

European
Forum *for*
Urban
Security

BSFS:

Innovative Practices & Their
Implementation



Funded by the Urban Innovative Actions (UIA) Initiative of the European Regional Development Fund, the BeSecure-FeelSecure (BSFS) project aimed to reinforce urban security and promote a positive perception of urban safety among residents of Piraeus by facilitating the collaboration of urban security stakeholders, both in the physical and cyber spaces.

The holistic approach of the BSFS project was based on four mutually reinforcing pillars:



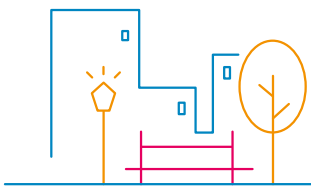
GOVERNANCE STRUCTURE

Governance innovation through the creation and operationalisation of a Local Council for Crime Prevention (LCCP), which helps to better coordinate crime prevention amongst different stakeholders



INNOVATIVE ICT TOOLS

ICT innovation with the development of an application called CURiM (Collaborative Urban Risk Management), which collects data helping to assess physical and digital threats



SOCIAL AND SPATIAL INTERVENTIONS

Social (awareness-raising) and spatial interventions aiming to improve citizens' feelings of security, for example through anti-bullying awareness sessions for students and the beautification of public spaces around the city of Piraeus



VICTIM SUPPORT

Victim support through the creation of a Victim Information Unit, which is a one-stop-shop for victims of crime

Amongst other measures, the project established:

- the **Local Council for Crime Prevention (LCCP)**;
- the **application** called **CURiM**;
- **anti-bullying awareness sessions** for students;
- **training sessions** for shop owners and civil servants on urban security issues;
- a **one-stop-shop victim support service**;
- **sport events**;
- **consultation meetings with stakeholders** (local authorities, businesses, citizens,...);
- **regeneration of a range of public spaces** in Piraeus.

This document is an overview of the project's best practices in three areas: **security assessment, governance, and citizen participation**. It also includes the project partners' relevant practices, and thus is not limited to Greek examples.

The current roadmap presents the main elements which are to be adapted to the relevant local context to implement a holistic approach to urban security. As there is no one-size-fits-all model, local authorities need to tailor the following steps and practices to their specific needs.

The roadmap consists of the following proposed actions:

- **assessing the security situation** by gathering data and information, which will serve as a basis for evidence-based decision making and concrete actions (spatial or social);
- **creating a local-level security governance organ**, which will be the main organ enabling evidence-based decision making on local urban security;
- **enhancing citizen participation and social cohesion** via ICT tools, which also feed into the governance organ;
- **ensuring that victims of crime are provided with expert support** and that secondary victimisation is prevented.

● Assessing the Security Situation

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In order to improve individual and collective security, one needs an in-depth understanding of the given community and local context. Whilst quantitative crime statistics do matter, understanding how different groups of population perceive the security situation is equally significant. Only by examining subjective experiences of security, as well as socio-economic factors and levels of social cohesion in a given locality can actors of this field obtain a nuanced view of the local security landscape.

A baseline assessment of the security situation, as was done by the City of Piraeus, is one option.



Eleni Kontopoulou, *Postdoctoral Researcher at Panteion University of Social and Political Sciences* & **Angelos Mimis**, *Associate Professor in Applied Informatics in Spatial Analysis, Department of Economic and Regional Development at Panteion University*:

- The baseline assessment (safety audit) in Piraeus used the following measurement indicators: **(I) perception of safety** (How would you describe your area? Are you thinking of moving out?), **(II) fear of crime** (How safe do you feel walking alone in your area of residence? Which area do you consider the most unsafe? Evaluate each of the following factors that contribute to the feeling of unsafety), **(III) participation in community-based crime policy**, **(IV) intention to participate in community-based crime policy**, **(V) trust in urban authorities**.
- Apart from the safety audit, meetings were organised with residents and district representatives in the framework of the Local Council for Crime Prevention (LCCP), to discuss crime and insecurity issues in their neighbourhood and their suggestions for improvement. Meetings were also held with local institutional and social stakeholders about the needs and difficulties of vulnerable groups of population. The audit also encompassed on-site observations, and an analysis of police crime statistics.

There are different methods of conducting security audits. Regardless of the chosen method, a few steps should be followed.



