



Acknowledgements

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Cíbele,

Goddess in Frygia was the highest Goddess reigning in the ancient East.

Moving about in a cart pulled by lions, she watched over the surrounding cities.

She owned the keys of the Earth, where the whole riches were locked up; she has been represented wearing a crown with fortification walls representing the safety she had always promoted.

INTRODUCTORY NOTE

The rapid increase and expansion in the major cities brings about challenges and unprecedented opportunities for everyone. Urban safety and the search for bearable cities is a relevant enough issue to be taken into consideration by any country, irrespective of its developing phase. We have been watching a generalised increase of poverty, unequal rights and crime in both developed and developing countries, which naturally brings forth the question of an acceptable and positive urban safety development.

The continuous migration to the cities leads to a further development need in what concerns housing, transportation, health, education and any other services, which may enable a better quality of life for those living within these areas, which in turn will further lead to additional worries concerning the subsequent crime increase.

There has been a rise in what concerns the urban insecurity and the number of victimization cases within the urban areas. It has been quite clear that the traditional approach to solving these problems has proved inefficient and the undergoing perspective has consequently been changing accordingly. In many countries the urban safety policies have also been changing in order to promote crime prevention, which will necessarily lead to a reduction in the feeling of insecurity as well as the social costs associated with the victimization.

The European development has reached such high levels that the quality of life cannot simply be understood as being in an economic comfortable situation, but it has to undeniably be evaluated by the PIB per capita, the average minimum wages and the percentage of poor people as well. Being able to evaluate the welfare nowadays cannot be dissociated from the analysis of the social and environmental fluctuations, together with the involvement in the democratic way of life. If European citizens are more exigent in what concerns the defence of a certain quality of life as prescribed by their ruling governments, it seems to us that issues such as the victimization and the urban safety are to be regarded as essential elements to be taken into account by all of those concerned about the future in Europe.

Most criminal acts are committed in urban areas as against rural ones, where the informal social control together with knowing one's neighbours allows a much more attentive attitude within the community, particularly in what concerns the defence of people and their patrimony. The anonymity, social exclusion, no regular commitment to religious activities and a noticeable social unbalance, very often drives some individuals to committing illicit acts which invariably frighten a significant number of residents.

One should point out that the increasing number of citizens residing in urban areas, not only within Europe in general (1975: 70%; 1999: 77%; 2015: 81%), but also in Portugal (1975: 28%; 1999: 63%; 2015: 78%), together with the increased acknowledgement of the number of perpetrated violent crimes, has been substantially increasing the feeling of insecurity of most citizens and subsequently leading towards a certain deterioration in the expected quality of life.

An analysis on the urban victimization aiming at finding out how often citizens are being victimized as well as the circumstances in which these victimizations have occurred, so as to be able to further develop crime prevention strategies to be activated by the Community Institutions, has been seen as a relevant approach in our country.

The pertinence of such an issue is to be seen in the number of studies, which have already been carried out by multidisciplinary teams of professionals working for Research centres commonly supported by the Ministry of Justice of the countries they are from or live in. As an example, the British Crime Survey first developed in 1982, was a pioneering study in what concerns the evaluation of crime in the perspective of the victims. One of the major arguments to carry out such a survey seems to have been the fact that it is known that most victims do not officially report the crimes to the competent authorities, which in turn means that the number of actual crimes is superior to the one registered by the police. Victims were not provided any support nor subject to any psychological follow-ups to help them recover from the shock of the criminal event they had gone through. A further nationwide investigation at national and urban

level, allowed them to be more aware of the real number of criminal cases and effectively be able to adequate the number of police officers to the necessities, as well as to launch a number of projects which would subsequently allow citizens to feel safer in various English towns (by having invested in better lighting systems and cameras set up in public places, transportation for women and reviving the centralized economic areas, etc.).

This type of studies have since then been adopted in other countries as an important tool to further develop the police forces and the supporting and counselling services to be provided to the victims. Portugal launched its first victims' quest on victimization in 1989. It was developed and coordinated by a team working for the Gabinete de Estudos e Planeamento (Cabinet of Studies and Planning) of the Ministry of justice (GEPMJ) and it covered 16 community municipalities within the Lisbon Metropolitan Area. The main objective of the investigation was to try to understand the difference between the concepts of criminality as obtained through the inquiry, and the official information provided by the statistical data spread by the competent authorities dealing with these issues. The quest included such questions as the characterization of the individual and family victimization, the decision taking as far as the denouncing was concerned, the citizens' opinion on the police intervention and the perceptibility of the crime evolution within the residential area of the inquired people.

This study was again carried out by GEPMJ in 1992 covering the entire territory, though the quest was then slightly modified. Questions such as the seriousness of some of the social problems and the feeling of insecurity within the residential areas of those inquired, were included as well as what sort of punishment would fit certain types of criminal acts and the type of attitude the police authorities had had when handling the cases, but the victims were also asked to specify the type of support they had been provided following the criminal act and whether that help had been provided by their family members, friends and any Institutions, which had since then been set up, such as APAV, to provide that specific type of support.

The necessity to set up Agencies specifically oriented to provide support to the victims is unquestionable following the relevant information gathered with these studies. The provided support should go beyond the juridical one and contemplate the psychological, financial and social aspects.

This issue was to be again developed in 1994 by the same Entity (GEPMJ) using the same questionnaire as a basis for the gathering information to be compared to the previously obtained results, though this time the covered area included not only mainland Portugal but also the autonomous regions of Madeira and the Azores.

The importance of the victimization studies are clearly recognized by the central government, once some of this quest gathered data have been included in the 1998 annual report on internal Safety, highlighting the significant importance of elements, which lead us to the actual criminal "reality". The new "proximity approach" attitude, which is being developed by the police forces is to a certain extent the result of the expressed wishes of most citizens in the course of the first victimization quest.

The 1989 International Crime Survey was developed by a team coordinated by well known specialists and was funded by the Centre of Documentation and Investigation of the Dutch Ministry of Justice, who clearly seems to have understood the importance of getting to know what criminality is in the perspective of the victims. This study included 16 countries, 13 of which were European ones and carried out an evaluation of at least 11 types of different criminal acts, as well as the denouncing or not of these acts to the competent authorities, the reasons which led people not to officially denounce some of the situations, the type of punishment which would best fit the criminal acts and the victimization preventive attitudes to be adopted.

Once the main objective of this type of study is to allow the follow up of the victimization evolution, as well as the perception of what criminality is, comparing the results obtained in the surveys carried out in the various countries, it was to be carried out in 1992 and 1996 in some of the industrialized countries with the support of the UNICRI. Portugal was one of the 17 countries to take part in the

International Crime Victims Survey carried out in the year 2000 and having been coordinated by the Netherlands Institute for the Study of Criminality and Law Enforcement.

Because Portugal has been lacking studies within these areas, the main objective of the Cibeles project, was to carry out a trustworthy investigation liable to further lead to new intervention and prevention policies, in what concerns the victims of crime, reinforced by experiences, which have been carried out in other European community state members. These have brought us additional knowledge on the issue as well as the need to enforce the standardization of procedures.

The Cibeles project has therefore aimed at producing a scientific type of approach regarding the urban community victimization situation and the crime prevention as far as this victimization is concerned as carried out by the community Institutions handling these issues.

The Cibeles project has been developed within the Hipocrates Programme of the European Commission, which is a bi-annual programme aiming at encouraging the interchange, training and cooperation regarding the crime prevention issues. The main objective of the Hipocrates Programme is to enable citizens to attain a level of security in terms of freedom, safety and justice, as in accordance with article 29 of the Treaty of Amsterdam. Taking this into account the Hipocrates programme further aims at encouraging the cooperation in crime prevention issues amongst the member states, having co financed several training activities, professional exchange and coaching of students, studying and researching activities as well as meetings and seminars, not forgetting the dissemination of the results obtained within the programme. All these activities concern the general and/or organised crime prevention. Cibeles' s final report includes two studies:

(1)-the first one concerning the urban community victimization situation, perception of what crime is, as well as the safety feeling and the insecurity one, within the Lisbon Metropolitan Area. Two victimization quests have been included, one sample covering 1190 family residential units within the Lisbon

Metropolitan Area and the second one covering 209 commercial units within the same area.

(2)- the second one on crime prevention regarding this victimization as carried out by community Agencies, namely those pertaining to crime prevention forums and Victim support services as well as the strategies they have been using and the results they have obtained so far.

The CibeLe Project had two major objectives:

1. To evaluate the degree of perception of the ones inquired, namely in what concerns their notion of crime and victim of crime and urban safety in public and private spaces within the Lisbon Metropolitan Area. In a more specific way, this was meant to analyse the degree of awareness the ones submitted to the quests had on victims of crime, including their own experiences or involving people they happen to know, the identification of common characteristics felt or shown by those subject to criminal acts, what they are entitled to and the adequate support they are to be provided with by agencies. It was also meant to analyse the feeling of safety and insecurity taking into consideration the degree of knowledge regarding the victims of crime.
2. To evaluate the crime intervention models, which have been carried out by European agencies at local, regional and national level, particularly in Northumbria and Lubeck (European partaking members in the project) and other European organizations pertaining to the European Forum for Victim Support and the European Forum for Urban Safety. This report intends to show the different guiding lines and specific prevention projects, local, regional and national policies together with the levels of success and unsuccessful results obtained by institutions, which having been working on crime prevention and victim support in various cities/countries within the European Community with the expressed intent of define good practices regarding crime prevention.

The majority of those who will benefit from the CibeLe project are organizations/agencies directly working on crime prevention (municipal and police authorities); victim support services and any other Entities directly working with victims of crime (the ones directly working in these fields of activity, police authority trainers, as well as those training at hospitals, national health centres, social assistance

services, schools and other learning centres, not forgetting the inter-institutional cooperating network at local, regional, national and European levels; decision taking structures concerning criminal policies (within public organizations such as the Ministry of Justice and the Ministry of Internal Affairs) and Crime Prevention research oriented Institutes.

The ones who will indirectly benefit from the results forwarded in this final report are the local, regional and national communities, to which these studies have been applied.

Regarding what has just been said, it is worth remarking that CibeLe has carried out an integrated victimizing type of approach by having essentially developed two main aspects - one, in which the urban community victimizing situations, the perception of the crime evolution and the feelings of safety and insecurity have been analysed; and a second one, complementing the first one, in which victimization prevention and the support provided to the victims of crime by the community institutions have been considered of prime importance to enforce the quality of life of all citizens.

Besides the increasing awareness of what victimization is, namely the number of unofficially reported cases, the circumstances in which these have occurred and the underlying reasons as to why these cases were not officially denounced, it is important to further understand the relation between having been a victim of crime and the feelings of major or minor insecurity which are felt following the victimization situation. Some of the studies have already led us to conclude that most individuals, who have gone through such situations do tend to adopt new behavioural attitudes going to the point of sometimes even changing their social habits and ways of life in order not to be victimized again. These changes do naturally depend on the degree of victimization and seems to be intimately associated to the age and sex of the victims as well as the socio-economic group they belong to.

Regarding the victimization prevention to be carried out by the community institutions, one should say that only after having gathered enough information from a wider sample of victims of crime, will it then

be possible to reinforce the activities which are being carried out by the already existing agencies and set up new ones specifically oriented towards certain prevention aspects.

The HIPOCRATES Programme has strongly contributed towards the carrying out of Cibeles's main objective, once its major objectives enable the citizens to get a higher degree of protection regarding their freedom, safety and justice, together with the prospect of encouraging the crime prevention cooperation amongst member states.

THE PROFESSIONAL TEAM INVOLVED IN THE CIBELE PROJECT

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STUDY I:
*Victimization
and the feeling of
insecurity
in the Lisbon
Metropolitan Area*

PART I

VICTIMIZATION SURVEY CARRIED OUT IN FAMILY UNITS WITHIN THE LISBON METROPOLITAN AREA

PART II

VICTIMIZATION SURVEY CARRIED OUT IN COMMERCIAL UNITS WITHIN THE LISBON METROPOLITAN AREA

TABLE OF CONTENTS

INTRODUCTION

I CHARACTERIZATION OF THE POPULATION INQUIRED

II CRIMINALITY AND INSECURITY FIGURES

III PREVALENCE AND INCIDENCE OF PERSONAL VICTIMIZATIONS

IV PREVALENCE AND INCIDENCE OF VICTIMIZATIONS WITHIN THE FAMILY

V PERSONAL VICTIMIZATIONS INVOLVING VIOLENCE

1 Physical offences

2 Sexual offences

3 Threats

4 Offences and/or insults

VI PATRIMONIAL VICTIMIZATIONS INVOLVING VIOLENCE

1 Thefts

2 "Snatches"

VII PATRIMONIAL VICTIMIZATIONS WITHOUT INVOLVING VIOLENCE

1 "Pick pocketing"

2 The stealing of property in public places

VIII VICTIMIZATIONS WITHIN THE FAMILY UNITS

1 Stealing from vehicles

2 Vehicle damaging

3 The stealing of vehicles

4 House assaulting

5 Stealing from outside the house

FINAL CONSIDERATIONS

INTRODUCTION

This survey was carried out using a sample of 1190 family units within the Lisbon Metropolitan Area. Only one randomly selected individual in every chosen family unit answered to it, the requisite being that he/she had to be older than fifteen years of age¹.

The questionnaire was divided in five parts². The first part aimed at getting an idea on the criminality and insecurity felt in and around the residential area of the person who was being inquired, and naturally in the Lisbon Metropolitan Area in general. He/she was asked to identify, which according to him/her were the three major problems within the Lisbon Metropolitan Area. He/she was also asked to give his/her opinion on whether the crime percentage had increased, decreased or eventually maintained itself, in the year 2001 not only in his/her residential area but in the Lisbon Metropolitan Area as well. They were also asked to identify the type of crimes they felt had largely contributed towards the previous answer.

They were further asked to specify their source of information as far as committed crimes within their residential area were concerned, apart from having been asked whether they felt most insecure during the day or at night and should their answers have been affirmative, to point out those places, which they felt most insecure at and to state the reasons as to why they felt that way.

In order to evaluate to which extent criminality contributed towards certain feelings of insecurity, the ones involved in the inquiry were then asked their feelings on a number of events, though not all of them were necessarily criminal issues. They were asked to name three possible measures they felt might help reduce the criminality and feeling of insecurity in and about their residential areas as well as in the Lisbon Metropolitan Area in general.

The second part of the questionnaire aimed at identifying the individual victimization situations they

¹ The methodology which we followed has been described in Annex I

² The Questionnaire has been included in Annex II

had already gone through. Each of the individuals was directly asked if he/she had ever been a victim him/herself during the year 2001, and which type of victimization had it been – as a result of a “pick pocketing” situation, stealing of personal patrimony, serious offences and insults, “snatching”, thefts, threats, offences to their physical integrity, sexual violence and /or raping. Throughout this first part of the quest they were only asked to specify situations they had gone through, though soon after they were asked to specify if any of the members of their family had already gone through any of the previously presented criminal situations in the year 2001.

Notwithstanding the fact that whenever someone is asked to describe the victimization some other member of his/her family has gone through the possibility of not getting the entire relevant information is a risk but we still decided to run it, for the underlying objective was to eventually identify maltreatment and/or domestic violence within the family.

The third part of the questionnaire aimed at identifying group victimizations, that is, victimization situations, which might have affected the whole family. Each of the inquired individuals was directly asked about eventual victimizations, which might have affected the family patrimony in the year 2001, such as the stealing of the family vehicle(s), its/their eventual damaging or having stolen from within it/them.

They were also asked if any of the family members had been stolen anything from within and or outside the house(s) and/or if that had been perpetrated by anyone with direct and authorized access to it/them.

The fourth part aimed at finding out the prevalence and incidence of crimes, which had been previously of circumstances and consequences regarding the criminal act, which might have occurred last. This is also liable of being further discussed. Once experience has already shown us that by asking someone to fully describe the victimization circumstances, he/she and all of his/her family members have gone through, a significant amount of information is lost and/or eventually not adequately described/conveyed. Not to

miss part of that valuable information we decided to simply ask them to describe the circumstances and consequences of the one crime they considered to have been the most serious one and/or alternatively the latest one, which had occurred.

The first option, though being methodologically correct may lead us to simply getting information on the most serious cases, which are mostly rare. It may also happen that the criminal act he/she considers as having been the most serious one, might have occurred long ago and that the provided information on the case/s might end up being affected by comprehensible failures in its/their accurate description. We therefore decided to have them solely describe the circumstances and consequences involving the most recent case.

Regarding the percentage figures of prevalence and incidence, one should point out that these refer to the number of individuals and or family groups who have been at least victimized once in any of the previously described criminal acts. This means that an individual, who may have been victimized once because of a threat and once because of a “pick pocketing” situation, has been accounted for twice regarding the prevalence rate of each of the referred criminal acts.

In what concerns the incidence rate, this contemplates multiple victimizations and it expresses the total amount of criminal acts the inquired population has been subject to, including those, which may correspond to a re-victimization of the same crime. It should be referred that there is a certain difficulty in accurately accounting for these, once some of the people inquired found it difficult to remember the exact number of recurrent events, because of them being usual and/or chronic.

The fifth and last part of the questionnaire aimed at working out the socio-demographic characteristics of the inquired population such as age, sex, civil status, academic background, place of work and or studying

I CHARACTERIZATION OF THE INQUIRED POPULATION

place, as well as the residential characteristics. Apart from enabling us to compare these obtained characteristics with the ones pertaining to the Lisbon Metropolitan Area, naturally taking into account the necessary deviations and significant differences, the gathered data has enabled us to further analyse the different victimizing circumstances regarding the socio-demographic differences of the victims themselves.

We would like to further add that the document, which we are enclosing, is a rather technical one, whose information needs to still be treated, presented, analysed and further discussed, so as to clearly get a more accurate picture and deeper knowledge about the multiple victimization phenomena occurring within the Lisbon Metropolitan Area.

1190 family units were randomly selected from the whole amount of units located within the Lisbon Metropolitan Area. These were spread by 11 of the 19 districts it comprises, though the 11 were selected because of having a similar "profile" to the metropolitan area one, in regard to the socio-demographic variables accounted for. Almada, Barreiro, Moita and Seixal were the selected districts located south of the River Tagus and Amadora, Cascais, Lisboa, Loures, Oeiras, Odivelas and Sintra located northward.

People were questioned between May and July of the year 2002 and the ones who carried out the questioning were APAV volunteers specifically trained to do it.

Because of the characteristics and details of the necessary data for the study being carried out and bearing in mind the estimated dates of the spreading of the data gathered by the census of the year 200 and the beginning of this study, we had to access to the provisional data of the census in order to work out the necessary comparisons between the inquired population and the one residing on the Lisbon Metropolitan Area.

Most of the inquired individuals in a total of 1133 were female, therefore respecting the population spreading within the Lisbon Metropolitan Area, though our sample seems to detain a slightly higher number than the one registered in the Metropolitan area (chart nº 1).

