

# **Support Services**

Project Lead: Inform to prevent

VSE Annual Conference "Supporting Victims of Crime in Europe", Edinburgh 29 May – 1 June

## In brief words...



## The Portuguese Association for Victim Support:

- is a **Charitable** organisation;
- with the objective to inform, protect and support victims of crime;
- assisted by volunteers;
- provides free and confidential support in a personal, sensitive and professional way.

## **Vision**



APAV believes that the **statute of the victim** of crime must be fully **acknowledged**, **valued** and **effective** and works to achieve this goal in Portugal and beyond.

## **Mission**



 To support victims of crime, their families and friends by providing free and confidential quality services and

 to contribute to the improvement of public, social and private policies centered in the statute of the victim.

## **Aims**

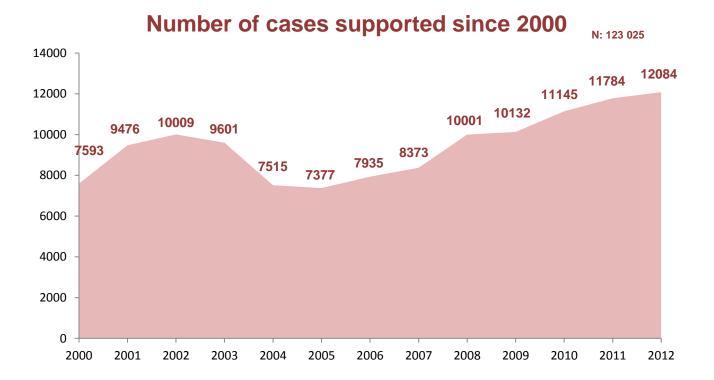


- Support victims of crime;
- Cooperate with all relevant entities and stakeholders;
- Promote social solidarity;
- Promote research on victim's issues;
- Raise public awareness;
- Contribute to the adoption of laws, regulations and administrative measures;
- Liaise with international organisations.



• Since 2000 more than 123 000 cases supported

Average of more than 240 000 people





23.500 victims of crime, families and friends supported in 2012

This means, **per week**, the support to the following direct victims:



17 children and youngsters



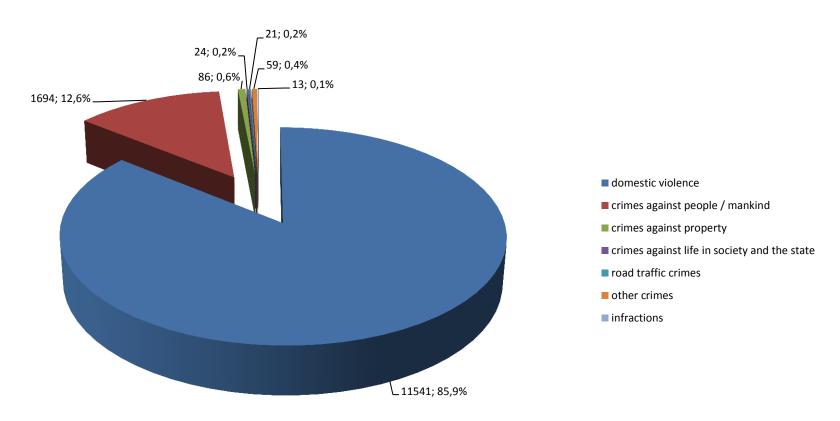
139 adults



15 elderly people



### Types of crime committed against children and young people (2000-2012)



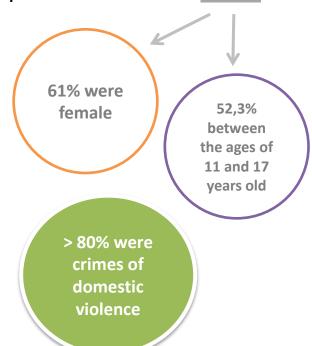


2.1. Statistics on children and young people victims' of crime and violence

Between 2000 and 2011 APAV supported a total of 7.387

children and young people

From 2000 to 2011 there was na increase of **167,2%** of children and young people who contacted APAV's services





Free, confidential, qualified and specialised support on different and complementary levels:

- Emotional;
- Legal;
- Psychological;
- Social;
- Practical.





## **Specialised support** in detail:

- Legal;
- Psychological;
- Social.



- 15 Local Victim Support Offices all over the Portuguese territory;
- 2 **shelters** for battered women and children;
- 2 specialised schemes that support migrant victims of crime and victims of racial or ethnical discrimination



- 1 immigrant support centre;
- a helpline;
- central services:
  - 1 head office in Lisbon
  - 1 regional office in Porto
  - 1 regional office in Azores



Referral systems within this national support network with the:

- Public Security Police pilot project in the Azores islands;
- Judiciary Police for the support to family and friends of victims of murder;
- International Lesbian and Gay Association.