Mateja Mihinjac, *Executive Director at the International CPTED (Crime Prevention Through Environmental Design) Association.*

- One should focus on a smaller geographical level (e.g. neighbourhoods), as this is the closest level to citizens and any given community. Safety auditing is a process. It includes identifying the assets and resources available, what is lacking and the needs that should be prioritised, and drafting a tailor-made crime prevention and mitigation strategy based on the audit's results. Building trust and partnerships are indispensable guiding principles for any local safety audit

The steps to follow to implement a local security audit are:

- **Step 1:** Understanding safety issues. Train local teams (residents, neighbourhood associations, students) to carry out neighbourhood exploratory walks and on-site visits so they can obtain relevant crime-related data. They can then analyse such data with the help of trainers and experts. Thus, the audit itself becomes a co-operative, transparent process and participants have ownership over the actions. Elements the security audit may focus on include the state of the physical infrastructure, the viability of a public space, or the public lighting. For instance, some perceptions of safety are related to lighting.
- **Step 2:** Vision-based asset mapping (What objects exist in the chosen area? What kind of buildings? Where is the lighting placed and how dense is it? Where is the lighting lacking? What physical barriers exist in the neighbourhood?).
- **Step 3:** Prioritising (What are the neighbourhood's shared priorities?) Prioritising also means identifying the appropriate timeline (short, mid, long-term for concrete actions).
- **Step 4:** Preventive strategising. Each neighbourhood should have its own plan with City Hall as the coordinator.

Audits can also target specific groups. An example is the mobile app system Safetipin, a social organisation working with a wide range of urban stakeholders, including governments, to make public spaces safer and more inclusive for women.

Safetipin collects data through three mobile phone applications (My Safetipin, Safetipin Nite and Safetipin Site), and presents them to relevant stakeholders with recommendations. Safetipin also generates a safety score based on the data collected and provided by the My Safetipin app, in order to help users to make safe and informed decisions about their mobility. Safetipin **focuses on gender and can be adapted to any local context.**



Barbara Holtmann, *Director at Fixed Africa (South Africa)*

- *If cities are safe for women, they are probably safe for everyone* - it is crucial to include the perspective of women into the safety audit.
- The Safetipin audit results show that people feel safer in open spaces, where visibility is clear all around.
- A safety audit should ask questions that are answerable by cities and be regularly repeated to adapt to the ever-changing local situation.
- The My Safetipin app generates a safety score based on data collected from users, enabling them to make safe and informed decisions about their mobility and the use of public spaces.
- Users can give a safety score based on different parameters, such as:
 - Lighting – Enough light to see all around you.
 - Openness – Ability to see and move in all directions.
 - Visibility – Vendors, shops, building entrances, windows and balconies from where you can be seen.
 - People – Number of people around you.
 - Security – Presence of police or security guards.
 - Walk path – Either a pavement or road with space to walk.
 - Public transport – Availability of public transport like metro, buses, rickshaws.
 - Gender usage – Presence of women and children near you.
 - Feeling – How safe you feel.

● Agile Local Level Urban Security Governance

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Urban security is not only a matter of state actors or local authorities. Preventing and mitigating incivilities and crime at the local level requires the participation of all relevant stakeholders – public and private, as well as citizens, their representatives, and civil society organisations. Sustainable urban security governance should provide a platform for exchange and dialogue, and be built on the principles of the co-production of policies as well as on partnerships involving different stakeholders.

Crime prevention councils serve as such a platform at the local level. They may vary in structure or legal status, depending on the local, national and EU requirements, and have different objectives (that can also be combined), ranging from **co-defining the priorities of a security strategy and information sharing to designing recommendations based on urban security audits, setting communication guidelines, and supporting evaluation procedures**. Yet, they all serve the same purpose of involving the relevant security stakeholders and citizens in the co-production of urban security policies, which is of particular importance in a general context of increasingly fragmented social ties, growing suspicion towards authorities, and polarisation.

As previously mentioned, one of the measures implemented by BSFS in the City of Piraeus is the creation of a Local Council for Crime Prevention.



Kyriaki Bourdakou, *President of the Local Council for Crime Prevention (LCCP), Deputy Mayor of Piraeus in charge of Public Health and Social Services*

- Dense commercial areas – such as the City of Piraeus, one of the largest ports in Europe – are vulnerable to inbound and outbound smuggling, as well as street and organised crime. Citizens believe that urban insecurity is one of the city’s main problems, which contributes to a sense of social and environmental degradation and low social cohesion.