By having respected the existing gaps between the age groups and their spreading within the Lisbon Metropolitan Area, we have attempted to respect the population distributive sample. Individuals under the age of 15 have been excluded because of not being considered old enough to answer to this type of questionnaire. The average age of the inquired individuals is 45,7 being the youngest 15 and the oldest 92 years old. The actual sample shows a slightly higher incidence on 65 year old and/or older people compared to the metropolitan area, but the sampling profile still accurately reproduces the metropolitan area (chart nº 2).

CHART N.º 1
Population according to the sex:
Sample and Lisbon Metropolitan Area

	%	LMA %
Male	44,3	47,9
Female	55,7	52,1
Total	100,0	100,0

CHART N.º2
Population according to age group:
Sample and Lisbon Metropolitan Area

	%	LMA %
15/24 years of age	15,7	16,2
25/64 years of age	65,0	65,6
65 and over this age	19,3	18,2
Total	100,0	100,0

³ Nota: foram invalidados 57 inquéritos devido a graves lacunas em termos de preenchimento dos mesmos.

If we take into account the population in regard to the age and sex groups, we may soon realise that the number of women is higher in the older age group, which may be considered natural as the life expectation is higher in women (chart nº 3).

	Male	Female
15/24 years of age	33,5	26,6
25/64 years of age	49,0	52,6
65 and over this age	17,5	20,8
Total	100,0	100,0

In what concerns the civil status of the inquired population there is no much pattern difference from the one in the metropolitan area, with the exception of a slight deviation as far as single men are concerned. This slight difference has been compensated by the fact that there is a slightly higher percentage of married people and or people living together (chart nº 4).

	%	LMA %
Single	26,0	37,5
Married or living together	58,6	52,2
Divorced or living separately	5,8	4,1
Widow/widower	9,6	6,2
Total	100,0	100,0

If we associate the civil status variable to the sex variable it is then possible to conclude that there are proportionately a higher number of single men than women, but these are much more significant when we come to number of widows (chart nº 5). Because of the life expectancy being lower as far as men are concerned, many women end up being and living alone through to the old age, which once more results in a higher number of widows among the inquired population. This is quite a noticeable fact in chart nº 6 where we come across three different variables: the civil status, the age and the sex. If on one hand, in the group of those, whose ages range from 25 up to 64, the civil status differences as far as the sex is concerned, are minimal, the same does not happen if we take into account the extreme groups. The number of widows is higher than the number of widowers in the same age group. In those, whose ages range from 15 up to 24, the number of single men is higher than that of the women, which may be associated to the fact that women marry at younger ages.

	Male	Female
Single	29,2	23,5
Married/living together	61,0	56,7
Divorced/living separately	4,8	6,5
Widow/widower	5,0	13,3
Total	100,0	100,0

	Male			Female		
	15 up to 24	25 up to 64	65 and over	15 up to 24	25 up to 64	65 and over
Single	95,2	19,6	3,4	78,9	15,8	6,9
Married/living together	4,8	71,9	72,7	17,9	70,9	41,2
Divorced/separated	0,0	6,3	3,4	3,2	8,4	3,1
Widow/widower	0,0	2,1	20, 5	0,0	4,9	48,9
Total	100,0	100,0	100,0	100,0	100,0	100,0

CHART Nº3
Population sample in accordance with the age group and sex

CHART Nº4
Population according to the civil status: sample and Lisbon Metropolitan Area

CHART Nº5
Sample population in accordance with the civil status and sex (in %)

CHART Nº6
Sample population in accordance with the civil status, sex and age group (in %)

As far as the family groups are concerned, almost one third (33,2%) of the inquired population of a total number of 1133 individuals live in family units of two family members (chart nº 7). There is a slight over-numbering of families as the ones we have just mentioned, the same applying to those of three family members. Our sample has less one family member units as compared to the ones in the metropolitan area. Small sized family units prevail, not only due to the birth rate reduction amongst the Portuguese population, but also the recent adapting mechanisms the Portuguese have had to adopt, particularly taking into account the housing problems (smaller estates) as well as the increasing number of women working outside their homes and the unavailability to look after the older members of the family together with the new urban life type of habits.

	%	LMA %
1 family member unit	15,0	20,9
2 family members	33,2	30,1
3 family members	28,6	25,4
4 family members	16,8	17,0
5 family members or more	6,4	6,6
Total	100,0	100,0

CHART Nº7
Population in accordance with the number of family members: Sample and Lisbon Metropolitan Area

In what concerns the academic background of the inquired population, one may say it is not much different from the one of those in the Lisbon metropolitan area. More than one fourth has only the primary education level, 9% cannot read nor write or eventually manage to without having gone to school. 20 % on the other hand hold either a university degree or have completed a professional oriented course (19,4%), whilst more than 23% have completed A' levels (chart nº 8).

	%	LMA %
Cannot read nor write	3,0	5,1
Can read and write without having any formal school education	4,4	5,4
Primary school (complete)	24,1	28,2
Secondary School (complete)	9,8	10,3
Ordinary levels	14,1	10,1
Advanced levels	24,9	21,7
Professional oriented Course	5,6	4,0
University degree	14,1	15,2
Total	100,0	100,0

CHART Nº8
Population according to the academic background: Sample and Lisbon Metropolitan Area

CHART N°9

Population sample according to the academic background and sex (in %)

	Male	Female
<i>Cannot read nor write</i>	3,0	5,1
<i>Can read and write without having any formal school education</i>	4,4	5,4
<i>Primary school (complete)</i>	24,1	28,2
<i>Secondary school (complete)</i>	9,8	10,3
<i>Ordinary levels</i>	14,1	10,1
<i>Advanced levels</i>	24,9	21,7
<i>Professional oriented course</i>	5,6	4,0
<i>University degree</i>	14,1	15,2
<i>Total</i>	100,0	100,0

CHART N°10

Sample population according to the academic background, sex and age group (in %)

	Male			Female		
	15 up to 24	25 up to 64	65 and over	15 up to 24	25 up to 64	65 and over
<i>Cannot read nor write</i>	0,0	1,8	10,2	0,0	1,5	19,8
<i>Can read and write without having any formal school education</i>	0,0	3,6	11,4	0,0	2,7	17,6
<i>Primary school (complete)</i>	2,4	23,6	46,6	2,1	29,9	42
<i>Secondary school (complete)</i>	14,5	8,5	10,2	15,8	10,6	5,3
<i>Ordinary levels</i>	16,9	15,7	5,7	11,6	10,9	6,9
<i>Advanced levels</i>	51,8	24,4	1,1	49,4	20,7	4,6
<i>Professional oriented course</i>	6	5,2	6,8	6,3	4,4	0,8
<i>University degree</i>	8,4	17,2	8,0	14,7	19,3	3,0
<i>Total</i>	100,0	100,0	100,0	100,0	100,0	100,0

If we cross-examine the academic background of the ones inquired, we may conclude that a higher number of women have reached a relative higher level in what concerns the low level academic background. These figures are directly associated with the age groups, once 40 or 50 years ago fewer women went to school because they were needed at home to help with the household (charts n° 9 and n° 10). The ones with the lower level of instruction are to be found amongst the older women. If we take into account the higher level of instruction and academic background, women are amongst the higher numbers. The explanation for this being that most young women, who start attending university, finish the courses they have enrolled themselves

Regarding the activity rate, more than half of the people inquired (51,9%) were effectively working when this opinion poll was carried out (chart n° 11), which is rather interesting particularly because the more one is involved in a professional activity and therefore moving around the more he/she is exposed to victimization situations. Knowing their way around the Lisbon Metropolitan Area must also be easier for those who frequently move within it.

CHART N°11

Sample population according to the professional activity

	%
<i>Active</i>	51,9
<i>Non-active</i>	47,5
<i>Has not answered</i>	0,6
<i>Total</i>	100,0

CHART N°12

Sample population according to the situation regarding the work situation

	%
<i>Worker</i>	50,4
<i>Student/worker</i>	1,5
<i>Student</i>	10,5
<i>Retired worker</i>	25,0
<i>Housewife</i>	6,2
<i>Unemployed</i>	5,8
<i>No answer</i>	0,6
<i>Total</i>	100,0

When asked about their working situation, more than half stated being workers and students as well, 25% being retired and 10,5 full time students (chart n° 12). 6,2% were housewives and 5,8% were unemployed.

17,7 % of the ones inquired were unskilled workers whilst 11,4% of them, were engaged on unspecified commercial activities. Almost 11% had senior office activities (chart n° 13).

As far as the districts in which the residential homes of the inquired were located, the relative population rate of each of the territorial units comprised within the Lisbon Metropolitan Area was taken into account (chart n° 14). More than one fourth of the questionnaire answers were provided in Lisbon, which is the highest populated district within the Metropolitan Area, followed by Sintra (14,6%), both of them located northward of the River Tagus, and the third one having been Almada, located southward. 8,6 per cent of the given answers were provided in the districts of Cascais and Loures, followed by the districts of Oeiras and Amadora by 7,1% and 7% respectively.

Regarding the residential homes the interviewed lived in, the greatest majority lives in apartments (90,8%) and namely in the first three lower floors (charts n° 15 and n° 16)

CHART N°13

Sample population according to the professional activity

	%
<i>Unskilled worker</i>	17,7
<i>Unskilled worker engaged on unspecified commercial activity</i>	11,4
<i>Senior office worker</i>	10,7
<i>Skilled office worker</i>	10,0
<i>Branch manager</i>	9,6
<i>Skilled worker</i>	8,6
<i>Skilled professional worker</i>	7,5
<i>Unskilled office worker</i>	7,4
<i>Small sized enterprise manager</i>	7,4
<i>Skilled worker engaged on specified commercial activity</i>	6,6
<i>Head director/manager</i>	1,2
<i>Medium sized enterprise manager</i>	0,5
<i>Another</i>	1,4
<i>Total</i>	100,0

CHART N°14

Sample population according to the residential area district

	%
<i>Almada</i>	9,2
<i>Amadora</i>	7,0
<i>Barreiro</i>	4,3
<i>Cascais</i>	8,6
<i>Lisboa</i>	26,1
<i>Loures</i>	8,6
<i>Moita</i>	3,4
<i>Oeiras</i>	7,1
<i>Odivelas</i>	5,0
<i>Seixal</i>	6,1
<i>Sintra</i>	14,6
<i>Total</i>	100,0

CHART N°15

Sample population in accordance with the house they live in

	%
<i>Apartment</i>	90,8
<i>Twin-housed apartment</i>	3,9
<i>Cottage</i>	5,0
<i>Another</i>	0,3
<i>Total</i>	100,0

CHART N°16

Sample population according to the floor they live in

	%
<i>Basement</i>	0,2
<i>Ground floor</i>	13,3
<i>1st floor</i>	18,4
<i>2nd floor</i>	17,4
<i>3rd floor</i>	12,6
<i>4th floor</i>	5,4
<i>5th floor</i>	3,3
<i>6th floor</i>	1,9
<i>7th floor</i>	0,5
<i>8th floor</i>	0,5
<i>10th floor</i>	0,2
<i>11th floor</i>	0,2
<i>13th floor</i>	0,1
<i>Has not answered</i>	17,0

If we take into account the district in which the interviewed work in or study in, more than 35% of the answers refer Lisbon, followed by the districts of Sintra, Almada and Cascais though there is an enormous percentage gap (chart nº 17).

CHART Nº17
Sample population according to the district they study and/or work in

	%
<i>Almada</i>	4,1
<i>Amadora</i>	1,4
<i>Barreiro</i>	2,0
<i>Cascais</i>	4,1
<i>Lisboa</i>	35,7
<i>Loures</i>	2,6
<i>Moita</i>	0,7
<i>Oeiras</i>	2,4
<i>Odivelas</i>	1,6
<i>Seixal</i>	1,8
<i>Sintra</i>	5,1
<i>Setúbal</i>	0,2
<i>Has not answered</i>	0,7
<i>(Does not work nor study)</i>	37,6
<i>Total</i>	100,0

II CRIMINALITY AND INSECURITY FIGURES

Criminality, drugs and insecurity were spontaneously identified by most of the people inquired, as being the three major problems affecting the Lisbon Metropolitan Area (chart nº 18). 640 inquired people (56,5% of the total number) identified criminality as the major problem followed by drugs (36,4%) of 412 people who answered the questionnaire and finally insecurity as considered by 282 (24,9%). These phenomena cannot be dissociated and seem to constitute the main concern of those who live in the Lisbon Metropolitan Area. Less "worrying" though, seem the problems which have to do with unemployment as referred by only 143 inquired people (12,6% of the total number) as being one the major three problems, followed by inflation pointed out by 61 people (5,4%) and/or problems related to health, social exclusion, lack of housing, the presence of foreigners in the area and the insecurity on the roads.

CHART Nº18
Problems spontaneously identified as being the major ones within the Lisbon Metropolitan Area (in %)

	<i>First major problem</i>	<i>Second major problem</i>	<i>Third major problem</i>	<i>Total</i>
<i>Criminality</i>	25,7	21,4	9,3	56,5
<i>Drugs</i>	16,4	13,1	6,9	36,4
<i>Insecurity</i>	11,9	8,4	4,6	24,9
<i>Unemployment</i>	3,8	3,8	5,0	12,6
<i>Inflation and cost of living</i>	1,1	1,9	2,3	5,4
<i>Social exclusion</i>	1,1	1,5	1,3	4,0
<i>Presence of foreigners</i>	1,1	1,3	1,3	3,7
<i>Environmental issues</i>	1,0	1,0	1,7	3,6
<i>Lack of housing</i>	1,1	1,1	1,1	3,3
<i>Insufficient health assistance in case of disease</i>	1,1	1,1	0,9	3,2
<i>Absence of civic behavioural attitudes</i>	0,8	1,3	1,0	3,1
<i>Social conflicting situations</i>	0,2	1,2	1,4	2,8
<i>Traffic road insecurity</i>	0,6	0,9	0,6	2,1
<i>Inoccupation of youngsters</i>	0,2	1,0	0,6	1,8
<i>Pensions/old age pensions</i>	0,3	0,8	0,6	1,7
<i>Prostitution</i>	0,2	0,5	0,9	1,6
<i>Alcohol addiction</i>	0,4	0,5	0,4	1,3
<i>Increase in the public deficit</i>	0,0	0,0	0,1	0,0
<i>Any other reason</i>	12,9	12,4	10,4	0,0
<i>Have not spontaneously identified any reason</i>	19,9	26,7	49,7	
<i>Total</i>				100,0

Very similar results were obtained when the 226 people, who had not spontaneously identified any problems, were showed the list of problematic issues and asked to point out the one they considered to be the major one problem, followed by the second and third, according to their opinions and naturally within the Lisbon Metropolitan Area (chart nº 19).

CHART N°19
Problems non-spontaneously identified
as being the major ones within the
Lisbon Metropolitan Area (in %)

	<i>First major problem</i>	<i>Second major problem</i>	<i>Third major problem</i>	<i>Total</i>
<i>Drugs</i>	7,1	4,3	3,5	14,9
<i>Criminality</i>	3,5	5,1	2,6	11,2
<i>Unemployment</i>	4,4	2,2	2,8	9,4
<i>Inflation or cost of living</i>	1,9	2,6	2,6	7,2
<i>Pensions/old age pensions</i>	1,4	1,1	2,9	5,5
<i>Inoccupation of youngsters</i>	0,1	0,6	2,2	2,9
<i>Presence of foreigners</i>	0,3	1,5	0,6	2,4
<i>Insufficient health assistance in case of disease</i>	0,7	0,8	0,7	2,2
<i>Lack of housing</i>	0,3	0,6	0,8	1,7
<i>Road traffic insecurity</i>	0,2	0,5	0,3	1,0
<i>Environmental issues</i>	0,0	0,0	0,4	0,0
<i>Increase in the Public deficit</i>	0,0	0,2	0,3	0,0
<i>Inequality (men and women)</i>	0,0	0,0	0,2	0,0
<i>Another</i>	0,0	0,2	0,0	
<i>Does not know/has not answered</i>	0,1	0,1	0,1	
<i>(Identified spontaneously)</i>				80,1
<i>Total</i>				100,0

169 people (14,9% of the total people inquired) identified drugs as the most serious problem, as against 127 (11,2%), who pointed out criminality as the major problem. Unemployment identified by (9,4%) and inflation by (7,2%) together with the relatively low pensions and old age pensions were apparently considered less important than the previous ones. Similar results were obtained with the Victimization survey carried out by the Cabinet of studies pertaining to the Ministry of Justice in 1994, according to which drugs were identified by 42% of the ones inquired as being the most serious problem at national level, followed by 28% of the overall opinions referring unemployment and 12% criminality. One should point out that criminality has been increasing tremendously in Lisbon and its metropolitan area, having reached higher numbers than the ones reached at national level .

Problems associated with youngsters not having much to do, the presence of foreigners residing in Portugal, the inefficiency of the health services, the lack of housing and insecurity on the roads were not considered amongst the three major problems within the Lisbon Metropolitan Area, as according to 3% of the ones who were inquired.

Insecurity, drugs and criminality seem to be at the heart of the worries, which affect the Lisbon Metropolitan residents and is associated to the awareness that criminality has increased in 2001 within the same area (chart n° 20). 70% of the people inquired stated being aware that it had increased, whilst 10% felt it had maintained itself as against 1,6%, who felt that it had decreased.

	<i>Residential Area</i>	<i>Lisbon Metropolitan Area</i>
<i>Has increased</i>	43,3	70,6
<i>Has maintained itself</i>	40,5	10,4
<i>Has decreased</i>	7,3	1,6
<i>Does not know</i>	7,7	15,2
<i>Has not answered</i>	1,2	2,2
<i>Total</i>	100,0	100,0

CHART N°20
Perception on the evolution of
criminality within the residential
area and the Lisbon Metropolitan
Area (in %)

There is a wide range of different perceptions as far as the evolution of criminality is concerned both in the residential community and within the Lisbon Metropolitan Area. Whether it may have to do with the direct spreading of the news within the community, or the eventual consequence the news conveyed by the media may have had, we do not know. What happens is that for almost half of the enquired population (43,3%), criminality has increased during 2001 in their residential area, whilst for the other half (40,5%) it maintained itself. Almost 8% stated having the feeling that it had decreased during the same period of time.

As far as the evolution of criminality is concerned, most of the population enquired seem to focus on two types of crimes (chart n° 21): thefts and drug trafficking. 237 of the population inquired (20,9%) referred an increase in the number of thefts within their residential area in 2001, 232 (20,5% of the total amount of questioned people) stated feeling it had neither increased nor decreased, whilst 68 (6% of the ones inquired) felt it the number had decreased.

202 people (17,8% of the total number of enquired people) referred drug trafficking had increased in their residential area in the course of 2001, 82 (7,2%) felt it had maintained itself, as against 39 (3,4%), who felt it had decreased. One should point out the fact that more than 70% of the enquired people decided not to spontaneously answer to this question.

With the exception of these two, whose evolution seems to catch most people's attention, most people decided not to spontaneously evaluate the evolution of other types of crime within the Lisbon Metropolitan Area. This phenomenon may be associated with the peculiarities of this type of crimes, not only because of the violence involved but also the subsequent criminality, localization and "specialization" inherent to them.