# **Beyond the support**



- promote a strong public awareness
- promote policy development on victims rights
- create and develop training programmes
- advocate on victims issues
- monitor the network's procedures and practices
- provide technical and logistical support for the national support network
- enable communication, planning and performance assessment at a national level

# **Beyond the support**



### APAV is also **focused** on:

- Prevention
- Training
- Awareness Raising
- Advocacy
- Policy development
- Networking

# **Beyond the support**



### On prevention...

- Complementary and essential area of action
- Based on training, information and awareness raising
- Professionals: health, education, police sectors
   Targeted to Children and youngsters

• 2012: more than **17.000** participants in **424** actions









# Project LEAD - inform to prevent









### **Partners:**

- Crime Victim Compensation and Support Authority/
- Brottsoffermyndigheten (Sweden)
- Fundação da Juventude (Portugal)
- ISCTE Instituto Universitário de Lisboa (Portugal)
- Victim Support Scotland (Scotland)









## **General goal:**

To develop **specific resources** for the dissemination of **information** regarding street violence, peer violence and other forms of violence against children and youth between 8 and 17 years old.









## **Specific goals:**

- Provide for organisations' greater ability to act upon and intervene in cases of street violence, peer violence and other forms of violence.
- Develop materials adapted to intervention with children and youth.
- Promote the dissemination and use of such materials by children and youth.









### **Main activities:**

**Awareness raising campaign** 

For children and youngsters

**Website** 

For children and youngsters

School agenda

 For children and youngsters attending school









## Awareness raising campaign:











### **Aims:**

- Promote self safety and protection behaviours
- Raise awareness to risk behaviours
- Cast away misconceptions
- Facilitate search throught the websites









## **Leaflets:**









#### SOME EXAMPLES OF STREET CRIME:

- · Taking someone's personal item without their consent;
- · Attacking or threatening someone to steal personal
- · Stealing cars or items from inside cars;
- · Robbing cafes, banks, jewellery stores, etc.;
- Attacking or verbally abusing someone;
- Destroying objects and structures that serve the community (e.g. rubbish bins; bus stops).







































# STREET CRIME

#### WHAT IS IT?

It is any type of violence that takes place in open or public areas.

Street crime may be committed by adults, by young people, either alone or in a group.

#### WHO CAN IT HAPPEN TO?

Any person can be a victim of street crime.

Young people are at a greater risk than other people, as they spend a lot of their time on the street.

Many incidents of street crime happen when the offender sees an opportunity, for example because the offender spots:

#### AN "ERSY TARGET"

For example, someone who is in a place with no security cameras, that is badly lit, or with no people around.

### AN ATTRACTIVE

Carlotte Consult of the Control

Such as an unattended mobile phone or wallet.



#### WHERE CAN IT HAPPEN?

- On the way to and from school;
- · At shopping centres or stores;
- On the street:
- At the cash machine;
- On public transport;
- · At the cafe, restaurant or in the cinema;
- · At parties, bars and clubs;
- .

#### WHEN CAN IT HAPPEN?

At any time of day or night,

### WHAT TO DO IF YOU ARE A VICTIM OF STREET CRIME?

- Do not react with violence against the offender unless it is really necessary to stop you being seriously hurt.
- Try to take in as much information as possible about the identity of the offender (e.g.: height, hair colour, clothes, etc.)
- Find a safe place, with more people around that might help you.
- · Call 999 as soon as possible.
- It is important to call the police or you can go to a police station nearby.
- You can get support from Victim Support Scotland. Their support is free and confidential. You don't need to report the incident to the police.

### HOW CAN YOU STAY S@FE ON THE STREET?

- · Keep important contacts on your mobile phone.
- When you go out let someone you trust know where you are going and what time you will return.
- · Avoid walking alone.
- · Choose well-lit and well-travelled streets you know.
- Avoid carrying a lot of cash or valuable objects. If you need to carry your things, avoid showing them in public or in open areas.
- Stay alert. If you use headphones, don't put the volume up so high that it prevents you from hearing what is happening around.
- Always zip up your rucksack or bag and keep them closed.
- If a car pulls up near you, follows you while you are walking, or if you see someone in a parked car behaving suspiciously change direction or go to the other side of the street.
- Never accept lifts or offers from people you don't know.
- If you feel you're in danger, go to a safer place or a place with more people around. You can also call 999.

#### **FOR MORE ADVICE ABOUT SAFETY:**

- On public transport;
- · At the cash machine:
- · While shopping:
- At parties, bars and clubs;

Search on our website:

WWW.INFORM-TO-PREVENT.ORG.U







## **Billboards:**













### **Videos:**

Day version - with Mikaela Lupu

Night version - with Ricardo Sá









### **Websites:**

PT | www.apavparajovens.pt

EN | www.inform-to-prevent.org.uk

SE | www.lead-informtoprevent.se







## School agenda:



Nome Name Name	
Felefone/Telemóvel Phone Number Telefonnummer	
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## School agenda:

2'Feira Monday Måndag	3'Feira Tuesday Tisdag	4'Feira Wednesday Onsdag	5'Feira Thursday Torsdag	6/Feira Friday Fredag	Sábado Saturday Lördag	Domingo Sunday Sóndag
_						_
		Dia internacional da Paz International Day of Peace International a fredsdagen     Dia Europeu Sem Carros European Car Free Day Europeiska bilfria dagen				ETEMBRO
				EPTEMBER EPTEMBER		

21 de Setembro - Día Internacional da Paz. Este dia foi proclamado pela Organização des Nações Unidas (ONU) e tem como objetivo promover a paz em todo o mundo e sensibilizar para a construção de um fluoro próspero sem violência.