How the LCCP operates and how did its establishment in Piraeus contribute to better coordinated decision making?

- The Council brings together key local security stakeholders including, for example, municipal services, criminology experts, first line practitioners, and NGOs. This fosters **multisectoral and interdisciplinary collaboration**. The Council seeks to foster a climate of security and trust, and to acquire a better picture of the daily lives of citizens in order to be able to identify specific needs and challenges.
- It focuses on building an **inventory of crime** that occurs at the local level, **assessing** the security situation, planning and then **implementing** actions to prevent petty crime, reduce feelings of insecurity and build **confidence among citizens** towards public governance and the justice system.
- Specifically, the LCCP has worked on securing and landscaping **public property** in one of the municipal districts of Piraeus that has been identified as a key intervention area. Equally, **awareness-raising sessions** for school students on bullying and cyber threats have been carried out under its governance.
- Key challenges the LCCP is facing include a **lack of funding**, difficulty in convening in person during the Covid-19 the pandemic, **effectively communicating** on its operations and decisions and **involving citizens** in its operation.
- Future plans include building a **network of volunteers**, producing **awareness seminars** for citizens and stakeholders, and further promoting its work with the public at large. The LCCP also aims to increase use of the Collaborative Urban Risk Management (CURiM) platform developed and tested under the BSFS project.

Although Local Councils for Crime Prevention share many principles of governance, they are context-specific. We will now explore a French example.



Loline Bertin, Deputy Mayor of Montreuil in charge of Public Tranquillity, Cleanliness, Crime Prevention and Nightlife, about the Local Security and Crime Prevention Council (CLSPD according to the French acronym) of the City of Montreuil

- The CLSPD has several, mutually reinforcing roles based on the following axes:
 - Partnership: sharing of practices, information, and knowledge, dialogue, mobilisation of stakeholders.
 - Strategy: definition and management of the Territorial Security and Crime Prevention Strategy (Stratégie territoriale de sécurité et de prévention de la délinquance, STSPD), based on the results of local security audits and in line with the national crime prevention strategy.
 - Actions: monitoring, evaluation, and visibility of the actions aimed at crime prevention.
 - Articulation: link with other city or national contractual frameworks and strategies.
- Strategic/political, technical and operational management are indispensable and complementary.
- One of the main objectives and challenges is the fostering of citizen participation (representativeness, empowerment, involvement in the co-production of policies). Representatives of local residents participate in the Council.
- In order to further open the CLSPD to the public, the creation and operationalisation of resident groups is foreseen (by drawing lots, dedicated training, etc.)
- Plenary sessions are held once a year to address important issues and take decisions. There are also a range of sub-structures focused on specific priorities, such as working groups on reducing youth vulnerability to delinquency, combating gender-based violence, and preventing radicalisation (to be established).
- The CLSPD uses a four-step process to design actions that are concrete and tangible:
 - Watch/alert
 - Make a diagnostic
 - Inform/train/discuss
 - Act

- It is essential that the Council enact concrete actions that are visible to citizens and have real-life effects.
- Changes have been made over time to make the sessions more dynamic and participatory, for example:
 - Adopting a more direct format for exchanges in order to increase the participation of different stakeholders
 - Making the sessions more open to citizens
 - Improving communication and transparency to ensure that the Council's work is well understood by citizens
- Key aims of the Council are to define and pilot the City's Territorial Security and Crime Prevention Strategy (STSPD), build trust among stakeholders, conduct thematic local audits, and promote the co-production of policies.
- Awareness of what is happening 'on the ground' is crucial to enhance citizens' feelings of security and improve police-population relations. Events such as casual 'walks with the police' were organised in this end.

● Enabling Citizen Participation

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The use of technologies has become increasingly common as a means of addressing security challenges such as incivilities, crowd management, or terrorist threats. Although the emphasis has long been placed on surveillance, a whole range of civic technologies and initiatives have emerged that facilitate the involvement of citizens in the co-production of urban security policies and enhance social cohesion and a sense of belonging to the city/neighbourhood.

One of the main measures of the BSFS project is the CURiM application. Its architecture was built to foster citizen participation and the inclusion of a range of stakeholders.



Marios Zacharias, *BSFS Technical Manager and developer of the CURiM application*

- The platform provides a holistic view of security, leveraging heterogeneous information from different sources including information provided by citizens, open-source intelligence and crime reports.