CHART N°21
Spontaneous perception on the
evolution of the different types of crime
within the residential areas (in %)

	<i>Has increased</i>	<i>Has maintained itself</i>	<i>Has decreased</i>	<i>Not mentioned</i>	<i>Total</i>
<i>Thefts</i>	20,9	20,5	6,0	52,6	100,0
<i>Drug trafficking</i>	17,8	7,2	3,4	71,5	100,0
<i>Stealing of vehicles</i>	3,9	6,8	2,0	87,3	100,0
<i>Physical offences</i>	4,9	2,3	1,0	91,8	100,0
<i>Damaging/vandalism</i>	3,0	3,3	1,1	91,8	100,0
<i>Assaulting shops</i>	2,3	3,5	0,7	93,5	100,0
<i>Stealing from houses</i>	1,3	3,0	1,0	94,7	100,0
<i>Stealing from vehicles</i>	1,1	2,0	1,1	95,9	100,0
<i>Stealing in public places</i>	2,3	0,9	0,5	96,3	100,0
<i>“Pick pocketing”</i>	0,6	1,5	1,0	96,9	100,0
<i>“Snatching”</i>	1,8	1,0	0,4	96,9	100,0
<i>Damaging of vehicles</i>	0,7	0,7	0,1	98,5	100,0
<i>Sexual abuse</i>	0,5	0,3	0,3	98,9	100,0
<i>Insults and offences</i>	0,0	0,5	0,4	99,0	100,0
<i>Stealing in shops</i>	0,3	0,6	0,0	99,1	100,0
<i>Raping</i>	0,2	0,0	0,1	99,7	100,0
<i>Threats</i>	0,0	0,0	0,2	99,8	100,0

⁴ Almeida, M. E Alão, A. (1995), **Inquérito de Vitimação**, Lisboa, Gabinete de Estudos e Planeamento do Ministério da Justiça, p.30

These hypothetical explanations have not been clarified, once the 596 people, who did not spontaneously refer to these and were later asked to further refer to this list of crimes committed within their residential area, were unable to state why there had been an increase (chart nº 22), with the exception of drug trafficking, damaging and vandalism.

Although the results may not be particularly clear, there is quite an almost obvious indication that most crimes have either increased or have had similar figures to the ones reached previously, with the exception of those designated by "crimes committed against people", such as sexual crimes, physical offences, threats and insults. Crimes designated as having been committed against property or patrimonial crimes, seem to have been rather usual within the Lisbon Metropolitan Area throughout the year 2001.

	<i>Has increased</i>	<i>Has maintained itself</i>	<i>Has decreased</i>	<i>Has not answered</i>	<i>Total</i>
<i>Drug trafficking</i>	7,2	4,5	1,1	10,9	100,0
<i>Damaging/vandalism</i>	6,9	4,9	1,6	10,4	100,0
<i>Stealing from vehicles</i>	5,8	4,3	1,4	12,2	100,0
<i>Assaulting people</i>	5,8	5,4	1,0	11,6	100,0
<i>Stealing of vehicles</i>	5,4	5,2	1,0	12,2	100,0
<i>Stealing in shops</i>	5,1	4,9	0,8	13,0	100,0
<i>Assaulting shops</i>	4,6	4,2	0,9	14,0	100,0
<i>Threats and/or insults</i>	2,7	3,4	2,2	15,4	100,0
<i>Physical offences</i>	2,6	3,0	3,4	14,7	100,0
<i>Stealing from people</i>	1,3	5,7	1,3	10,9	100,0
<i>Sexual crimes</i>	0,5	2,1	3,8	16,5	100,0

The above referred perception that the information on the criminality figures within the residential areas and quarters seems to be conveyed by the neighbours (chart nº 23), which to a certain extent is more credible and objective than the information they are provided through the social communication and the media, at least according to half of the people enquired (49,1%).

Another reason to explain the significant difference in the way the evolution of criminality has been perceived in the residential areas and/or quarters and within the Lisbon Metropolitan Area seems to be associated to the fact that most of the people inquired feel rather "safer" in their residential areas as they would most probably feel in wider spaces, such as some of the unknown areas comprised within the Lisbon Metropolitan Area, at least unknown to them.

CHART Nº22

Non-spontaneous perception on the evolution of different types of crime within the residential area (in %)

CHART Nº23

Means used in the spreading of information on the crimes committed within the residential area

	%
<i>By the neighbours</i>	63,1
<i>By friends/relatives</i>	39,0
<i>By the television</i>	29,1
<i>By the newspapers</i>	16,5
<i>Other means</i>	13,3
<i>By witnessing</i>	12,7
<i>By the radio</i>	3,5
<i>By clients</i>	0,3
<i>Has not answered</i>	3,2

Note: the total number exceeds the 100% because multiple choice answers have been accepted

The gathered results (chart nº 24) show that the majority of those enquired (78,7%) feel safe within their residential area during the day as against 20,5% of them, who stated not feeling secure. Yet, the number of those who stated feeling insecure within their residential area at night is quite high, almost 60%, that is 2 in almost every 3, who fear walking by some of the surroundings areas on the way to their homes.

One should point out that amongst the main reasons for this feeling of insecurity is the fact that in the neighbouring areas there are certain areas, which are not commonly covered by the local police, places where some crimes have already been committed, not "well attended" places, not well lit areas, places which are frequently visited by people who "have not much to do" and/or isolated places (chart nº 25). Apparently less referred has been the fact that in some of these areas there may be an almost permanent presence of foreign immigrants belonging to ethnic minorities, prostitutes and /or reference to vandalism of either the area or urban facilities due to lack of civic attitudes in general. It should be further pointed out that the presence of foreigners and prostitution were only referred as being major problems by 3,7% and 1,6% of the enquired people respectively.

CHART Nº24

The feeling regarding safety/insecurity within the residential area (in %)

	<i>During the day</i>	<i>At night</i>
<i>Yes</i>	78,7	42,6
<i>No</i>	20,5	55,9
<i>Does not know</i>	0,6	1,4
<i>Has not answered</i>	0,2	0,1
<i>Total</i>	100,0	100,0

CHART Nº25

Feelings of insecurity within the residential area

	%
<i>Places not commonly covered by the local police</i>	19,7
<i>Places where crimes have been committed</i>	16,9
<i>Places attended by peculiar people</i>	16,5
<i>Not well lit places</i>	13,0
<i>Places attended by people without having too much to do</i>	9,5
<i>Isolated places</i>	7,0
<i>Drug/drug addiction/alcohol addiction</i>	4,7
<i>Dangerous places</i>	4,3
<i>Places where something has already happened to me</i>	3,9
<i>Rather degrading places</i>	3,2
<i>Places attended by immigrants/ethnic minorities</i>	0,3
<i>Vandalism/lack of civic behavioural attitudes</i>	0,2
<i>Prostitution</i>	0,1
<i>Other reasons</i>	0,6

Note: the total number exceeds the 100%, because multiple choice answers have been accepted

It is quite curious that drugs having been referred as one of the main problems and eventual reason for the criminality increase within the residential areas might not have been pointed out as a strong reason more often. The same being applied to previous experiences involving victimization, once it may have been good enough a reason to lead into added insecurity.

Though most of the enquired people stated criminality, drugs and insecurity as being the three major problems affecting the Lisbon Metropolitan Area, what most people really fear is getting a serious disease (71,1% of the total number), not having means to get through old age (53,8%) and having a road accident (50,0%). Apart from this apparent contradiction, the obtained results (chart nº 26) clearly show that between 83% and 89% of the enquired people fear having their house robbed, being assaulted in the street, having their homes and or any other patrimony vandalised and/or damaged as well as having personal objects and their vehicles stolen from them, which means being victims of a crime committed against their patrimony.

Being victim of a crime against their physical integrity and/or their "honour" seems to have a lesser effect on them. About 53% of the enquired stated having some fear of being victims of insults and offences, 44% of sexual abuse and about 30% of threats. The exception being, that only about 20% of them mentioned not fearing much being victims of any form of aggression.

The results seem to show that the fear of having their patrimony affected sustains to a certain extent the previously pointed out worries as far as criminality, drugs and insecurity are concerned within the Lisbon Metropolitan Area.

	Many worries	Some worries	Few worries	Does not know	Has not answered	Total
Having a serious disease	71,7	22,4	4,6	0,5	0,8	100
Not having breadwinning means during old age	53,8	27,7	16,8	0,5	1,2	100
Having a road traffic accident	50,0	34,2	14,9	0,5	0,4	100
Having their house assaulted	48,1	37,8	12,7	0,5	0,9	100
Being subject to public assaulting	41,4	44,2	12,8	0,5	1,1	100
Being subject to aggressions	38,4	38,7	22,0	0,5	0,4	100
Having their houses and/or other patrimony damaged	37,0	45,2	16,3	0,5	1,0	100
Having their personal objects stolen	35,3	45,8	17,9	0,5	0,5	100
Being sexually abused	33,4	21,2	43,8	0,5	1,1	100
Having their car stolen	43,2	38,0	11,3	0,7	6,8	100
Being threatened	24,3	44,2	30,3	0,5	0,7	100
Losing their jobs	22,8	32,3	43,5	1,0	0,4	100
Having a labour accident	18,4	43,2	37,2	1,0	0,2	100
Being offended or insulted	11,0	34,3	53,1	0,5	1,1	100

*Total number of people enquired, who stated having cars.
**Total number of people enquired, who have stated not being unemployed.

In order to reduce the criminality in the residential areas they live in, most of the people enquired simply suggested having more police officers around those areas (chart nº 27). Other measures such as having public and residential spaces refurbished, preventing and reducing the social exclusion and drug addition, taking stone judicial measures and setting up more working posts were also suggested by a number of those enquired. The first measure pointed out in the Victimization survey carried out in 1994 by the Cabinet of Study and Planning pertaining to the Ministry of Justice, also focussed on the presence of more police officers around the streets (31%) followed by the necessity of them being properly trained for it (28,5%) .

Having more police officers around seem to have been unanimously selected as the privileged solution to reduce the criminality in the Lisbon Metropolitan Area, as well as having a more actuating and efficient intervention on the part of the police forces. The people enquired have therefore chosen a more immediate type of approach, envisaging short-term results as against long term ones. Social oriented measures such as drug addition prevention, social exclusion, the setting up of more working posts and/or juvenile delinquency prevention were also chosen as ways of reducing criminality, though comparatively less than the ones pointed out before.

	Residential area		LMA
More police officers around the areas	71,7	More police officers around the areas	70,7
The recovery of certain areas	13,9	The prevention of social exclusion	12,0
The prevention of social exclusion	11,1	The prevention of drug addiction	11,6
The prevention of drug addiction	10,9	Stronger judicial measures	10,2
Stronger judicial measures	8,8	The increase of working posts	10,1
The increase of working posts	8,0	The refurbish of green spaces	7,4
Personal safety measures	5,7	To exert a certain control on immigration	4,4
Having the free time filled in with activities	5,3	The development of civic attitudes	4,2
The development of civic attitudes	5,1	Personal safety measures	3,7
The reinforcement of the police authority	3,9	The reinforcement of the police authority	3,2
The prevention of juvenile delinquency	3,7	The prevention of juvenile delinquency	3,1
To exert a certain control on immigration	3,6	Having the free time filled in with activities	3,0
The prevention of unsuccessful school results	2,2	Prostitution preventive measures	1,9
Electronic vigilance	1,3	The prevention of unsuccessful school results	1,4
The integration of the ethnic minorities	1,1	Electronic vigilance	1,3
The increase of working posts for the youngsters	0,7	The increase of working posts for youngsters	0,7
Prostitution preventive measures	0,5	The integration of the ethnic minorities	0,6
Alcoholic preventive measures	0,3	Alcoholic preventive measures	0,3
The reinforcement of teachers’ authority/schools	0,2		
Does not know	3,5	Does not know	13,1
Has not answered	1,7	Has not answered	2,6

It is quite interesting to note that as far as the residential areas are concerned, most of the enquired suggested having spaces refurbished as against the pointed out solutions regarding the metropolitan areas. The residential areas, which are well known by the ones who live in them, are pointed out as needing to be recovered as far as the urban layout is concerned (14%). Only 7,4% of the enquired people living in metropolitan areas suggested green space recovering areas as an important approach to this issue. The image most of the citizens living in the immense metropolitan area have, is one of embellishing and sustaining the environmental balance of the area by having more gardens and public parks.

CHART Nº27
Measures which have been suggested to reduce criminality (in %)

Note: The total number exceeds the 100%, once multiple choice answers were accepted

⁵ Almeida, M. E Alão, A. (1995), *Op. Cit.*, p.51

III PREVALENCE AND INCIDENCE OF PERSONAL VICTIMIZATIONS

Quite a high number of the people enquired have stated having been victims of at least a crime during the year 2001. 19,4% of those living in the Lisbon Metropolitan Area have been, according to the gathered results (Chart nº 28), victims of at least one crime perpetrated against their physical and/or psychological integrity and against their patrimony. This percentage is slightly higher than the one obtained as a result in the previous survey (14,1%) carried out in 1994, which implies that this type of crimes have significantly increased.

Taking into account the results (chart nº 29), 4,1% of the people enquired were victims of "pick pocketing" situations in 2001, which is a slightly higher prevalence than the one registered in 1994 (3,7%) .The prevalence of this type of crime is still rather high, and has largely contributed to the previously referred global increase. Having personal objects and/or personal goods stolen in public places also shows a rather high prevalence (3,4%) as against the percentage (1,8%) registered in 1994, which may also have contributed towards the global increase.

The prevalence of more violent crimes committed against the "individual" patrimony, such as "snatching" situations and or thefts in general was, according to the gathered results, 2,4% and 1,3% respectively. Comparing these results and the ones obtained in the 1994 survey, one may also notice that there has been a significant increase (1,6% in 1994) in what concerns thefts, though "snatching" situations have been slightly inferior to the ones registered in 1994(1,7%) . Apart from any eventual sample result mistakes, these data figures point out towards an increase in the number of thefts involving violence as well as an increase in the number of threats and physical aggressions associated with the thefts themselves.

Regarding the so called crimes committed against people, there has been a prevalence in what concerns the insults and offences (3,5), which is quite high, though there does not seem to be too much of a difference since the 1994 survey (3,0%) . The prevalence of threats (2,0%) seems to have duplicated (1,0% in 1994) which once more reinforces the idea of an increase in the number of violent situations occurring in the Lisbon Metropolitan Area during the last years. The prevalence of registered physical offences (1,8%) also sustains this idea, once it corresponds to the double of the registered number of situations having occurred in 1994 (1,0%)

CHART Nº28
Prevalence figures regarding individual victimizations in 2001

	%
<i>Victim of at least one crime</i>	19,4
<i>Victim of no crime</i>	80,6
<i>Total</i>	100

CHART Nº29
Prevalence figures regarding individual victimizations in 2001, calculated by type of crime

	Prevalence (%)
<i>Crimes committed against the patrimony</i>	
<i>“pick pocketing”</i>	4,1
<i>Stealing o objects and personal patrimony in public places</i>	3,4
<i>Thefts</i>	2,4
<i>“Snatching”</i>	1,3
<i>Crimes committed against people</i>	
<i>Insults and offences</i>	3,5
<i>Threats</i>	2,0
<i>Physical offences</i>	1,8
<i>Sexual offences</i>	1,0
<i>Raping</i>	0,0
<i>Total</i>	100,0

⁶ Almeida, M. E Alão, A. (1995), *Op. Cit.*
⁷ Almeida, M. E Alão, A. (1995), *Op. Cit.*
⁸ Almeida, M. E Alão, A. (1995), *Op. Cit.*
⁹ Almeida, M. E Alão, A. (1995), *Op. Cit.*
¹⁰ Almeida, M. E Alão, A. (1995), *Op. Cit.*

registered a slightly lower increase. This somehow indicates that crimes committed against the patrimony have registered quite a high incidence and increase from 1994 up to 2001 within the Lisbon Metropolitan Area.

In what concerns the crimes committed against people, the obtained results indicate that the incidence of insults and offences (7,1%) though still being quite high is significantly lower than the registered number of similar crimes committed in 1994 (27,9%) . An identical phenomenon has happened in what concerns the physical offences incidence (3,4%), almost three times higher than the registered number in 1994 (1,2%). As far as the incidence of threats is concerned (5,9%) one may notice that it is lower than the one registered in 1994 (6,3%) , which in turn indicates that the global number of this type of crimes has significantly decreased in the last years within the Lisbon Metropolitan Area.

It is rather surprising to notice that the incidence of registered sexual offences (1,2%) is higher than the one registered in 1994 (0,3%), bearing in mind the fact that the obtained figures incidence has been calculated from the answers provided by the enquired women, which in turn may be a direct cause of a willingness to denounce this type of crimes.

The relatively high prevalence and incidence figures which have been registered in the year 2001 as far as crimes committed against people and individual patrimony are concerned are within those of a scenario of quite high annual figures within the Lisbon Metropolitan Area. The results obtained in previous years (Chart nº 31) confirm the fact that almost half of those enquired (40,7%) were at least victims of a crime prior to 2001.

"Pick pocketing" situations and thefts in general seem to have largely contributed to this high prevalence (Chart nº 32). It should be pointed out that there may be a relative approach to certain aspects, once there was an implicit attempt to recover information on events occurred long time before. This naturally implies that some information might be limited due to forgetfulness and/or eventual undervaluing of certain events.

Identical approach may have occurred in what concerns the incidence figures regarding victimizations the whole family members of the enquired population may have undergone (chart nº 33). According to the ones who answered to the questions and who were not necessarily the victims themselves, 13,8% of the enquired people stated having at least a family member who had already been victim of a crime, either against his/her patrimony or against his/her physical and/or psychological integrity.

It is quite surprising that the number of registered sexual offences (1,0%) is superior to the number of registered ones in 1994 (0,2%), bearing in mind that this prevalence has been calculated taking into account the answers provided by the enquired women. Whether it might have been the reflex of a certain degree of inhibition or fear in what concerns the denouncing of such situations, the truth is that the statistical data is quite meaningful and requires some pondering on. It sounds as if the current data directly reflects the actual willingness to denounce this type of crimes.

The role Associations such as APAV or the Police Authorities have been playing, namely in what concerns the importance of denouncing this type of situations so as to better develop the assistance provided, seems to have undeniably led towards a change of attitude and minimised the embarrassment normally associated with this kind of situations.

The fact that raping has not been pointed out does not mean that it does not occur in the Portuguese society, it simply reflects the rarity and/or extreme difficulty in denouncing it. One should refer that right from the beginning of this project, we were aware that crimes considered quite uncommon might eventually not be detected in the course of the survey, taking into account the reduced sample of enquired population.

