:

- Collecting data during project's implementation
- Analysing collected information
- Developing applications
- Creating recommendations

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### **Contact details:**

**EUCPN Secretariat**

**Phone: +32 2 557 33 30**

**Fax: +32 2 557 35 23**

**Email: [eucpn@ibz.eu](mailto:eucpn@ibz.eu)**

**Website: [www.eucpn.org](http://www.eucpn.org)**