- Building cohesion not only among citizens, but also between them and the local authorities is one of CURiM's main objectives. This is done through the following functionalities:
 - Creating local social networks at the neighbourhood level, giving citizens a local channel to exchange urban security information and concerns.
 - Enabling citizens to share their personal evaluation of interventions carried out in Piraeus against certain types of crime.
 - Collaborative tracking of stolen items using Bluetooth low-energy sensors.
 - Providing a map to conduct urban risk analysis, based on available crime rates filtered by date, time, place and source-type.
 - Allowing for urban security experts to compare responses from mobile app users to registered police crime reports. Disparities between these can be identified by urban security authorities as critical points for investigation.
 - Custom crime mappings to visualise crime rates in specific neighbourhoods.
 - IT security risk analysis and vulnerability overviews for the municipal IT Officers.

Citizens can also be digitally engaged through storytelling.



Francesca Zanutto, *creator of Tellingstones, a storytelling and community engagement application (ToNite project)*

Created under the EU-co funded ToNite project, Tellingstones is a mobile application through which residents of two neighbourhoods of Turin (situated near the Dora River) tell their stories related to local places and landmarks. Users receive a notification when they are in the vicinity of such places. The app was used in the ToNite project with the aim of strengthening residents' feeling of belonging and to tell a positive narrative about their neighbourhood.

Thanks to the following features, Tellingstones favours social cohesion and offers an innovative way of visiting the city:

- The app sends users a **notification** when they find themselves near a point of interest in the city/neighbourhood, and updates on topics selected by the user.
- Creates a **welcoming digital environment** and value for communities by helping to foster a **positive, original** and **authentic image** of the area, which can create a sense of belonging.
- Creating connections between people and among communities by allowing the sharing of personal stories linked to local places.
- The app offers creative, artistic approaches to **community engagement**.

Key functionalities of the dashboard:

- **Operators:** cities, venues, and all types of local operators and networks can publish content on the app.
- The app can be used together with a **network of virtual sensors (geofence)**, which allows users to **locate on a map** the stories and services related to specific places, and to be alerted when they walk nearby.
- **Stories:** enter the location, title, main photo and main text of the story you seek to share, related to a specific spot in the city/neighbourhood.
- **Suggestions:** to share on museums, shops, restaurants, hotels or other types of services, including booking .
- **Itineraries:** they are created by loading a gpx file, which attaches stories and suggestions about places to visit.

The previously-mentioned tool, Safetipin, also serves to digitally engage often-neglected vulnerable groups, especially women.



Kalpana Viswanath, *Co-founder and CEO of Safetipin*

- **1 in 3** women globally have experienced some form of **sexual or physical harassment**.
- Cities are usually **planned with able-bodied men in mind**; navigation, transport and mobility are all designed for them. Women often experience **fear** when in public spaces.
- What is a **gender-friendly** city? It is a city where women feel safe, and thus free to access and use all the city's public spaces.
 - How do we work with urban stakeholders to change this and how do we measure/identify these issues in the first place?
- The Safetipin tool can facilitate such identification. It has been tested in over 60 cities across the world.
- The Safetipin app uses a **safety audit feature**, an established assessment tool in the field of urban security, and transforms it into a user-friendly digital tool.
- It has a dual functionality of users inputting their own data, and using generated data to help them discover cities.
- It has a variety of uses, including, for example, useful information for women on where to rent accommodation (e.g. based on a safety audit score).
- The data can be used to **lobby, guide and improve local urban security policies**. Aim of mainstreaming a gender approach into all safety strategies.
 - There were nearly 8,000 dark spots in the city of Delhi (India), in 2016.
 - By 2018, this was reduced to under 3,000, thanks to the use of Safetipin's data by local governments.
 - The mobility of women from low-income areas of Delhis was improved, giving them access to new opportunities.

Key functionalities:

- Measures factors including security measures, infrastructure, visibility, lighting, busyness of streets, etc., in order to provide **safety scores and safest routes** for users.
- Built-in **tracking feature** (can be turned on and off).
- In India, the app has a '**Nearby Safe Spaces**' feature (e.g. based on lighting, nearby facilities or establishments).
- AI-based **safety scoring of photos** based on a variety of factors. Users can disagree or agree with these scores, improving the accuracy of the tool over time.