Quite high incidence figures correspond to high prevalence ones regarding the crimes the enquired population stated having been subject to. The incidence of "pick pocketing situations" according to the obtained results (chart nº 30) has been 6,2%, which is slightly higher than the one registered in 1994 (5,5%) . This seems to indicate that a higher number of "pick pocketing situations" have occurred. Stealing objects and/or personal patrimony in public places has registered an increase (7,5%) if we consider the registered number of such situations in 1994 (2,3%) , which seems to indicate that this type of crimes have significantly increased between 1994 and 2001.

In what concerns the incidence of more violent crimes committed against "individual" patrimony, the obtained results indicate a 5,1% prevalence regarding thefts in general and 3,3% regarding "snatching". Taking into account the 1994 survey, there has been a significant increase (1,8% registered in this year) as far as thefts are concerned as against "snatching" (2,0% accounted for in this year) , which has

CHART Nº30
Incidence of individual victimizations in 2001, calculated

	%
<i>Crimes committed against patrimony</i>	
<i>“Pick pocketing” situations</i>	6,2
<i>Stealing of objects and personal patrimony in public places</i>	7,5
<i>Thefts</i>	5,1
<i>“Snatching”</i>	3,3
<i>Crimes committed against people</i>	
<i>Insults and offences</i>	7,1
<i>Threats</i>	5,9
<i>Physical offences</i>	3,4
<i>Sexual offences</i>	1,2
<i>Raping</i>	0,0
<i>Total</i>	100,0

CHART Nº31
Prevalence figures regarding individual victimizations prior to 2001

	%
<i>Has been victim of at least one crime</i>	40,7
<i>Has not been victim of any crime</i>	57,5
<i>Does not remember</i>	1,2
<i>Does not answer</i>	0,6
<i>Total</i>	100,0

CHART Nº32
Prevalence figures regarding individual victimizations prior to 2001

	%
<i>“Pick pocketing”</i>	9,9
<i>Thefts</i>	9,4
<i>Thefts occurred in public places</i>	3,5
<i>“Snatching”</i>	2,5
<i>Physical offences</i>	2,0
<i>Insults and offences</i>	1,2
<i>Sexual abuse</i>	0,4
<i>Threats</i>	0,4
<i>Does not remember</i>	0,1
<i>Does not answer</i>	1,4

CHART Nº33
Prevalence figures regarding individual victimizations of other family members in 2001

	%
<i>Family member victim of at least one crime</i>	13,8
<i>Family member victim of no crime</i>	86,2
<i>Total</i>	100

¹¹ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹² Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹³ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹⁴ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹⁵ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹⁶ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹⁷ Almeida, M. E Alão, A. (1995), *Op. Cit.*

¹⁸ Almeida, M. E Alão, A. (1995), *Op. Cit.*

Apart from the relative validity of the answers, once they were provided by those not directly involved in the situations, it should be pointed out that there might have been minor unmentioned situations regarding the registered victimization figures in 2001.

The information obtained on the prevalence of individual victimizations family members have undergone partly confirms the gathered results in 2001 as far as types of crime are concerned (Chart nº 34), once the prevalence figures are quite similar, though the results do not allow us to quantify the prevalence and incidence of crimes such as insults and /or offences, physical offences, threats, sexual offences and raping regarding the under 18 members of the family within each enquired family unit.

CHART Nº34
Prevalence figures regarding individual victimizations of other family members in 2001 and according to the type of crime

	%
<i>“Pick pocketing”</i>	2,8
<i>The stealing of objects and personal patrimony in public places</i>	2,8
<i>Thefts</i>	2,5
<i>Insults and offences</i>	1,7
<i>Physical offences</i>	1,4
<i>Threats</i>	1,2
<i>“Snatching”</i>	0,9
<i>Sexual offences</i>	0,4
<i>Raping</i>	0,1
<i>Total</i>	100,0

Quite a high number of those enquired stated that the patrimony of their family had been affected at least once during 2001. Taking into account the obtained results (Chart nº 35), 31,2% of the family units residing within the Lisbon Metropolitan Area saw the patrimony of their family affected as a direct cause of at least one crime. This number is higher than the one registered in the previously carried out survey (22,1%) , which indicates that crimes involving the family patrimony have also registered a significant increase between 1994 and 2001.

Taking into account the obtained results (chart nº 36), 17,9% of the enquired family units had their vehicles damaged in 2001. This prevalence, which is undoubtedly high, cannot be directly compared to the one obtained in 1994 (5,8%) , as the previous one was referent to actions of vandalism perpetrated against the house/s and/or vehicle/s pertaining to the family unit. It is evident though that the prevalence figures corresponding to 2001, are much higher than the ones registered in 1994. It therefore indicates that the prevalence of such a crime in particular may have significantly increased because of the increase in the number of crimes committed against the families' patrimony within the Lisbon Metropolitan Area.

Stealing from vehicles, which implies stealing objects, which have been left inside, any vehicle spares and/or fuel, has also registered quite a high prevalence (10,8%). It is significantly higher than the one registered in 1994 (7,6) , though the global increase in the number of crimes committed between 1994 and 2001 may have well contributed towards it.

The stealing of vehicles has had a prevalence of 8% according to the obtained results. If one takes into account the obtained results in 1994 (1,1%) , there may be only two possible reasons. This type of crime has either increased enormously within the Lisbon Metropolitan Area in the last years, or the fact that an eventual attempt to steal is accounted for and therefore has led to the detection of a number of occurrences which are associated with it, such as the breaking through locks, which might not necessarily end up in the actual vehicle theft, mostly due to the mechanical/electronic prevention systems (alarms and locking bars).

IV PREVALENCE AND INCIDENCE OF VICTIMIZATIONS WITHIN THE FAMILY UNITS

CHART Nº35
Prevalence figures regarding the family patrimony in 2001

	%
<i>Family patrimony affected at least once</i>	31,2
<i>Family patrimony not affected</i>	68,8
<i>Total</i>	100

CHART Nº36
Prevalence figures regarding the victimizations within the family unit

	%
<i>Vehicle damaging*</i>	17,9
<i>Stealing from vehicles*</i>	10,8
<i>The stealing of vehicles *</i>	8,0
<i>Stealing around the house</i>	1,8
<i>Stealing from the houses</i>	1,7
<i>Stealing from the houses having had licit access to it</i>	0,5
<i>House damaging</i>	0,5
<i>Total</i>	100,0

* The prevalence figures have been calculated taking into account the number of vehicles per family unit

As far as stealing from around the houses is concerned, the prevalence figures show that most of the stolen objects were either hanging out linen, objects left lying around on the balconies, gardens and/or garages (1,8%). If compared to the 1994 prevalence figures (3,5%), there has been a reduction to almost half of the registered number, the reason probably being the adoption of safeguarding measures, such as the traditional ways (dogs and fences) or the use of electronic devices (alarms).

Stealing from inside the houses has also registered a lower prevalence (1,7%) than the one registered in 1994 (3,1%) . Similarly to what has been previously said, the increasing number of safeguarding measures may have contributed towards this. The prevalence of objects stolen from inside the houses, having the perpetrators had licit access to them also seems to have decreased. The registered number is of 0,5%, which is almost half of the registered percentage in 1994 (1,1%) . One last reference regarding the house damaging (0,5%) should be made. The fact that this percentage is considerably inferior to the one registered in 1994 (5,8%) may have to do with it being referent to acts of vandalism committed against the house and/or vehicle/s pertaining to the family unit.

The registered figures seem to indicate that the apparent increase in the prevalence number of crimes committed against the patrimony of the family units residing in the Lisbon metropolitan Area is mostly associated with the increase of crimes having vehicles as the main targeting objective.

High incidence figures seem to correspond to high prevalence figures in what concerns the vehicles as targeting objective, whereas regarding individual victimization prevalence and incidence figures, the opposite has occurred. This indicates that there may have been a reinforcement of the safe keeping of the family patrimony following a theft and simultaneously an eventual increase in the availability of goods liable to be stolen.

According to the obtained results (chart nº 37), the vehicle damaging incidence figures in 2001 have reached 22,1%, which is slightly higher than the prevalence one, yet considerably higher than the obtained results in 1994 (13,0%) , notwithstanding the fact that there may be some limitations as far as comparing results are concerned, as previously pointed out.

The incidence percentage regarding the stealing of vehicles (11,1%) is quite similar to the prevalence one (10,8%), which curiously enough is also similar to the results obtained in 1994 (1,1%) . Taking into account what has been previously said regarding a higher number of vehicles available, one may also conclude that there is nevertheless a lower probability of there being a multiple victimization.

The prevalence has been calculated taking into account the number of existing vehicles per family unit

In what concerns the stealing of vehicles, though the registered incidence (9,2%) is quite similar to its prevalence (8,0%), both figures are superior

to the ones registered in 1994 (1,2% and 1,1% respectively), there is an implicit indication that there has been an effective significant increase in what concerns this particular type of crime both in terms of attempted and carried out perpetration of the crime.

In what concerns the stealing from around the houses, the registered figures indicate that the incidence (3,7%) has been twice superior to the prevalence (1,8%9, which means that there might have occurred multiple victimizations, either depending on the type of house or the difficulty in protecting the outside access to it. One should note down that the incidence figures are significantly inferior to the ones registered in 1994 (7,9%) , which indicates that eventual safety measures have been taken.

In what concerns the stealing from inside the houses, the incidence percentage (2,0%) is quite similar to the prevalence one (1,7%), which means that there have not been many multiple victimizations, most probably due to the reinforcement of adopted house protective measures. The registered incidence percentage is also inferior to the one registered in 1994 (3,3%) , which once again indicates that the increasing number of adopted preventive measures may have contributed towards the registered decrease regarding this type of crime.

As far as house damaging is concerned, one should point out that although it may not be compared with what may have happened in 1994, the registered incidence percentage (1,4%) is almost three times the registered prevalence percentage (0,5%). This leads us to consider that there seems to be an apparent difficulty to protect houses from being vandalised. This vandalism includes the breaking of windows, internal and external wall destruction and "painting" on vandalising actions.

The high prevalence and incidence figures regarding crimes committed against the family patrimony of those residing within the Lisbon Metropolitan Area, seems to clearly show there has been an increase in the last years, though the previously obtained results as far as victimization prevalence (Chart nº 38) seem not to convey that idea, once just 20% of those enquired stated that their family unit had already been subject to at least one crime prior to 2001.

This apparent discrepancy may be explained by the difficulty some people may have had, as far as recalling long past events is concerned, particularly if they were not very relevant. Apart from this limitation, the obtained results seem to confirm that most of the victimization situations occurred in the past had the vehicles pertaining to the family as the targeting objective of the crime perpetrators, followed by the incidence on the family residential houses (chart nº 39).

CHART Nº38

Prevalence figures regarding victimizations within the family unit prior to 2001

	%
<i>Victim of at least one crime</i>	20,0
<i>Victim of no crime</i>	78,2
<i>Does not remember</i>	1,2
<i>Has not answered</i>	0,6
<i>Total</i>	100,0

CHART Nº39

Prevalence figures regarding the victimizations within the family units prior to 2001 and calculated by type of crime

	%
<i>The stealing of vehicles*</i>	7,7
<i>Stealing from vehicles*</i>	7,1
<i>Vehicle damaging*</i>	4,3
<i>Stealing from outside the houses, whose access was licit</i>	2,9
<i>Stealing from inside the houses</i>	2,7
<i>House damaging</i>	0,5
<i>Does not remember</i>	1,2
<i>Has not answered</i>	0,6
<i>Total</i>	100,0

* The prevalence has been calculated taking into account the number of family units, which have vehicles

²¹ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²² Almeida, M. E Alão, A. (1995), *Op. Cit.*

²³ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²⁴ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²⁵ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²⁶ Almeida, M. E Alão, A. (1995), *Op. Cit.it.*

²⁷ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²⁸ Almeida, M. E Alão, A. (1995), *Op. Cit.*

²⁹ Almeida, M. E Alão, A. (1995), *Op. Cit.*

³⁰ Almeida, M. E Alão, A. (1995), *Op. Cit.*

³¹ Almeida, M. E Alão, A. (1995), *Op. Cit.*

V PERSONAL VICTIMIZATIONS INVOLVING VIOLENCE

The registered results of this survey clearly show that the prevalence and incidence figures regarding crimes involving physical and psychological violence are not particularly high though they have been increasing in the Lisbon Metropolitan area in the last few years. These crimes seem to have a strong impact on the victims and lead them to feel fearful and insecure following these situations.

The presented data, which we are to analyse and discuss in this chapter, refer to the circumstances in which the most violent crimes, which affected the enquired people, have occurred, as well as the way in which the victims have managed to cope with them and their consequences. They should be analysed and discussed carefully, once the relatively uncommon occurrence of such crimes led to an impediment concerning a representative sample of victims enquired in this survey.

1. PHYSICAL OFFENCES

In what concerns the obtained results, most of the physical offences occurred in public places (chart nº 40). No situation having occurred within the residential house was accounted for. In what concerns the months of the year in which most of the occurrences took place (chart nº 41), most seem to have happened in September and October, followed by the ones having occurred in March and May.

In what concerns the time of the day in which these physical offences have occurred (chart nº 42), it can be noticed that almost half of the occurrences took place in the afternoon period, one third at night and the remaining ones in the morning. To be precise, almost half of the situations occurred between 3 P.M. and 6 P.M. and one third having occurred between 11 P.M. and 9 A.M., which may indicate that they have occurred during different intensely social moments of the day and predictably associated with excessive alcoholic consumption situations.

In what concerns the number of aggressors (chart nº 44) in almost half of the registered situations there was only on individual involved as against 60% in which the physical offences were perpetrated by two or more individuals.

CHART Nº40

Place in which the physical offences have occurred

	%
<i>In a public transportation</i>	33,3
<i>Unspecified public place</i>	33,3
<i>In the street</i>	16,7
<i>In a park and/or public garden</i>	8,3
<i>In a working and/or studying place</i>	8,3

CHART Nº41

Month of the year in which the physical offences have occurred

	%
<i>September</i>	41,7
<i>October</i>	33,3
<i>March</i>	8,3
<i>May</i>	8,3
<i>May</i>	8,3
<i>Does not remember</i>	8,3

CHART Nº42

Time of the day in which the situations have occurred

	%
<i>In the afternoon</i>	41,7
<i>At night</i>	33,3
<i>In the morning</i>	25,0

CHART Nº43

Time of the day (approximate time) in which the situations have occurred

	%
<i>Between 3 P.M. and 6 P.M.</i>	41,7
<i>Between 11 P. M. and 3 A.M.</i>	16,7
<i>Between 6 A.M. and 9 A.M.</i>	16,7
<i>Between 9 A.M. and midday</i>	8,3
<i>Between 6 P.M. and 9 P.M.</i>	8,3
<i>Between 9 P.M. and 11 P.M.</i>	8,3

CHART Nº44

Number of aggressors

	%
<i>One aggressor</i>	41,7
<i>Two aggressors</i>	41,7
<i>Three or more aggressors</i>	16,7

Most of the aggressors were apparently adults (chart n° 45), once only one in every 6 occurrences was the aggressor identified as being young. One should point out the fact that the victims who identified the youngsters, stated they were very young.

Most of the aggressors were male (chart n° 46), as against female or male/female aggressors, who were only identified in one out of every six occurrences.

The victims seem to have known two in every three aggressors (chart n° 47). This circumstance may explain why according to the obtained figures, most of the physical offences occurred in public places.

In most of the physical offences no weapon and/or arm was used, not even any cutting object (chart n° 48), this being the reason as to why there were not many injuries to be accounted for, following the physical offences. According to the results, less than 20% of the total number of victim was seriously injured (chart n° 49).

It therefore seems pertinent to consider that most registered occurrences were not but “street fights”, without the intention of seriously affecting the physical integrity of the victim.

Apart from the apparent insignificance of the injuries, most victims officially complained about the situation to the competent police and judicial Authorities (chart n° 50). Just 17% of the victims decided not to officially complain. It should be pointed out though that half of the victims, who decided to officially complain, stated not having been satisfied with the way the situations were handled by the Authorities, particularly the Police. Only ten per cent of the enquired victims stated having been satisfied with the Police, whilst twenty per cent decided not to answer to this question (chart n° 51)

CHART N°45
Age (approximate) of the aggressors

	%
<i>Adults</i>	83,3
<i>Youngsters (from 12 up to 16 years of age)</i>	16,7
<i>Youngsters (from 12 up to 16 years of age)</i>	16,7

CHART N°46
The sex of the aggressors

	%
<i>Male</i>	83,3
<i>Female</i>	8,3
<i>Male/Female</i>	8,3

CHART N°47
The degree of existing acquaintance between the victims and the aggressors

	%
<i>Was/were unknown</i>	66,7
<i>Was/were known by sight</i>	25,0
<i>Was/were well known</i>	8,3

CHART N°48
The use of weapons

	%
<i>No weapon was exhibited/used</i>	83,3
<i>A knife and/or pocket knife was exhibited/used</i>	8,3
<i>A firearm was exhibited/used</i>	8,3

CHART N°49
Injuries caused by the physical offences

	%
<i>No injuries</i>	50,0
<i>Minor injuries</i>	33,3
<i>Major injuries</i>	16,7
<i>Major injuries</i>	16,7

CHART N°50
Official complaint

	%
<i>The victim him/herself made the complaint</i>	83,3
<i>It was not made</i>	16,7

CHART N°51
Opinions on the way the cases were handled by the Police (satisfying/unsatisfying attitude)

	%
<i>Not satisfied at all</i>	50,0
<i>Satisfied</i>	20,0
<i>Very satisfied</i>	10,0
<i>Has not answered</i>	20,0

According to the opinions of the victims the fact that they were not satisfied with the police authorities has to do with the lack of “interest” they have showed regarding the handling of the cases (chart n° 52).

Among the victims, who decided to officially complain to the police Authorities, almost two in every three stated simply not knowing where the cases stood. That is, not knowing whether it had been closed or still under investigation. Only thirty per cent seemed to know that it was still being investigated and ten per cent who stated it was going through court procedures.

One third of those, who decided not to officially complain about the physical offences, stated not having done it because of not having considered them worth making an official complaint, whilst the other third stated not particularly liking the police authorities as an institution. It should be pointed out that another third decided not to answer tot his question (chart n° 54).

When asked about the punishment the perpetrators of the crime should be subject to, the victims’ suggestions were from unpaid community work to prison sentences. Fewer answers referred the payment of either a fine or a compensation for the caused damages (chart n° 55). Those, who favoured a prison sentence, were not capable of saying how long they should be in jail for and neither were the ones, who favoured the payment of a fine and/or compensation amount, capable of defining the amount.

The apparent minor injuries, which affected some of the victims seems to have led them to accept a mediating approach in order to compensate for the endured suffering. According to the obtained results, two thirds of the victims would be willing to accept such an approach as against the remaining eight per cent, who would by no means engage in such a process (chart n° 56).

The willingness to accept a mediating type of approach is still highlighted by the fact that most victims considered not having to go through any court procedures should there be an extra-judicial agreement between the parties involved (chart n° 57).