22 de Setembro - Día Europeu Sem Carros. Esta data tem como objetivo sensibilitar a população e as autoridades para a necessidade de reduzir o tráflego rodoviário dentro des cidades. Para aumentar a qualidade de vida e garantir a sustentabilidade dos recursos naturas, pode optar-se pelos tensportes publicos ou pela biodeta.

#### Com o novo ano letivo a começar, deixamos alguns conselhos para tomar mais seguras as tuas viagens de casa para a escola e da escola para casa...

- Não tragas contigo muito dinheiro ou objetos valiosos.
- Leva o telemóvel separado dos outros objetos, para o caso de teres que o utilizar rapidamente.
- Não mostres e evita usar em público objetos de maior valor (por exemplo, computador portátil, smartphone/telemóvel,
- Mantém-te atento/a. Se usares auscultadores, utiliza os mais pequenos e escuros. Não coloques a música muito alta; isso pode abstrair-te dos sons em redor.
- Fetha sempre bem os fethos da tua mothila ou bolsa.
- Caminha com a mochila ou a bolsa em tiracolo.
- Se estiveres no passeio, usa sempre a modhila ou a bolsa no ombro coosto ao da circulação dos carros.
- Tenta caminhar sempre acompanhado/a por colegas de escola ou amigos.
- Opta por ruas iluminadas, movimentadas e que conheças.

Para mais conselhos de segurança, podes consultar www.apavparajovens.pt 21 September - International Day of Peace. The International Day of Peace was proclaimed by United Nations (UN) and aims to promote peace in the world and raise awareness for working towards a fruitful future without violence.

22 September - European Car Free Day. The objective is to promote people and authorities awareness about the need to reduct the trade traffic within towns and choose transport alternatives such as public transport and bikes. This should lead to a better quality of life and increase the sustainability of natural resources.

#### At the start of the school year, we have some advice on how to make your travel between home and school safer...

- Never carry a lot of cash or valuable objects.
- Carry your mobile phone separately from other objects, it case you need to use it quickly.
- Do not display your valuable belongings in public or oper areas (e.g. laptop, smartphone/mobile phone, mp3, mp4...).
- Keep alert. If you use headphones, then choose the smaller darker ones. Don't put up the volume so high that prevents you from hearing what is happening around you.
- Always zip up your rucksack or bag and keep them closed.
- Walk with your rucksack or bag across the body.
- If you are on the pavement, always wear your bag on you side opposite to the road.
- Always try to walk with schoolmates or friends.
- Choose well-lit and well-travelled streets you know.

Find out more safety tips on our website www.inform-to-prevent.org.uk 21 september – Internationella fredsdagen. Den Internationella fredsdagen utropades av Förenta Nationerna (FN) och är ämmad att främja fred i världen och öka medvetenheten för arbetet för en givande framtid utan våld.

22 september - Europeiska biltria dagen. Målet med dagen är att främja människors medvetenhet om behovet av att minska biltrafikkning måder och välja transportalternativ som kollektivtrafik och cyklar. Detta bör leda till en bättre livskvalitet och till att hålibarheten hos naturresurserna ökar.

#### i början av skolåret har vi några tips på hur du kan göra din färd mellan hemmet och skolan säkrare...

- Bär aldrig med dig mycket kontanter eller värdefulla föremål.
   Förvara din mobiltelefon separat från andra föremål om du skulle behöva använda den snabbt.
- Visa inte upp de värdefulla föremål som du bär med dig offentligt eller på öppna ytor (t.ex. laptop, smartphone/mobilte-
- lefon, mp3, mp4...).

   Var på din vakt. Om du använder hörlurar, välj då en mindre och mörkare variant. Lyssna inte på så stark volym att du inte
- kan höra vad som händer kning dig. - Dra alltid igen blixtlåset på din ryggsäck eller väska och håll
- oem stangoa. - Välj att gå med din ryggsäck eller väska fäst tvärsöver kroppen. - Om du är på en trottoar, se till att alltid bära din ryggsäck eller
- väska på motsatt sida från vägen. - Försök att alltid gå tillsammans med skolkamrater eller vänner.
- Försök att alltid gå tillsammans med skolkamrater eller vänner.
   Väljer väl upplysta och vältrafikerade gator som du känner till.

Hitta fler säkerhetstips på vår webbplats www.lead-Informtoprevent.se

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