● Local Level Victim Support Services - A Pillar of a Holistic Approach to Urban Security

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The right to access justice and to be protected against repeated victimisation may remain unattainable in practice if victims of crime do not receive professional advice and support. The criminal justice system may also seem daunting and confusing to those who are not familiar with it. In the opposite case-scenario, adequate services for victims can enhance citizens' feelings of safety and increase their trust in urban authorities and social institutions.

With this in mind, the Municipality of Piraeus (GR) established a Victim Support Unit that supports victims of any type of crime and provides psychosocial and legal services, as well as referrals to relevant institutional and social bodies. The City of Nice (FR) established the House of Victims, which offers comprehensive, sustainable support to victims, whether individual or collective. These two examples are fully in line with general victim support principles and rules, as presented by the international NGO Victim Support Europe.

The example of the City of Piraeus - One-stop-shop service



Chara Vlastari-Dyovouniotou, *Researcher and expert, BeSecure-FeelSecure project*

- The 2012 EU Directive¹ on “establishing minimum standards on the rights, support and protection of victims of crime” recognises both the multidimensional consequences of the criminal act on the victim and **the need for sufficient victim support** by competent and legally established governmental or non-governmental bodies.

¹ For further information on the 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: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32012L0029>

- Therefore, it is considered that victim support services could contribute to **the prevention of repeated victimisation and the enhancement of victims' feelings of safety.**
- Moreover, adequate services for victims can increase citizens' trust in urban authorities and social institutions.
- In the framework of the BSFS project, a survey was conducted with a representative sample of respondents (residents and shop owners in two specific districts of the city). It concluded that the main factors contributing to citizen's insecurity are the **lack of protective measures regarding children/ adolescents in public places, inadequate policing, poor lighting of public areas, abandoned areas, absence of victim support services, and indifference of passers-by in case of a criminal attack.**
- These factors further highlighted the need to create a local Victim Support Service.
- **The Piraeus Victim Support Unit** was designed following a four-step process: observation of promising practices of generic victim support (meaning supporting all victims of crime) services at the European level; observation of promising victim support practices from other Greek cities; data from surveys conducted by local Piraeus institutions and social organisations; information provided by stakeholders of the Piraeus Local Council for Crime Prevention (LCCP) . The Piraeus Victim Support Unit was designed on the basis of all this information so as to be tailored to local needs.
- It has to be noted that the Piraeus Crime Victim's Information Unit is the first generic victim support service of this kind to be offered in Greece. Thus, it provides multidimensional support to crime victims regardless of the type of victimisation.
- To prevent victimisation from happening in the first place, the main idea is that **crime prevention actions** can enhance feelings of safety and therefore strengthen social cohesion.
- Both **institutional (LCCP) and social stakeholders** are engaged with the Piraeus Victim Support Unit. Synergies with stakeholders are created through a holistic approach to the protection of crime victims and their families. This means that the various institutions and social entities of the municipality of Piraeus survey instances of victimisation, identify the victims and record the cases in order to offer adequate support to vulnerable groups of population.
- Generic support is provided to victims, with psychological support and legal counselling, ensuring privacy and confidentiality through a code of ethics and data protection measures. Competent services are consulted to **ensure adequate and targeted support to the most vulnerable people** such as female victims of domestic violence, minors and refugees (including unaccompanied minors).
- Overall, the Victim Support Unit has been created bearing in mind the **principle of co-production of urban security** (community, Piraeus LCCP, the importance of a holistic approach, stakeholders' network). This **participatory policy** contributes to building trust in the criminal justice system, preventing repeated victimisation, mitigating feelings of insecurity, and strengthening social cohesion.

The case of the City of Nice - The House of Victims



Martine Ouaknine, Deputy Mayor in charge of Victims' Rights City of Nice (France)