CHART N°52
Main reasons as to why they were not satisfied with the way the police handled the cases

	%
<i>They did not seem particularly interested in handling the cases</i>	100,0

CHART N°53
Where the case stands

	%
<i>Does not know</i>	60,0
<i>Still under investigation</i>	30,0
<i>Going through court procedures</i>	10,0

CHART N°54
Main reasons as to why no official complaint was made

	%
<i>It was not serious enough</i>	33,3
<i>Does not particularly like the police</i>	33,3
<i>Has not answered</i>	33,3

CHART N°55
Opinions on the type of punishment the perpetrator/s should be subject to

	%
<i>Unpaid community work</i>	33,3
<i>Prison sentence</i>	33,3
<i>A fine</i>	16,7
<i>Compensation for the caused damages</i>	8,3
<i>Has not answered</i>	8,3

CHART N°56
Willingness/unwillingness to accept a mediating approach

	%
<i>Willing to</i>	66,7
<i>Eventually</i>	25,0
<i>Not willing to</i>	8,3

CHART N°57
Willingness/unwillingness to give up the court procedures if agreement was reached between the parties involved

	%
<i>Willing to</i>	63,6
<i>Depending on the agreement</i>	18,2
<i>Not willing to</i>	18,2

Notwithstanding the fact that most victims were not severely injured, they seem to have been quite affected psychologically as a consequence of the situations. Only less than one third stated not having been disturbed by the occurrences (chart nº 58). Most of the victims also stated not having been provided any juridical, material and/or psychological support. Only forty per cent stated having been supported by either, friends, family members and/or neighbours (chart nº 59).

Regarding the consequences, most of the enquired victims stated not having adopted any special precautions following this situation (chart nº 60), which is perfectly understood taking into consideration the nature of this type of criminal situation.

2. SEXUAL OFFENCES

Similarly to what has been said regarding the physical offences, most of the sexual offences we were able to account for have occurred in public places (chart nº 61). It is surprising though, that we have not registered more cases of violence occurring within the family, knowing that there is quite a high prevalence and incidence of such cases in the Portuguese society. The hypothetical explanation may be that we simply did not come across such situations and/or eventually did but the victims decided to deliberately omit that the offenders had been family members.

The difficulty in describing such circumstances can be felt if we take into account the fact that most victims seem not to recall the month in which the sexual offences have occurred, as well as other times simply having avoided answering to the question (chart nº 62).

Most sexual offences have occurred during the night period, being quite few the occurrences registered as having taken place in the afternoon or even in the morning, reinforcing the association between this type of occurrence and its specific occurrence during a specific period of the day (chart nº 63). The gathered elements confirm that the approximate time of the occurrences has been in the very early hours of the day (chart nº 64).

CHART Nº58

Disturbance as a consequence of the crime

	%
<i>Rather disturbed</i>	50,0
<i>Particularly disturbed</i>	25,0
<i>Not particularly disturbed</i>	16,7
<i>Not disturbed at all</i>	8,3

CHART Nº59

Juridical, psychological and/or material support provided following the crime

	%
<i>No support provided</i>	58,3
<i>Support provided by family members</i>	33,3
<i>Support provided by friends and/or neighbours</i>	8,3

CHART Nº60

The adoption of special precautions following the crime

	%
<i>Has not adopted any precaution</i>	83,3
<i>Has adopted a non-specified precaution</i>	16,7

CHART Nº61

Places where these sexual offences have occurred

	%
<i>In the street</i>	36,4
<i>In a park and/or public garden</i>	27,3
<i>Unspecified public place</i>	18,2
<i>Working and/or studying place</i>	9,1
<i>Public transportation</i>	9,1

CHART Nº62

Month of the year in which the sexual offences have occurred

	%
<i>February</i>	9,1
<i>April</i>	9,1
<i>September</i>	18,2
<i>November</i>	9,1
<i>Does not remember</i>	45,5
<i>Has not answered</i>	9,1

CHART Nº63

Time of the day in which the sexual offences have occurred

	%
<i>At night</i>	63,6
<i>In the morning</i>	18,2
<i>In the afternoon</i>	18,2

CHART Nº64

Time of the day (approximate time) in which the sexual offences have occurred

	%
<i>Between 3 A.M. and 6 A.M.</i>	27,3
<i>Between 9 A.M. and midday</i>	18,2
<i>Between 3 P.M. and 6 P.M.</i>	18,2
<i>Between 9 P.M. and 11 P.M.</i>	18,2
<i>Between 11 P.M. and 3 A.M.</i>	18,2

Most of the sexual offences accounted for were perpetrated by one single individual, though it should also be pointed out that because of the violence involved, half of those were perpetrated by two individuals (chart nº 65). Almost two thirds of the aggressors were adults, according to the victims, being one third of the offenders quite young (chart nº 66).

Not surprisingly, most aggressors were male. Almost a third of the remaining aggressions have been committed by women and should be pondered on (chart nº 67). Most aggressors were unknown to the victims. Only eighteen per cent seemed to be known by sight, whilst ten were well known (chart nº 68). These gathered elements confirm to a certain extent the fact that most circumstances have occurred in public places.

No weapon was exhibited or used in any of the registered situations, leading us to think that if anything was enforced it may have been enforced by the use of verbal threats and physical strength (chart nº 69).

There were no major injuries to be accounted for, which leads us to think that most situations had to do with indecent assaults (chart nº 70).

Most victims were reluctant to officially complain about the occurrences to the competent authorities because of not having considered them too serious and also because of not having been too seriously injured (chart nº 71). These were the main reasons as to why seventy per cent of the victims did not officially complain, though among several other

	%		%
<i>Physical punishment</i>	50,0	<i>as an Institution expenses and inconveniences</i>	70,0
<i>Prison sentence</i>	40,0		30,0
<i>Financial compensation for the caused damages</i>	10,0		10,0
<i>The fear of reprisals</i>			10,0
<i>Other reasons</i>			10,0

The fact that most victims feel repulsive and hostile towards the aggressors may well be behind the “suggested” punishment they should be subject to. Most of them felt they should be physically punished or have a prison sentence, which would at least fit the crime, though they did not specify its duration. It should also be pointed out that a small percentage would settle for a financial compensation for the caused damages (chart nº 73).

CHART Nº65

	%
<i>One aggressor</i>	54,5
<i>Two aggressors</i>	45,5

CHART Nº66

	%
<i>Adults</i>	63,6
<i>Youngsters (between 16 and 21 years of age)</i>	27,3
<i>Quite young (between 12 and 16 years of age)</i>	9,1

CHART Nº67

	%
<i>Male</i>	72,7
<i>Female</i>	27,3

CHART Nº68

Degree of existing acquaintance between the victims and the aggressors

CHART Nº69

	%
<i>No weapon was exhibited/used</i>	100,0

CHART Nº70

Injuries as a direct consequence of the sexual offences

CHART Nº71

	%
<i>Official complaint</i>	
<i>Not official complaint</i>	
<i>Other reasons</i>	

CHART Nº72

Main reasons as to why no official complaint was made

CHART Nº73

Opinions on the type of punishment the perpetrator/s of the crime should be subject to

Hostility against the perpetrators of the crime may also have been behind the resolution of more than two thirds of the total number of enquired victims not willing to accept an extra-judicial mediating approach so as to resolve the situation and compensate for the endures suffering (Charts nº 74 and nº 75).

The seriousness of the consequences of such sexual victimization situations is reflected in the way most victims stated having been disturbed. Just one third of the enquired victims stated having been little disturbed or not disturbed at all (chart nº 76).

According to the victims, most of them were not provided any juridical, psychological and material support to cope with the situation. Only about forty per cent stated having had some support provided by the family members, friends and/or neighbours (chart nº 77).

This type of victimization does seem to significantly affect the life of those, who have gone through it. The fact that just over eighteen per cent of the victims stated not having taken special precautions following the crime, together with the high number of victims, who though not specifying which, adopted special precautions, accounts for that (chart nº 78).

3. THREATS
The detailed information we were able to obtain on most of the threats was provided by the victims and refers the fact that mostly occurred in public places. The threats, which the victims have undergone in their own homes, have been relatively few (chart nº 79). Regarding the occurrence of the threats, one may conclude that there has been a concentrated number in March, June and September, though one should point out the fact that many of the interviewed people didn't quite recall the situations and/or didn't answer (chart nº 80).

CHART Nº74
Willingness/unwillingness to accept a mediating approach

CHART Nº75
Willingness/unwillingness to drop the court case, if mediation between the parties had positive results

CHART Nº76
Disturbance as a direct consequence of the crime

CHART Nº77
Juridical, psychological and material support provided following the crime

	%
<i>No support provided</i>	63,6
<i>Support provided by the relatives</i>	36,4
<i>Support provided by the friends and/or neighbours</i>	9,1

CHART Nº78
The adoption of special precautions following the crime

	%
<i>No special precaution was adopted</i>	18,2
<i>Started avoiding certain places</i>	9,1
<i>Does not go out alone</i>	9,1
<i>Unspecified special precautions</i>	54,5
<i>Has not answered</i>	9,1

CHART Nº79
Place where the threats have occurred

	%
<i>In the street</i>	28,6
<i>Unspecified public place</i>	28,6
<i>Working and/or studying place</i>	28,6
<i>At home</i>	14,3

CHART Nº80
Month in which the threats have occurred

Regarding the time of the day, in which most of these threats have occurred (chart nº 81) one may conclude that almost two thirds of the analysed threats occurred during the afternoon, one third in the morning and the remaining ones at night. To be more precise (chart nº 81), one may notice that, almost half of the threats have occurred between 3 and 6 P.M., which may lead us to similar conclusions to the ones regarding the physical offences. They all tend to occur during an intense, social period of the day and predictably associated with a high level of alcohol consumption.

In what concerns the aggressors (chart nº 83) it is quite clear that most of the threats have been made by one single individual and in less than 15% of the cases by three or more individuals.

About half of the aggressors were apparently young (chart nº 84), being the other half adults. One should point out the fact that concerning the first situation, victims have actually identified the aggressors as being rather young.

Most of the aggressors were male (chart nº 85), having only been identified female aggressors in about one in every five occurrences.

An average of two in each three aggressors were known to the victims (chart nº 86), to be more accurate, living in the same neighbourhood, which may lead us to believe that most of the detected and/or analysed threats may have been originated by neighbouring conflicting situations. It should be pointed out that only very few aggressors were unknown

	%
<i>March</i>	28,6
<i>June</i>	14,3
<i>November</i>	14,3
<i>Does not remember</i>	28,6
<i>Has not answered</i>	14,3

analysed threats no weapon was used, (chart nº 87), though it should be pointed out that a firearm was exhibited in about forty per cent of the cases, so as to “reinforce” the actual threats.

CHART Nº81
Time of the day, in which the threats have occurred

	%
<i>During the afternoon</i>	57,1
<i>In the morning</i>	28,6
<i>At night</i>	14,3

CHART Nº82
Time of the day (approximate time) in which the threats have occurred

	%
<i>Between 3 P.M. and 6 P.M.</i>	42,9
<i>Between 11 P.M. and 3 A.M.</i>	14,3
<i>Between 9 P.M. and midday</i>	14,3
<i>Between midday and 3 P.M.</i>	14,3
<i>Does not remember</i>	14,3

CHART Nº83
Number of aggressors

	%
<i>One single aggressor</i>	85,7
<i>Three or more aggressors</i>	14,3

CHART Nº84
(Approximate) age of the aggressor/s

CHART Nº85
The sex of the aggressor/s

	%
<i>Male</i>	71,4
<i>Female</i>	28,6

CHART Nº86
Degree of existing knowledge between the victim/s and the aggressor/s

CHART Nº87
Having exhibited/not exhibited weapons

	%
<i>No weapons were exhibited/used</i>	57,1
<i>Knives and pocket knives were exhibited</i>	28,6
<i>Other types of weapons were exhibited/used</i>	14,3

The apparent seriousness of some the threats may have led most of the victims to communicate them to the police and judicial authorities (chart nº 88), though 43% of the victims decided not to officially complain. As opposed to what was conclude regarding the physical offences, half of the inquired victims, who decided to participate the occurrence to the authorities, stated they were rather happy with the way in which their complaints were handled and taken care of, particularly by the Police, as against twenty five per cent, who were clearly unsatisfied and twenty five per cent, who decided not to answer to this question (chart nº 89).

One of the reasons, which may have contributed towards the unsatisfying attitude on the part of the victims, could be the fact that the Police Authorities did not detain the identified aggressors, having eventually continued to threaten the victims (chart nº 90).

The aggressors’ exemption from punishment should be taken into account, particularly if one considers that two out of every three victims, who decided to officially complaint and have the cases taken to court, saw their aggressors walk out of court without having been punished, added by the fact that the remaining cases were overdue as far as court procedures were concerned, according to the victims (chart nº 91).

It is therefore not surprising that the victims, who managed to have their cases taken through to the final phase of the court procedures, may have been clearly unsatisfied with the court and judge’s decision (chart nº 92), being the exemption from punishment their sole motive (chart nº 93).

The main reasons for not having participated the crimes to the authorities may have to do with them not trusting the authorities capable of acting or “solving” the situations. Only just over fourteen per cent of the victims referred not having officially complained about the situations because of not considering them too important. One should also note the percentage of those who preferred not to do so or even answer to this question (chart nº 94).

CHART Nº88
Having/Not having participated the crimes to the competent Authorities

	%
<i>Participated by the victim him/herself to the Police</i>	57,1
<i>Not participated</i>	42,9

CHART Nº89
(Satisfying/unsatisfying attitude) regarding the way the case was handled

	%
<i>Satisfied</i>	50,0
<i>Not at all satisfied</i>	25,0
<i>Has not answered</i>	25,0

CHART Nº90
Main reasons regarding the unsatisfying attitude

	%
<i>The aggressors were not detained.</i>	50,0
<i>Has not answered</i>	50,0

CHART Nº91
The actual court case situation

	%
<i>The aggressors were not punished by Court</i>	66,7
<i>Court case overdue</i>	33,3

CHART Nº92
The way the case was handled by the Court/Judge - degree of satisfaction

	%
<i>Not at all satisfied</i>	100,0

CHART Nº93
Reasons as to why they were not satisfied

CHART Nº94
Main reasons as to why the crime was not officially participated to the competent Authorities

	%
<i>Police would not be able to do anything about it</i>	14,3
<i>Police would not be interested in solving the case</i>	14,3
<i>It would imply further concern/ would involve additional expense</i>	14,3
<i>The crime was not considered too important</i>	14,3
<i>Other reasons</i>	14,3
<i>Has not answered</i>	28,6

When asked about the type of “punishment” they felt should be applied to the perpetrators of the crimes, most of the victims were inclined to something like a way to repair or compensate, not only the victims but the community as well. Almost a third referred that only an “adequate” physical punishment would fit the crime. One should note the percentage of those who didn’t answer or couldn’t specify the type of suitable punishment (chart nº 95).

The seriousness of some of the threats may not have led a meaningful number of victims to accept a mediation process involving the victim and the aggressor, so as to settle and/or compensate the later for the caused damage, though most of the inquired victims, would not have had any difficulty in accepting an extra-judicial type of mediating approach (chart nº 96).

The reluctance in accepting a mediating approach outside the court procedural approach is inherent to the fact that only a minor percentage feels it is possible to reach an understanding between the parties involved and therefore not need to further take the situation into court, in case the “agreement set between the parties” might be favourable. Some prevailing doubts as to the efficiency of a mediating approach are easily understandable, taking into account the number of people (forty per cent), who refused to answer this question (chart nº 97). This seems to reveal the lack of information, Portuguese people have in what concerns solving the conflict this way, which has been implemented in our country since 2001.

	%
<i>The perpetrator/s was/were not subject to criminal punishment</i>	100,0
<i>Has not answered</i>	40,0

ychological consequences deriving from threatening been well described by the victims, who have admitted little disturbed following the threats they were subject to. Only one third has admitted feeling little disturbed or not disturbed at all (chart nº 98). These results make us realise how violent such crimes may be, not to mention the extent of their devastating consequences, which are a lot more serious than the ones provoked by physical offences.

In order to cope with the violence of the crime they experienced, not many of the victims stated having directly received any juridical, material and/ or psychological support. Only forty per cent of the inquired victims admitted having received support from friends, neighbours and at a smaller scale, help from their family members (chart 99).

Due to the particularities of this type of crime, it seems understandable that most victims have stated not having taken and/or not being able to take any special precautions following the victimizing process (chart nº 100). One should point out the number of those, who decided to restrain their movement and freedom as well as to avoid walking around “areas”, presumably used or attended by the aggressor. There are still a number of people, who decided to take some precautionous measures but have not referred which.

CHART Nº95
Opinions on the punishment the perpetrator/s should be subject to

	%
<i>Unpaid community work</i>	28,6
<i>Physical punishment</i>	28,6
<i>To pay a compensation for the caused damages</i>	14,3
<i>Has not answered</i>	14,3
<i>Did not know</i>	14,3

CHART Nº96
Willingness to accept/not accept a mediating type of approach

	%
<i>Absolute willingness</i>	60,0
<i>Unwillingness</i>	40,0

CHART Nº97
The need not to take the situation into court, in case there might be a favourable agreement between the parties

CHART Nº98
Disturbance provoked by the crime

	%
<i>Very disturbed</i>	57,1
<i>Rather disturbed</i>	14,3
<i>Slightly disturbed</i>	14,3
<i>Not disturbed at all</i>	14,3

CHART Nº99
Juridical, material and/or psychological support provided

	%
<i>No support was provided</i>	57,1
<i>Support provided by friends and/or neighbours</i>	28,6
<i>Support provided by relatives</i>	14,3

CHART Nº100
The adoption of special precautions following the victimization process

	%
<i>No precaution was taken</i>	57,1
<i>Started avoiding some places</i>	28,6
<i>Other unspecified precautions</i>	14,3

4. OFFENCES AND/OR INSULTS

Most cases related to offences and insults as described by the victims, have occurred at public places, either in the “street” or in gardens or parks. One should point out though that about twenty per cent of the occurrences have taken place at the victim’s, his/her private garden or garage, and/or his/her working place (chart n° 101). At least one in every five of the analysed cases is likely to be associated with either neighbouring or “working” conflicts.

As far as the results are concerned, a significant percentage of the occurrences accounted for, took place during the winter months, particularly November. Some of the involving circumstances concerning the crime were not accurately described, not to mention the fact that one of the three inquired victims did not even remember in which month the crime had taken place (chart n° 102).

The relationship, which seem s to exist between the highest number of offences and/or insults and the various neighbouring and working conflicts seems indisputable, once the greatest number of situations has occurred during the afternoon period, followed by some having occurred in the morning and finally those at nigh (chart n° 103).

The existing figures confirm (chart n° 104) that most of the situations occurred during the day, particularly between 9 A.M. and 6 P.M, being fairly rare during the night, with the exception of those occurred between 11 P.M. and 3 in the morning, which probably coincide with interactions deriving from the attendance of night clubs such as bars and discos.

Most offences and insults may have been committed and pronounced by one single individual, taking into account what has been stated by the victims (chart n° 105).

As far as the ages of the offenders are concerned, most are adults in accordance with what victims have stated, which indirectly confirms the fact that a significant number of cases have occurred in the neighbouring and working conflict context (chart 106).

CHART N°101

Place where the insults and offences have occurred

	%
<i>In the street</i>	46,7
<i>In the park and/or public garden</i>	20,0
<i>At home (in the garden and/or garage)</i>	13,3
<i>Working and/or studying place</i>	6,7
<i>Public transportation</i>	6,7
<i>Unspecified public place</i>	6,7

CHART N°102

Month of the year in which the insults and offences have occurred

	%
<i>February</i>	6,7
<i>April</i>	6,7
<i>August</i>	6,7
<i>September</i>	6,7
<i>October</i>	13,3
<i>November</i>	20,0
<i>December</i>	6,7
<i>Does not remember</i>	33,3

CHART N°103

Time of the day in which the insults and offences have occurred

	%
<i>In the afternoon</i>	53,3
<i>In the morning</i>	20,0
<i>At night</i>	20,0
<i>Does not remember</i>	6,7

CHART N°104

Time of the day (approximate time) in which the insults and offences have occurred

	%
<i>Between 6 A.M. and 9 A.M.</i>	6,7
<i>Between 9 A.M. and midday</i>	13,3
<i>Between 3 P.M. and 6. P.M.</i>	26,7
<i>Between 6 P.M. and 9 P.M.</i>	6,7
<i>Between 9 P.M. and 11 P.M.</i>	6,7
<i>Between 11 P.M. and 3 A.M.</i>	13,3
<i>Does not remember</i>	26,7

CHART N°105

Number of aggressors

	%
<i>One aggressor</i>	86,7
<i>Three or more aggressors</i>	6,7
<i>Has not answered</i>	6,7

CHART N°106

Age (approximate) of the aggressor/s

	%
<i>Adults</i>	73,3
<i>Youngsters (from 16 up to 21 years of age)</i>	20,0
<i>Has not answered</i>	6,7

Most offenders were male, though according to what victims have stated, thirteen per cent of them were women (chart n° 107).

Most of the offenders knew the victims. They were either neighbours or acquainted with the victims, not to mention some who were rather close to the victims, though the degree of intimacy and relationship was not mentioned. The available data seems to confirm the fact that more than half of the offending situations had to do with neighbouring and working conflicts involving neighbours, co-workers and/or even relatives (chart n° 108).

Most of the occurrences were not communicated to the competent police and judicial authorities (chart n° 110). The fact that most of the victims did not consider the cases relevant enough to be officially communicated contributed largely to the low number of officially registered cases. It should be further referred that some of the victims stated that one of the reasons for not officially communicating them had to do with the inconvenience and expenses associated to having them officially registered, as well as the eventual “lack of interest” and “incapacity” to handle the situations, on the part of the Police (chart n° 111).

Various circumstances and motives may have originated the analysed threatening situations, which are reflected in the different type of “punishment” suggested by the victims. Being fined or having to pay a compensation for the caused damages and/or alternatively having to work for the community for free, seem to be amongst the victims’ preferences.

	%		%
<i>Between 6 A.M. and 9 A.M.</i>	6,7	expense and inconvenience	60,0
<i>Between 9 A.M. and midday</i>	13,3	olving the situation	13,3
<i>Between 3 P.M. and 6. P.M.</i>	26,7	ut it	6,7
<i>Between 6 P.M. and 9 P.M.</i>	6,7		6,7
<i>Between 9 P.M. and 11 P.M.</i>	6,7		
<i>Between 11 P.M. and 3 A.M.</i>	13,3		
<i>Does not remember</i>	26,7		

account the number of victims, the adequate police and judicial s would rather have them be shment (chart n° 112).

CHART N°107

Sex of the aggressor/s

	%
<i>Male</i>	80,0
<i>Female</i>	13,3
<i>Has not answered</i>	6,7

CHART N°108

Degree of existing acquaintance between the victims and the aggressors

	%
<i>Not known</i>	46,7
<i>Was/were known to the neighbours</i>	20,0
<i>Was/were known by sight</i>	20,0
<i>Was/were well known</i>	13,3
<i>Total</i>	100,0

CHART N°109

Exhibition/ non-exhibition of weapons

	%
<i>No weapon was exhibited and/or used</i>	100,0

CHART N°110

Official complaint made to the competent Authorities

	%
<i>No official complaint was made</i>	93,3
<i>Does not remember</i>	6,7

CHART N°111

Main reasons as to why the crime was not officially complained to the competent Authorities

CHART N°112

Opinions on the type of punishment the perpetrator/s should be subject to

	%
<i>Having to pay a fine</i>	26,7
<i>Having to pay a compensation for the caused damages</i>	13,3
<i>Prison sentence</i>	13,3
<i>Unpaid community work</i>	6,7
<i>Physical punishment</i>	6,7
<i>Another type of punishment</i>	26,7
<i>Does not know</i>	13,3
<i>Does not know</i>	13,3

It is also surprising how high the number of victims who would by no means accept an informal mediating approach is. About forty two per cent of the victims refused it as a compensating way for the caused damages, whilst seventeen per cent stated having some doubts as to the acceptance of such a problem solving approach (chart nº 113).

The fact that there is a certain resistance as to going through a mediating approach outside the court procedures, together with the fact that most cases have not been officially accounted for, is related to the number of victims not wanting to abdicate from the formal court case, even if there is a strong possibility of getting positive results through the mediation. Most of these people doubt there will ever be a possibility of reaching an understanding or agreement between the parties involved and do insist on going on with the court procedures (chart nº 114).

The results lead us to believe that most of the analysed situations were not officially accounted for because presumably many of the aggressors involved were either neighbours, co-workers, relatives and/or close to the victims. This also seems to be reinforced by the fact that more than seventy per cent of the victims have stated they were particularly or quite disturbed with what happened (chart nº 115).

Half of the victims stated they had no juridical, material or psychological support in order to cope with what they had to go through following the situation. The other half admitted having had some support from friends, neighbours, relatives and specialized staff working for namely Health Institutions, which may lead us to believe they had serious difficulties in handling the endured offences and insults (chart nº 116).

In spite of it and most probably because of the peculiar characteristics of the endured offences and insults, none of the victims seems to have been affected in her/his daily life, apart from an interpersonal relationship approach. The fact that only about twenty per cent of the victims started being cautious following the incident seems to reinforce this idea (chart nº 117).

CHART Nº113
Willingness to accept a mediating approach

CHART Nº114
Willingness not to further go through the judicial court procedures in case the mediating approach had positive results

	%
<i>Absolute willingness</i>	36,4
<i>Depending on the agreement</i>	27,3
<i>No willingness whatsoever</i>	18,2
<i>Has not answered</i>	18,2

CHART Nº115
Degree of disturbance as a direct cause of the crime

	%
<i>Very disturbed</i>	46,7
<i>Rather disturbed</i>	26,7
<i>Little disturbed</i>	6,7
<i>Not disturbed at all</i>	20,0

CHART Nº116
Juridical, material and psychological support provided following the crime

CHART Nº117
Adoption of special precautions following the crime

	%
<i>No special precautions were adopted</i>	80,0
<i>Started avoiding certain places</i>	6,7
<i>Other unspecified precautions were adopted</i>	13,3

VI PATRIMONIAL VICTIMIZATIONS INVOLVING VIOLENCE

The results gathered in the sequence of this quest seem to indicate that there is a prevailing number of crimes committed against the patrimony, which involve physical violence, such as thefts, which not being too many also seem not to have increased in the Lisbon Metropolitan Area during the last few years.

The figures, which are presented and analysed in this chapter regard the circumstances in which these thefts and snatches have occurred, as well as the way in which the victims dealt with these crimes and the subsequent consequences. The results should be carefully analysed because due to this rather “recent” crime approach, just a small number of victims have integrated the sample of this victimizing situations.

1. THEFTS

Most of the thefts have predictably occurred in public places, namely in the street, parks or public gardens and in specified places. The thefts seem to have rarely occurred in victims’ homes or working places (chart nº 118).

Theft seems to have regularly occurred during the various months of the year, with the exception of December, in which there was a significant increase (chart nº 119). The Christmas season seems to have had an influence on the increased number of thefts, probably due to the fact that most people seem to carry around more money than usual.

Most of the thefts seem to have occurred at night, followed by quite a high percentage in the afternoon period (chart nº 120). The gathered figures show a concentrated number of thefts between 9 P.M. and three in the morning, as well as between 1 P.M. and 3 P.M.; Situations of this kind occurring in the morning period seem quite rare (chart nº 121).

CHART Nº118
Place where the thefts have occurred

	%
<i>In the street</i>	56,0
<i>In the park and/or public garden</i>	20,0
<i>Unspecified public place</i>	12,0
<i>Working and/or studying place</i>	4,0
<i>At home (in the garden /in the garage)</i>	4,0
<i>In public transportation</i>	4,0

CHART Nº119
Month of the year in which the thefts have occurred

	%
<i>March</i>	8,0
<i>April</i>	12,0
<i>May</i>	12,0
<i>August</i>	4,0
<i>September</i>	8,0
<i>November</i>	4,0
<i>December</i>	28,0
<i>Does not remember</i>	24,0

CHART Nº120
Time of the day in which the thefts have occurred

	%
<i>In the morning</i>	4,0
<i>In the afternoon</i>	32,0
<i>At night</i>	60,0
<i>Does not remember</i>	4,0

Quite a high number of these thefts have involved two or more individuals, though one should note the percentage of situations, which involved more than three individuals, which is to say groups of well organized individuals (chart n° 122).

About half of the perpetrators of these thefts were young and/or very young, according to the victims, which to a certain extent reinforces the idea that most of these thefts were committed by groups of youngsters (chart n° 123).

Most of the perpetrators were male though some of the groups included female as well. It should be pointed out that there is no reference to any female taking part in this type of situations single- handed, reinforcing therefore the actuating group type of approach (chart n° 124).

The victims, with the exception of twelve per cent of the total number, knew almost none of the perpetrators, four of which lived in the neighbourhood (chart n° 125).

In the greatest majority of the analysed situations no weapon was used, though knives, pocket-knives and syringes and other firearms, in much lesser numbers were referred. Curiously though, in forty per cent of the situations no weapon was exhibited or used, although some sort of physical aggression and threatening may have been predictably used (chart n° 126).

CHART N°121
Time of the day (approximate time)
in which the thefts have occurred

CHART N°122
Number of aggressors

	%
<i>One aggressor</i>	44,0
<i>Two aggressors</i>	32,0
<i>Three or more aggressors</i>	20,0
<i>Does not know</i>	4,0

CHART N°123
Age (approximate) of the aggressors

CHART N°124
Sex of the perpetrators

	%
<i>Male</i>	92,0
<i>Male/Female</i>	4,0
<i>Does not know</i>	4,0

CHART N°125
Degree of existing acquaintance
between the victims and the
perpetrators

	%
<i>Was/were unknown</i>	80,0
<i>Was/were known by sight</i>	12,0
<i>Was/were known to the neighbours</i>	4,0
<i>Does not know</i>	4,0

CHART N°126
The usage and exhibition of weapons

	%
<i>A knife and/or pocket knife was exhibited/used</i>	48,0
<i>A syringe was exhibited/used</i>	4,0
<i>A weapon was exhibited/used</i>	4,0
<i>Another firearm was exhibited/used</i>	4,0
<i>No weapon was exhibited/used</i>	40,0

Twenty per cent of the victims were injured as a consequence of the thefts; eight per cent of those were left with permanent injuries (chart n° 127).

In more than half of the thefts complaints were made to the competent police and judicial authorities by the victims themselves or third parties. Almost forty six per cent of the situations though, were not officially filed, perhaps due to the stolen amount or incapability of having it recovered, as according to the opinion of the ones who were stolen (chart n° 128).

More than two in each of the three victims who decided to officially complain to the competent authorities were unsatisfied with the way Police handled the situation. In fact, just over eighteen per cent of the inquired victims stated to have been satisfied with the way police handled their complaints (chart n° 129).

The fact that most of the perpetrators were not “caught” by the police seems to have contributed towards this unsatisfying attitude on the part of the victims, as well as the apparent lack of “interest” the police officers may have shown in what concerned the situation they had seen themselves involved in (chart n° 130).

The majority of those who decided to file a complaint said that so far they have not been told where the case actually stands, that is, whether it was still being investigated or closed. About fifteen per cent of the cases had already been closed and eight per cent still going through court procedures. Just about eight per cent had been trialled and those theft(s) convicted by the court (chart n° 131).

	%
Youngsters (from 16 up to 21 years of age)	40,0
Adults	36,0
Very young (from 12 up to 16 years of age)	8,0
Does not know	16,0
<i>Does not remember</i>	12,0

Court cases went through to the final phase stated they with the court and the judge’s decision, which may not be of the defendants were convicted (chart n° 132).

Though feeling unsatisfied with the way the police authorities might have handled the situations, most of the victims who officially complained, stated they would do it again if they were to be subject to similar situations in the future. Only twenty five per cent said they would not be sure whether or not they would do it again (chart n°133).

CHART N°127
Injuries as direct consequence of the
theft/s

	%
<i>No injuries</i>	76,0
<i>Minor injuries</i>	12,0
<i>Major physical injuries</i>	8,0

CHART N°128
Official complaint to the competent
Authorities

	%
<i>No official complaint</i>	45,8
<i>Official complaint made by the victim</i>	37,5
<i>Official complaint made by a third party</i>	12,5
<i>Has not answered</i>	4,2

CHART N°129
Opinion on the way the case was
handled by the police (degree of
satisfying/unsatisfying attitude)

	%
<i>Satisfied</i>	18,2
<i>Not quite satisfied</i>	9,1
<i>Not satisfied at all</i>	72,7

CHART N°130
Main reasons as to why they were
not satisfied with the way the police
handled the case

	%
<i>The perpetrator/s was were not caught</i>	55,6
<i>There was not much interest in solving the case</i>	33,3
<i>The stolen patrimony was not recovered</i>	11,1

CHART N°131
Where the case stands

CHART N°132
Opinion on the way the case was handled
by the Court and/or Judge (degree of
satisfying/unsatisfying attitude)

	%
<i>Satisfied</i>	100,0

CHART N°133
The willingness to officially complain
in future situations

Almost forty two per cent of the ones who decided not to officially complain about the situations stated they had chosen not to do it because of having been convinced that there was not much the police could have done. One third stated not having officially complained because of them having been minor thefts, whilst one fourth believed that police would not be committed to solving such situations. Seventeen per cent stated that there would be quite a lot of expenses involved apart from fearing reprisals (chart 134).

When asked what sort of punishment they felt should be applied under these circumstances, most of the inquired victims responded with prison sentences, whichever imprisonment period they had to experience, simply because it seemed suitable to be that way. On the other hand sixteen per cent would have settled for a compensation amount and eight per cent would be happy if they had to do unpaid community work. The hostile type of approach as well as the violence inflicted on the victims seems to reflect the answers given by eight per cent of the inquired victims, which felt that only “physical punishment” would fit such crimes (chart nº 135).

The latent and/or exteriorised violence seems to be behind the resistance most of the victims have towards accepting a mediating type of approach between themselves, as the actual victims and the perpetrators of these crimes, in order to solve or in any way compensate for the damages and injuries. According to the available figures only twelve per cent of the inquired victims would accept an extra-judicial mediating approach (chart nº 136).

Apart from resisting having a mediating type of approach outside the court procedural mechanisms, half of the total amount of victims clearly pointed out they would not give up proceeding with the court cases, even if some understanding and/or agreement between the parties involved might have been possible (chart nº 137).

Most of the victims involved in the analysed cases stated having become rather and/or very disturbed following these situations. Only just over one third of them stated not having been disturbed at all, which might be understandable taking into account the characteristics of this type of crime (chart nº 138). Most of the victims stated having been provided material and psychological support by their relatives, neighbours and/or friends, thus reinforcing the importance of a close type of relationship in what concerns the recovery process following such a situation. Only about twenty eight per cent of the victims stated not having had any support regarding the circumstance (chart nº 139).

CHART Nº133
The willingness to officially complain in future situations

CHART Nº134
Main reasons as to why the crime was not officially complained to the competent Authorities

CHART Nº135
Opinion on the punishment the perpetrator/s should be subject to

	%
<i>Prison sentence</i>	60,0
<i>Being fined</i>	16,0
<i>Unpaid community work</i>	8,0
<i>Physical punishment</i>	8,0
<i>Does not know</i>	8,0

CHART Nº136
Willingness/non willingness to accept a mediating approach

	%
<i>Not willing to</i>	62,5
<i>Eventually willing to</i>	18,8
<i>Willing to</i>	12,5
<i>Does not know</i>	6,3

CHART Nº137
Willingness not to further continue with the court procedures, should there be a positive agreement during the mediating process

CHART Nº138
Degree of disturbance felt following the crime

Most of the inquired victims stated having suffered material losses, apart from the physical and emotional consequences, which have already been referred to (chart nº 140)

The average financial loss reached 194 Euros (38,820 thousand escudos), according to the victims. As far as the actual loss is concerned, it is implicitly connected with the fact that very few victims were able to recover the stolen money, goods and or any other stolen objects (chart nº 141).

The ones, who managed to recover or partly recover the stolen goods and/or money couldn't but count on themselves and /or friends and relatives to get through the situation. Based on the opinions of the inquired victims, just forty per cent of them recovered the stolen goods and/or money by direct intervention of the police (chart nº142).

The consequences deriving from these cases seem to have been not only material and psychological, but also severe enough to alter the victims' way of life. Only about eight per cent of the victims stated not having started taking special precautions following these situations. All the others clearly stated avoiding certain areas, presumably the ones in which they were victimized, and walking around armed now (chart nº 143).

	%		%
<i>Very disturbed</i>	48,0		41,7
<i>Quite disturbed</i>	12,0		33,3
<i>Little disturbed</i>	20,0	ng the case	25,0
<i>Not disturbed at all</i>	16,0	icerns	16,7
<i>Has not answered</i>	4,0		16,7

CHART Nº139
Juridical, material and psychological support provided following the crime

	%
<i>Support provided by relatives</i>	61,1
<i>Support provided by friends and/or neighbours</i>	38,9
<i>No support provided</i>	27,8

CHART Nº140
Material losses

	%
<i>Material losses</i>	56,0
<i>No material loss</i>	4,0
<i>Does not remember</i>	12,0
<i>Does not know</i>	8,8
<i>Has not answered</i>	20,0
<i>Recovered the loss</i>	4,3

CHART Nº141
Recovery of stolen money, goods and any other stolen objects

CHART Nº142
Entities and/or people, who helped them recover the stolen goods, money and/or any other stolen objects

	%
<i>The Police</i>	40,0
<i>The victim him/herself together with other people</i>	20,0
<i>The victim him/herself</i>	40,0
<i>Has not answered</i>	20,0

CHART Nº143
Adoption of special precautions following the crime

	%
<i>Started avoiding certain places</i>	32,0
<i>Started walking around armed</i>	16,0
<i>Stopped going out at night</i>	4,0
<i>Started avoiding going out alone</i>	4,0
<i>Stopped carrying money around</i>	4,0
<i>Started keeping the money in a safe place</i>	4,0
<i>Has not adopted any special precaution</i>	8,0
<i>Has not answered</i>	4,0

2. “SNATCHES”

Most of the thefts using the “snatching” type of approach occurred in public places, namely in the streets. These very rarely occurred in parks, public gardens or any other unspecified public places (chart n° 144).