- The 14 July 2016 ram-vehicle attack on the Promenade des Anglais sent shockwaves in Nice. The municipal authorities made it a **priority to protect the local population** not only from terrorism, but also from incivilities, petty crime and all forms of aggression. The municipal police are well trained and work alongside the state security services.
- The City Council's flagship initiative is the creation of the **House for the Reception of Victims (Maison pour l'Accueil des Victimes²)**.
 - Set up in 2015, this **one-stop-shop structure** located in the centre of the city is permanently linked with the municipal police.
 - The reception staff assess the needs of victims and refer them to psychologists and lawyers who are experts in counselling victims, as well as a social worker who supports them in finding accommodation or a job. **This house offers comprehensive, sustainable support, whether individual or collective.**
 - This structure was also created with the idea of welcoming victims who hesitate or do not wish (for different reasons) to file a complaint and help them regain their self-confidence.
 - The support provided is **global and holistic** throughout the whole process: online pre-complaints, contact with the required professionals, contact with specialised associations well established in Nice, etc. The House for the Reception of Victims does not replace health professionals or lawyers, but it **allows victims to be referred to specialised associations, which are considered as partners.**
 - Regular well-being workshops (art therapy, sophrology, etc.) enable victims to find some form of serenity and to rebuild themselves. A mobile victim support centre was set up during the 2020 Covid lockdown. It also provided support to victims of the 2020 Storm Alex, which affected villages around Nice.
- Women victims of domestic violence (and if need be their children) can find accommodation in a refuge whose address is kept secret. There, they find a **safe space** where they can recover from their trauma.

¹ More information: <https://cotedazurfrance.fr/offres/maison-pour-laccueil-aux-victimes-nice-fr-3032069/>

- Women victims of domestic violence (and if need be their children) can find accommodation in a refuge whose address is kept secret. There, they find a **safe space** where they can recover from their trauma.
- The trial of the 14 July 2016 terrorist attack that was held in Paris in September 2022 was a new trauma for the victims and their families, many of whom could not afford to spend three months in the French capital. The City of Nice thus provided, with special authorisation from the Ministry of Justice, a room where the trial was broadcast live for them. The municipality is now looking at how to ‘manage’ the post-trial period.
- The municipality also established a **Steering Committee on the July 14 Victims that will organise a yearly commemorative ceremony**. It was inaugurated in 2022 with a “memory artwork” on the theme of ‘**resilience and the future**’, which was unanimously selected by the victims’ families.
- The city of Nice now ambitions to establish a **European expertise centre on victims of terrorism**, which would be headquartered in the city.
- All these aspects show the importance of **exchanging knowledge and know-how for the future and establishing partnerships**.

General principles and rules on victim support - Victim Support Europe

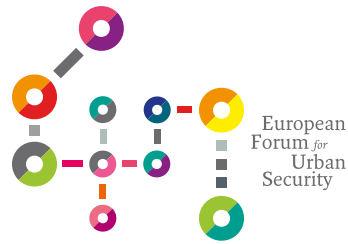


Levent Altan, *Director of Victim Support Europe and Member of the [SHINE](#) Advisory Board*

- Victim Support Europe (VSE), as an umbrella organisation of national victim support services and instances, **advocates for the respect of victims’ rights and adequate services in Europe**.
- VSE works within the EU framework of support obligations (2012 Directive).

- Before support can be given, a few questions have to be asked:
 - Does the support exist? Is it easily accessible?
 - How to approach victims?
 - What types of services can be offered?
 - What is the quality of the support service?
 - Who can offer support?
 - Should support services work in a dynamic of coordination and collaboration or competition?
 - Can we establish a **systemic, national, comprehensive and long-term framework for victims** so they are not sent to different organisations or simply turned away? So far, there isn't really a fully systemic long-term framework for victim support in any country. As a consequence, **victims do not always find the organisation that fits their specific situation and needs.**
- The environment of victim support services is **quite complex and variable**: organisations can be national or local, work as a single unit or within a network, provide specific specialist assistance and support all kinds of victims. Support can be proposed within state agencies (Belgium Police), can be self-financing or government-supported, can reach high density communities or low density rural areas. Support can also be provided by specialised NGOs.
- Some victims do not even need professional services. The key question is **how, in all aspects of life, do we help citizens to be resilient before they suffer all kinds of trauma?**
- Furthermore, **the existence of such support services** is not enough as such: **people must know that they exist.** It is thus crucial to communicate and raise awareness.
- The quality of victim support services can be evaluated through nine aspects:
 - The service is accessible to all victims.
 - Victims are treated with respect and dignity.
 - Victims are safe.
 - Individual needs are taken into account.
 - A range of services are provided.
 - The service offers referrals and coordinates with other services or organisations.
 - Good governance of the structure is ensured.
 - Quality is ensured through training.
 - Monitoring and evaluation are recurrent.
- In any case, **all types of services have to be designed around victims.** One entity alone cannot do this massive work by itself. It is also crucial to exchange practices at the international level.

Project Partners



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