A significant number of these thefts have occurred during March and June (chart n° 145).

More than ninety per cent of these “snatches” have occurred during the day, particularly in the afternoon period, though a small percentage has occurred at night (chart n° 146). The gathered figures show a concentrated number of “snatches” having occurred between 9 A.M. and 6 P.M., thus reinforcing the idea that the risky hours regarding this type of theft seems to be during the working hours period (chart n° 147).

Two or more individuals have perpetrated more than half of the analysed “snatches”, whilst a third of the total number has been perpetrated by one single individual (chart n° 148).

Though the gathered information regarding some of the characteristics of the “snatchers” might be doubtful, more than half of the inquired victims stated they were mostly young people and adults, there being some rare cases in which they seemed to be very young. It should be pointed out though that it is quite understandable that such a high percentage of victims have not been able to identify how old they might have been, due to the quick approaching movements of the “snatchers” in such situations (chart n° 149).

With very few exceptions the perpetrators of such thefts were allegedly male (chart n° 150).

CHART N°144

Places where the "snatching" situations have occurred

CHART N°145

Month of the year in which the "snatching" situations have occurred

	%
<i>March</i>	21,4
<i>June</i>	14,3
<i>July</i>	7,1
<i>September</i>	7,1
<i>October</i>	7,1
<i>November</i>	7,1
<i>December</i>	7,1
<i>Does not remember</i>	21,4
<i>Has not answered</i>	7,1

CHART N°146

Time of the day in which the "snatching" situations have occurred

CHART N°147

Time of the day (approximate time) in which the "snatching" situations have occurred

	%
<i>Between 9 A.M. and midday</i>	28,6
<i>Between 3 P.M. and 6 P.M.</i>	28,6
<i>Between 6 P.M. and 9 P.M.</i>	14,3
<i>Between 3 A.M. and 6 A.M.</i>	7,1
<i>Does not remember</i>	21,4

CHART N°148

Number of perpetrators

	%
<i>One perpetrator</i>	35,7
<i>Two perpetrators</i>	42,9
<i>Three or more perpetrators</i>	7,1
<i>Does not know</i>	14,3

CHART N°149

Age (approximate) of the perpetrators

CHART N°150

Sex of the perpetrators

	%
<i>Male</i>	85,7
<i>Female</i>	7,1
<i>Does not know</i>	7,1

As predictable, most of the “snatchers” were unknown to the victims. Only about seven per cent of the victims stated they had already seen the “snatchers” (chart n° 151).

No weapon was exhibited or used in the greatest majority of these reported cases, though in seven per cent of them a knife and/or pocket-knife has been referred, which might configure more of a theft than an alleged “snatch”, once the use of such an arm might sound like it having been used as a coercive type of approach (chart n° 152).

No wounds have been reported, though some of the victims were dragged along having had lacerations and sprains on their necks, arms and wrists. Only about fourteen per cent of the victims had minor injuries and seven per cent more serious ones (chart n° 153).

Almost two thirds of the “snatches” were left unofficially accounted for, because the victims and other parties chose not to let the police and judicial authorities know of them. Notwithstanding the seriousness of some of these incidents, only thirty five per cent of the occurrences were officially reported (chart n° 154).

None of the victims, who decided to have the occurrence reported, has been satisfied with the way the police authorities have handled the case (chart n° 155).

The fact that there seems to have been a “lack of interest” on the part of the occurrence together with the fact that none of the are “caught” have strongly contributed towards the attitude felt by the victims (chart n°156).

When victims, who decided to officially complain to the competent authorities, stated that so far they did not know where the whole case stood. From the very few, who knew about it, it was concluded that all cases had been closed (chart n° 157). Apart from the unsatisfying attitude following the way these situations were handled by the police authorities and the lack of information regarding the eventual results of the investigation, most victims who had officially complained about the situations stated they were willing to do it again, if that were the case (chart n° 158).

CHART N°151

Degree of existing acquaintance between the victims and the perpetrators

	%
<i>Was/were not known</i>	78,6
<i>Was/were known by sight</i>	7,1
<i>Does not know</i>	14,3

CHART N°152

Exhibition and/or use of weapons

	%
<i>No weapon was exhibited or used</i>	92,9
<i>A knife and/or pocket-knife was exhibited</i>	7,1

CHART N°153

Injuries provoked by the "snatching" situations

	%
<i>No injuries</i>	78,6
<i>Minor injuries</i>	14,3
<i>Major injuries</i>	7,1

CHART N°154

Official complaint made to the competent Authorities

	%
<i>No official complaint</i>	64,3
<i>Official complaint made by the victim him/herself</i>	21,4
<i>Official complaint made by another party</i>	14,3

CHART N°155

Opinion on the way the situation was handled by the police- (degree of satisfying/unsatisfying attitude)

	%
<i>Little satisfied</i>	25,0
<i>Not satisfied at all</i>	75,0

CHART N°156

Main reasons as to why they were not satisfied with the way the Police handled the cases

CHART N°157

Where the case stands

	%
<i>Does not know</i>	80,0
<i>It has been closed</i>	20,0

CHART N°158

Willingness/unwillingness to further officially complain other cases

Amongst the reasons for not having officially complained, was the fact that for the victim they had not been relevant enough and some of them were totally convinced that they” would have to go through a lot of trouble and expense”, that the police “would not show any particular interest on the cases” or “would not be able to do anything about them” and/or “feared reprisals”. It should be pointed out that one third of the victims referred other unspecified reasons (chart nº 159).

	%
<i>The crime was not particularly serious</i>	22,2
<i>The official complaint would imply further expenses and inconveniences</i>	11,1
<i>The police would not be interested in solving the situation</i>	11,1
<i>There was nothing the police could do about it</i>	11,1
<i>Fearing reprisals</i>	11,1
<i>Other reasons</i>	33,3

Questioned about the punishment the “snatchers” should be subject to, most of the victims stated that they would settle for light penalties such as working for the community for free, having to pay light compensations, having the “snatching” acts criminally registered. Severe prison sentences and physical punishment were also referred (chart nº 160).

The apparent degree of “tolerance” expressed in the way the inquired victims felt they should be punished, did not influence the pre-disposition to go through a mediation process. Taking into account the eventual level of violence involved in such acts, one in every three victims stated not to be willing to accept a mediating approach between the perpetrators of the crime and themselves, in order to solve or minimize all that they had to go through (chart nº 161).

Besides the unwilling attitude to accept a mediating approach, four in every ten victims stated that even if agreement between the parties involved could be reached they would still want to go on with the court procedures (chart nº 162).

More than ninety per cent of the victims stated having been disturbed and greatly disturbed following the occurrence, which is understandable, if one takes into account the characteristics of such situations (chart nº 163). Most victims also stated not having been provided any kind of material and psychological support following the snatching. Only about forty per cent stated having got some support from their relatives, neighbours, friends and/or specialized institutions on these issues, namely Health services (chart nº 164).

CHART Nº159

Main reasons as to why they did not officially complain about the crime to the competent authorities

CHART Nº160

Opinions on the punishment the perpetrator/s should be subject to

CHART Nº161

Willingness/unwillingness to accept a mediating approach

	%
<i>Not willing to</i>	63,6
<i>Eventually willing to</i>	18,2
<i>Willing to</i>	9,1
<i>Does not know</i>	9,1

CHART Nº162

Willingness to give up the court case if the mediating approach had positive results

CHART Nº163

Disturbance as a direct cause of the crime

CHART Nº164

Juridical, psychological and/or material support provided following the crime

	%
<i>No support provided</i>	53,3
<i>Support provided by relatives</i>	26,7
<i>Support provided by friends and/or neighbours</i>	6,7
<i>Support provided by specialised Institutions</i>	6,7
<i>Does not remember</i>	6,7

Most inquired victims have had major material losses, apart from the physical and emotional damages involved (chart nº 165).

The estimated average amount of the loss reaches the 1,864 Euros (373,714 escudos), which is in fact quite a high amount

The material loss seems to have been minimized by the fact that two in every three victims managed to get part or almost all the stolen money and other valuable objects (chart nº 166).

Those, who managed to get them partly or totally back refused to refer the Entities and or people, who actually helped them. Just twenty five per cent admitted having been the police authorities or themselves, the ones to get them back (chart 167).

The analysed situations seem to have had a strong impact on the victims, not only in material and psychological terms but also because it led them to change their way of life and taking some additional precautions. Most of the victims refused to specify which precautions they had adopted following these criminal acts (chart nº 168).

	%
<i>Very disturbed</i>	57,1
<i>Quite disturbed</i>	35,7
<i>Little disturbed</i>	7,1
<i>Has not answered</i>	20,0
<i>To be called attention to the fact (have it criminally registered)</i>	7,1
<i>Does not know</i>	28,6

CHART Nº165

Material losses

	%
<i>No material losses, once the crime was not effectively carried out</i>	28,6
<i>Material losses</i>	50,0
<i>Does not not</i>	21,4

CHART Nº166

Recovery of the money, objects and/or valuable stolen goods

	%
<i>Recovered part of it</i>	45,5
<i>Did not recover anything</i>	36,4
<i>Recovered it all</i>	18,2

CHART Nº167

Entities and/or people, who helped them recover the stolen objects/goods

	%
<i>Unspecified</i>	50,0
<i>The police</i>	12,5
<i>The victim him/herself</i>	12,5
<i>Has not answered</i>	25,0

CHART Nº168

Adoption of special precautions following the crime

VII

PATRIMONIAL

VICTIMIZATIONS

WITHOUT INVOLVING

VIOLENCE

The figures, which are presented and analysed in this chapter regard the circumstances in which these “pick pocketing” situations and stealing of objects and personal values have occurred, as well as the way in which the inquired victims dealt with these crimes and the subsequent consequences. One should point out that apart from the stealing of and from vehicles and vehicle damaging, these were the only types of crimes, which prevailed and showed to be amongst the highest within the Lisbon Metropolitan Area.

1. “PICK POCKETING”

Most of the pick pocketing situations occurred in the street, according to the testimony of the victims. Another privileged place for these occurrences seems to have been the public transportation, followed by the working and studying places of the victims and other public places (chart nº 169).

Most of the “pick pocketing” situations seem to have regularly occurred throughout the various months of the year, except maybe during April, August, November and December, when there was a significant number of cases (chart nº 170). It should be pointed out that quite a high percentage of victims did not recall the months in which the situations had occurred.

CHART Nº169

Places where the "pick pocketing" situations have occurred

	%
<i>In the street</i>	<i>39,4</i>
<i>Public transportation</i>	<i>24,2</i>
<i>Working and/or studying place</i>	<i>18,2</i>
<i>Unspecified public place</i>	<i>12,1</i>
<i>In the park and/or public garden</i>	<i>3,0</i>
<i>Has not answered</i>	<i>3,0</i>

CHART Nº170

Month of the year in which the "pick pocketing" situations have occurred

	%
<i>February</i>	<i>3,0</i>
<i>March</i>	<i>3,0</i>
<i>April</i>	<i>6,1</i>
<i>May</i>	<i>3,0</i>
<i>June</i>	<i>3,0</i>
<i>July</i>	<i>3,0</i>
<i>August</i>	<i>6,1</i>
<i>September</i>	<i>3,0</i>
<i>October</i>	<i>3,0</i>
<i>November</i>	<i>12,1</i>
<i>December</i>	<i>9,1</i>
<i>Does not remember</i>	<i>42,4</i>
<i>Has been answered</i>	<i>3,0</i>

Most “pick pocketing” situations occurred in the afternoon period followed by the night and morning periods respectively (chart n° 171). Regarding the estimated time in which the situations might have occurred, gathered information seems to confirm quite a concentrated number of “pick pocketing” situations having occurred between 3 P.M. and 9 P.M., as well as between 9 A.M and noon. There seems to be an apparent relation to the fact that public transportation is then packed up with a higher number of people, the same being said about people moving about public spaces (chart n° 172).

More than forty per cent of the inquired victims stated not having realised how many people were involved in the “pick pocketing” and due to the *modus operandi* characteristics it seems to be rather difficult to work it out. About thirty per cent, though stated having felt it might have been only one, whilst about twenty one per cent stated having felt that more than two individuals might have been involved (chart n°173).

In spite of the obvious difficulties in identifying the person/s involved with the minimum degree of accuracy, they seem to be either young or rather young people, according to one third of the inquired victims, as against fifteen per cent, who stated they were adults (chart n° 174).

Four in every ten victims were not even able to say whether they were male or female, but amongst those who managed to, most referred to them as being male and just a few cases in which female might have been involved (chart n° 175).

Less than two in every ten victims stated knowing the ones involved in the “pick pocketing” by sight. The other victims did not even manage to identify them, let alone say whether they knew them or not (chart n° 176).

In most of the analysed situations no weapon was exhibited as expected in such cases, though about twenty one per cento of the victims referred that a knife and/or pocket knife was shown and three per cent a syringe, which configure more of a theft type of situation than the “pick pocketing” type of approach (chart n° 177).

CHART N°171
Time of the day in which the "pick pocketing" situations have occurred

	%
<i>In the afternoon</i>	48,5
<i>At night</i>	18,2
<i>In the morning</i>	18,2
<i>Does not remember</i>	12,1
<i>Has not answered</i>	3,0

CHART N°172
Time of the day (approximate time) in which the "pick pocketing" situations have occurred

	%
<i>Between 9 A.M. and midday</i>	18,2
<i>Between midday and 3 P.M.</i>	9,1
<i>Between 3 P.M. and 6 P.M.</i>	24,2
<i>Between 6 P.M. and 9 P.M.</i>	21,2
<i>Between 9 P.M. and 11 P.M.</i>	6,1
<i>Does not remember</i>	18,2
<i>Has not answered</i>	3,0

CHART N°173
The number of perpetrators

	%
<i>One perpetrator</i>	36,4
<i>Two perpetrators</i>	6,1
<i>Three or more perpetrators</i>	15,2
<i>Does not know</i>	42,4

CHART N°174
Age (approximate) of the perpetrators

CHART N°175
Sex of the perpetrators

CHART N°176
Degree of acquaintance between the victims and the aggressors

CHART N°177
The exhibition and/or use of weapons

	%
<i>No weapon was exhibited and/or used</i>	72,7
<i>A knife and/or a pocket knife was exhibited/used</i>	21,2
<i>A syringe was exhibited/used</i>	3
<i>Does not remember</i>	3

A similar doubt remains as to one in every ten victims having referred having been slightly injured following the occurrence, unless it happened in the sequence of an altercation or physical confrontation following the “pick pocketing” situation (chart n° 178).

None of the two in every three analysed “pick pocketing” situations were officially reported to the police or judicial authorities (chart n° 179).

More than two in every three victims, who decided to officially complain bout the “pick pocketing” situation were particularly happy with the way in which the authorities they reported the cases to, namely the police, handled the occurrence. It should be pointed out that one in three chose not to answer to this (chart n° 180).

Amongst those, who decided not to officially complain about the case, thirty per cent stated not to know where the case stood as far as court case proceedings were concerned and whether those involved, had been court sentenced or not. Another forty per cent stated that the cases had been closed, whilst thirty knew they had been sentenced and the cases had since then been closed (chart n° 181).

The majority of those who managed to have the case taken through to the final court proceedings stated they were satisfied with the court and judge’s decision (chart n° 182).

Though the greatest majority of those who decided to report the situation up being satisfied with the way in which the authorities ie situation refused to state whether they would do it ist three per cent answered that they would undoubtedly should that be the case (chart n° 183).

About twenty six per cent f the victims, who chose not to officially complaint about the situation, stated not having done it because of being convinced that there was not much the police could have done about it. Almost seventeen per cent stated that they felt they would have to go through a lot of inconveniences and expense. The fourth reason was not having been too important to report. In a lower number, some alleged reasons seemed to point to the fact that most courts let the thieves go free and some still associated to fearing reprisals (chart n° 184).

CHART N°178
Injuries as a direct consequence of the "pick pocketing" situations

	%
<i>No injuries</i>	78,8
<i>Minor injuries</i>	21,2

CHART N°179
Official complaint to the competent Authorities

CHART N°180
Opinions on the way the police handled the situation (satisfying/unsatisfying attitude)

	%
<i>Very satisfied</i>	40,0
<i>Quite satisfied</i>	30,0
<i>Has not answered</i>	30,0

CHART N°181
Where the case stands

	%
<i>It has been closed</i>	40,0
<i>It has been on trial and the defendants have been convicted</i>	30,0
<i>Does not know</i>	30,0

CHART N°182
Opinions on the way the Court and/or judge have handled the case (satisfying/unsatisfying attitude)

	%
<i>Very satisfied</i>	100,0

CHART N°183
Willingness to officially complain if similar situation occurs

CHART N°184
Main reasons as to why they did not officially complain

	%
<i>There was nothing the police could do about it</i>	26,1
<i>The police would not be interested in the case</i>	21,7
<i>It would imply additional expenses and inconveniences</i>	17,4
<i>It was not worth it</i>	13,0
<i>Defendants are normally not convicted</i>	4,3
<i>Fearing reprisals</i>	4,3
<i>Other reasons</i>	30,4

When questioned about the type of punishment they felt those involved in the “pick pocketing” stealing should be subject to, almost forty six per cent suggested judicial punishment, whichever time they had to serve, once it seemed adequate to fit the type of crime. Unpaid community work, being fined and having to compensate the victims for the caused injuries were suggested by fifteen six and three per cent of the inquired victims respectively. It should also be pointed out that eighteen per cent of the victims referred other types of unspecified punishment and twelve per cent stated not knowing which would be the most adequate type of punishment for these circumstances (chart nº 185).

The greatest majority of the victims stated not wanting any mediation type of approach in order to solve or compensate them for the endured injuries. Only fifteen per cent stated they would be willing to submit themselves to such an informal approach (chart nº 186).

Apart from not willing to accept a mediating type of approach, almost seven in every ten victims stated not wanting to give up the court procedural approach even if the former could lead them to any form of agreement between the parties involved (chart nº 187).

Although these circumstances very rarely imply physical violence, almost seven in every ten victims stated to have been rather disturbed following the criminal event (chart nº 188). Most victims stated having been provided material and psychological support, mainly by their family members. Four in every ten victims admitted not having had any support whatsoever following the “pick pocketing” situation they saw themselves involved in (chart nº 189).

Besides the physical and emotional consequences, most victims stated having suffered direct material losses (chart nº 190). The average amount has reached 135 euros (27,115 escudos). The fact that almost nine in every ten victims did not manage to get their money, valuable objects and/or any other stolen goods has largely contributed to the accounted for figures (chart nº 191).

CHART Nº185
Opinions on the punishment the perpetrator/s should be subject to

	%
<i>Prison sentence</i>	45,5
<i>Unpaid community work</i>	15,2
<i>Having to pay a fine</i>	6,1
<i>Having to pay a compensation for the caused damages</i>	3,0
<i>Physical punishment</i>	3,0
<i>Other eventual punishments</i>	18,2
<i>Does not know</i>	12,1

CHART Nº186
Willingness/unwillingness to accept a mediating approach

	%
<i>Not willing to</i>	53,8
<i>Eventually willing to</i>	23,1
<i>Willing to</i>	15,4
<i>Does not know</i>	3,8
<i>Has not answered</i>	3,8

CHART Nº187
Willingness to give up the court case should there be an agreement between the parties involved

	%
<i>Not willing to</i>	69,2
<i>Willing to</i>	11,5
<i>Depending on the agreement</i>	7,7
<i>Has not answered</i>	11,5

CHART Nº188
Disturbance as a direct consequence of the crime

	%
<i>Very disturbed</i>	24,2
<i>Quite disturbed</i>	45,5
<i>Little disturbed</i>	15,2
<i>Not disturbed at all</i>	6,1
<i>Has not answered</i>	9,1

CHART Nº189
Juridical, psychological and material supported provided following the crime

	%
<i>Material loss</i>	66,7
<i>No loss because the crime was not effectively carried out</i>	3,0
<i>Does not remember</i>	9,1
<i>Does not know</i>	21,2

CHART Nº190
Damages to be accounted for

	%
<i>Has not recovered anything</i>	87,5
<i>Has partly recovered</i>	9,4
<i>Has recovered almost everything</i>	3,1

The very few victims, who managed to partly and/or totally recover the stolen patrimony stated hat they mostly owed this to the police intervention. Another forty per cent stated having managed to recover the stolen patrimony due to the help of others, they preferred not to identify (chart nº 192).

The consequences such crimes may have are significant enough not only in material and psychological terms but also regarding the necessity some victims have had so as to alter their way of life because of them. Only about twenty one per cent of the inquired victims stated not having felt the necessity to take any additional precaution following the situation. Twenty one per cent avoid walking around the city on their own, about twelve simply stopped going out at night and another twelve per cent started keeping their money in so called safer places (chart nº 193). Having taken the decision not to go out at night clearly shows how people sometimes have to alter their ways of moving about freely in order to avoid being subject to further victimizing situations as well as having to alter some of the habits and practices they have been accustomed to and which ultimately give them a certain pleasure.

2. THE STEALING OF PROPERTY IN PUBLIC PLACES
More than half of the thefts, which were not “pick pocketing” situations, have occurred in the street, parks, public gardens, working/studying places and public transportation, the suppositions of the victims (chart nº 194).

	%
<i>Very disturbed</i>	24,2
<i>Quite disturbed</i>	45,5
<i>Little disturbed</i>	15,2
<i>Not disturbed at all</i>	6,1
<i>Has not answered</i>	9,1
<i>Unspecified public place somewhere else</i>	45,2
<i>Started avoiding certain places</i>	3,0
<i>Started carrying weapons</i>	3,0
<i>Started avoiding taking money around with him/her</i>	6,1
<i>Other precautions</i>	36,4
<i>Has not answered</i>	3,0

the total number of property stealing may have occurred owed by those which have occurred in September and 6), as well as those occurred in January, February, April ering quite similar prevalence figures (chart nº 195).

situations may have occurred in the afternoon, followed 1 occurred at night (chart nº 196).

CHART Nº191
Recovery of the stolen money, goods and/or valuable objects

	%
<i>Has not recovered anything</i>	87,5
<i>Has partly recovered</i>	9,4
<i>Has recovered almost everything</i>	3,1

CHART Nº192
Entities and/or people who helped recover the stolen patrimony

	%
<i>The police</i>	60,0
<i>Other people</i>	40,0

CHART Nº193
The adoption of specific precautions following the crime

CHART Nº194
Places where the stealing of property has occurred

	%
<i>January</i>	3,2
<i>February</i>	6,5
<i>April</i>	9,7
<i>May</i>	6,5
<i>September</i>	16,1
<i>October</i>	25,8
<i>November</i>	16,1
<i>Does not remember</i>	16,1

CHART Nº195
Month of the year in which the stealing of property has occurred

	%
<i>January</i>	3,2
<i>February</i>	6,5
<i>April</i>	9,7
<i>May</i>	6,5
<i>September</i>	16,1
<i>October</i>	25,8
<i>November</i>	16,1
<i>Does not remember</i>	16,1

CHART Nº196
Time of the day in which the stealing of property has occurred

	%
<i>In the morning</i>	12,9
<i>In the afternoon</i>	51,6
<i>At night</i>	35,5

In what concerns the approximate time in which the situations may have occurred and taking into account the obtained information most seem to have taken place between 3 P.M. and 8 P.M. (chart nº 197).

Almost a third of the enquired victims stated not knowing how many individuals had been involved in the stealing of their property. 29% stated presuming it had been only one individual, whereas about 42% stated presuming there had been more than two individuals involved (chart nº 198).

Apart from the obvious difficulties in accurately identifying the main characteristics of the perpetrators of this type of crimes, which to a certain extent justifies the fact that one in every three victims has not been able to define their ages, more than forty one per cent of the enquired victims stated they were either young or very young as against one fourth, who stated they were adults (chart nº 199).

Almost three in every ten victims have not been able to identify the sex of the perpetrators of this crime. Among those, who manage to identify it, most stated they were male, whilst very few stating that both male and female had been engaged in the situations (chart nº 200).

Less than one in every ten victims stated knowing the perpetrator/s, though only by sight, whilst the others did not even have a chance to see them let alone identify whether they were known or not (chart nº 201).

In most of the analysed situations a weapon and/or syringe was exhibited or even used during the carrying out of the situation, which takes us into quite a difficult situation to be adequately accounted for, once it may sound more of a theft than the actual stealing of personal property and goods (chart nº 202). It may have been one of those situations in which the firearms and/or syringes were used or exhibited following the actual stealing in order to dissuade the victims to call for help or go after them, similarly to what has already been referred

CHART Nº197

Time of the day (approximate time) in which the stealing of property has occurred

	%
<i>Between 6 A.M. and 9 A.M.</i>	6,5
<i>Between 9 A.M. and midday</i>	6,5
<i>Between midday and 3 P.M.</i>	9,7
<i>Between 3 P.M. and 6 P.M.</i>	32,3
<i>Between 6 P.M. and 9 P.M.</i>	12,9
<i>Between 9 P.m. and 11 P.M..</i>	6,5
<i>Between 11 P.M. and 3 A.M.</i>	9,7
<i>Between 3 A.M. and 6 A.M.</i>	6,5
<i>Does not remember</i>	3,2
<i>Has not answered</i>	6,5

CHART Nº198

Number of perpetrators of the crime

	%
<i>One single individual</i>	29,0
<i>Three or more individuals</i>	29,0
<i>Two individuals</i>	12,9
<i>Does not know</i>	29,0

CHART Nº199

Age (approximate age) of the perpetrators of the crime

CHART Nº200

Sex of the perpetrators

CHART Nº201

Degree of existing acquaintance between the victims and the perpetrators

	%
<i>Was/were unknown</i>	64,5
<i>Was/were known by sight</i>	9,7
<i>Does not know</i>	25,8

CHART Nº202

The exhibition and/or use of weapons

	%
<i>No weapon was exhibited/used</i>	45,2
<i>A knife/pocket knife was exhibited/used</i>	41,9
<i>A syringe was exhibited/used</i>	3,2
<i>Has not answered</i>	9,7

regarding other circumstances.

Data relating to the injuries almost reinforces this idea, once almost ninety per cent of the victims stated not having been injured (chart nº 203).

The competent police and judicial Authorities were not officially communicated half of the number of accounted for situations (chart nº 204).

About forty six per cent of the number of victims, who decided to officially complain about the situation, was unsatisfied or not particularly satisfied with the way the police handled the situations. Just twenty three per cent seem to have been satisfied. The fact that one in every three victims decided not to answer to this question should be pointed out (chart nº 205).

From among the ones who officially complained the situation to the competent police and judicial Authorities, almost one half stated knowing that the case had been closed, anther thirty per cent that the case had been taken to court and the perpetrators/s had been convicted. Almost six per cent stated knowing that it was in the trial phase, whilst eighteen per cent stated not knowing where it stood (chart nº 206).

Most victims, who have seen the court case through to its final phase, have had a certain difficulty in evaluation the Court and/or the judge’s decision. The remaining ones have either evaluated it positive or negatively. Regarding this last position, because of allegedly not seeming too “interested” in the case (chart nº 207).

	%
<i>Male</i>	64,5
<i>Male/female</i>	6,5
<i>Does not know</i>	29,0
<i>Does not know</i>	32,3
<i>Does not know</i>	17,6

ng shown a certain degree of reluctance in evaluating ken by the police and judicial authorities in what concerned t eight in every ten victims stated that if ever confronted with a similar situation they would officially complain (chart nº 208).

Almost nineteen per cent of the victims decided not to officially complain because of it implying additional inconveniences and expenses. An-other nineteen per cent stated not having done it because of fearing reprisals, whilst almost thirteen per cent stated not having felt the situation was worth complaining, having the feeling that the police would not pay too much attention to it and/or that there would not be much the police could actually do or have done about t. Six per cent stated not having officially complained because of having the feeling

CHART Nº203

Injuries as a direct cause of the situation

	%
<i>No injuries</i>	96,8
<i>Minor injuries</i>	3,2

CHART Nº204

Official complaint

CHART Nº205

Opinions on how the police handled the situation (satisfying/unsatisfying attitude)

	%
<i>Not satisfied at all</i>	38,5
<i>Not particularly satisfied</i>	7,7
<i>Satisfied</i>	23,1
<i>Has not answered</i>	30,8

CHART Nº206

Where the case stands

CHART Nº207

Opinions on the way the Court/ judge has handled the case (satisfying/unsatisfying attitude)

	%
<i>Very satisfied</i>	16,7
<i>Not satisfied at all</i>	16,7
<i>Has not answered</i>	66,7

CHART Nº208

Willingness to officially complain, should a similar situation occur

	%
<i>Willing to</i>	78,6
<i>Not willing to</i>	7,1
<i>Does not know</i>	14,3

CHART Nº209

Main reasons as to why no official complaint was made

	%
<i>To officially complain would imply additional expense and inconveniences</i>	18,8
<i>The fear of reprisals</i>	18,8
<i>The crime was not worth it</i>	12,5
<i>The Police would not get interested in the case</i>	12,5
<i>There was nothing the Police could do about it</i>	12,5
<i>Defendants are rarely punished</i>	6,3
<i>Other reasons</i>	37,5

that courts “rarely punish the defendants” (chart nº 209). When questioned about the type of “punishment” the perpetrator/s of the crime should be subject to, almost thirty nine per cent of the enquired victims suggested unpaid community work, about twenty-six stated they should be convicted preferably for no less than five years imprisonment, ten per cent suggested adequate physical punishment and about seven per cent having to pay a compensation amount to cover for the caused damages, though no amounts were referred. Curiously enough some victims suggested that their parents should also be hold co-responsible for the damages (chart nº 210).

Just over half of the number of victims stated not minding to accept a mediating approach between them and the perpetrator/s of the crime. Just twenty two per cent stated not to be willing to accept an informal mediating process. It should be pointed out that about twenty five per cent of the enquired victims decide not to answer and/or alleged not to know (chart nº 211).

Less than one third of the victims stated to be willing to give up the judicial case, should there be some sort of mediating agreement between the parties involved. Almost one in every four victims stated not considering that possibility. It should be pointed out that half of the total amount of enquired victims decided not to answer to this question and/or eventually alleged not knowing what to say (chart nº 212).

In spite of this type of crime not implying too much violence, almost seven in every ten victims stated having been very or quite disturbed, following the crimes (chart nº 213). Almost half of the number of enquired victims stated having been provided material and psychological support by their relatives, friends and/or neighbours. Some of them even referred having been provided some support by the police Authorities.

CHART Nº210
Opinions on the type of punishment the perpetrator/s should be subject to

	%
<i>Unpaid community work</i>	38,7
<i>Prison sentence</i>	25,8
<i>Physical punishment</i>	9,7
<i>Having to pay a compensation amount for the caused damages</i>	6,5
<i>Having to pay a fine</i>	6,5
<i>Have their parents hold co-responsible for the caused damages</i>	3,2
<i>Does not know</i>	9,7

CHART Nº211
Willingness/unwillingness to accept a mediating approach

	%
<i>Willing to</i>	25,9
<i>Eventually willing to</i>	25,9
<i>Not willing to</i>	22,2
<i>Does not know</i>	11,1
<i>Has not answered</i>	14,8

CHART Nº212
Willingness to give up the judicial case should there be an agreement between the parties involved

	%
<i>Not willing to</i>	24,0
<i>Depending on the agreement</i>	20,0
<i>Willing to</i>	12,0
<i>Does not know</i>	12,0
<i>Has not answered</i>	32,0

CHART Nº213
Disturbance as a direct consequence of the crime

	%
<i>Very disturbed</i>	38,7
<i>Quite disturbed</i>	29,0
<i>Little disturbed</i>	16,1
<i>Not disturbed at all</i>	12,9
<i>Has not answered</i>	3,2

CHART Nº214
Juridical, psychological and material support provided following the crime

	%
<i>No support provided</i>	48,4
<i>Support provided by the relatives</i>	25,8
<i>Support provided by friends and/or neighbours</i>	19,3
<i>Support provided by the police</i>	3,2
<i>Has not answered</i>	16,1

The other half stated not having received any support (chart nº 214). Most of the enquired victims stated having had significant material losses, apart from the physical and emotional consequences (chart nº 215). The average amount involving material loss has been estimated in something like 1.489 Euros (298.545 Escudos) according to the victims. The fact that almost eight in every ten victims have not been able to recover the stolen money, goods and or valuable objects added to the fact that most of those were not insured, has led to the high obtained figures (chart nº 216).

The very few victims who managed to recover part or the total amount of the stolen patrimony stated the police had been mostly responsible for the recovery. The other forty per cent stated they had managed to recover it because of the help of people they decided not to identify (chart nº 217).

Having analysed the material and psychological consequences of such crimes, as well as the changes in the rhythm and style of life the victims had to adopt following the crimes, we may conclude that just twenty nine per cent of the total number of enquired victims stated not having taken special precautions following these situations (chart nº 218).

	%
<i>No special precaution has been adopted</i>	29,0
<i>Started avoiding going to certain places</i>	25,8
<i>Started keeping the money somewhere else</i>	6,5
<i>Stopped going out at night</i>	3,2
<i>Started avoiding going out alone</i>	3,2
<i>Has adopted some precautions, which he/she has not specified</i>	32,3

CHART Nº215
Damages

	%
<i>Material loss</i>	83,9
<i>No loss as the crime was not effectively carried out</i>	6,5
<i>Does not remember</i>	9,7

CHART Nº216
Recovery of the stolen money, goods and/or valuable objects

	%
<i>Has not recovered anything</i>	79,3
<i>Has recovered almost everything</i>	10,3
<i>Has partly recovered what was stolen</i>	3,4
<i>Has recovered everything</i>	3,4
<i>Has not answered</i>	3,4

CHART Nº217
Entities and/or people who helped them recover the stolen money, goods and/or valuable objects

	%
<i>The police</i>	60,0
<i>Other people</i>	40,0

CHART Nº218
The adoption of special precautions following the crime

VIII VICTIMIZATIONS WITHIN THE FAMILY UNITS

The data, which is now going to be presented, analysed and discussed refers to the circumstances in which crimes concerning the patrimony of family units, have occurred. The way in which the family members of these family units have handled the situations are also to be analysed, taking into account the consequences as well. We would like to point out that according to previously referred figures; these were the ones with the higher prevalence and incidence results within the Lisbon Metropolitan area.

1. STEALING FROM VEHICLES

Most of these situations (eight in every ten) have occurred in the street according to the answers provided by the enquired people. The remaining occurrences took place in public spaces (chart nº 219).

	%
<i>At night</i>	53,2
<i>In the afternoon</i>	23,4
<i>In the morning</i>	17,0
<i>Does not remember</i>	6,4

These figures have been quite coherent throughout the various months, with the exception of a significant high prevalence percentage in December and February (chart nº 220).

Most situations have occurred at night, followed by the ones, which have occurred in the afternoon (chart nº 221). Almost four in every ten of the referred situations occurred between 3 A.M. and 6 A.M. followed by the ones, which have occurred between 3 P.M and 6 P.M. (chart nº 222).

CHART Nº219

Places in which the situations have occurred

	%
<i>In the street</i>	78,7
<i>Close to a park and/or a public garden</i>	10,6
<i>Close to a working/studying place</i>	4,3
<i>Unspecified public place</i>	4,3
<i>Does not remember</i>	2,1

CHART Nº220

Month of the year in which these situations have occurred

	%
<i>March</i>	8,5
<i>April</i>	6,4
<i>May</i>	4,3
<i>June</i>	6,4
<i>July</i>	2,1
<i>August</i>	6,4
<i>September</i>	6,4
<i>October</i>	10,6
<i>November</i>	23,4
<i>December</i>	8,5
<i>Does not remember</i>	17,0

CHART Nº221

Time of the day in which the situations have occurred

Most of the enquired people stated not knowing how many individual/s had been involved in the stealing from the vehicle/s, nor did they seem to know their sex and age/s, which is perfectly understandable taking into account the nature of the type of crime. Most of them also stated not knowing whether they knew them or not. Half of the stealing situations were not officially reported to the competent police and/or judicial authorities (chart n° 223).

Almost seven in every ten people, who decided to officially complain to the competent authorities, were unsatisfied with the way they, particularly the police handled the situation (chart n° 224). The fact that they may have felt a certain lack of “interest” on the part of the Authorities may have contributed towards the high levels of unsatisfying attitudes together with the fact they the perpetrators of the situations in question were not caught, and/or still the fact that the stolen property from the vehicle was not recovered. Still to be accounted for is the fact that it took them too long to let them know what was happening as far as the investigation was concerned and/or eventually no information was provided (chart n° 225).

More than four in every ten of the enquired people, who decided to officially complain to the competent Authorities, stated having known that the case had already been closed. Another two in every ten stated that they felt the case was still being investigated, whilst three in every ten simply did not know where the case stood (chart n° 226).

CHART N°222

Time of the day (approximate time) in which the situations have occurred

	%
<i>Between 11 P.M. and 3 A.M.</i>	23,4
<i>Between 3 A.M. and 6 A.M.</i>	12,8
<i>Between 6 A.M. and 9 A.M.</i>	4,3
<i>Between 9 A.M. and 9 A.M</i>	4,3
<i>Between 9 P.M. and midday</i>	12,8
<i>Between 3 P.M. and 6 P.M.</i>	19,1
<i>Between 9.P.M. and 11 P.M.</i>	6,4
<i>Does not remember</i>	21,3

CHART N°223

Official complaint

	%
<i>No official complaint</i>	52,2
<i>Official complaint made by to the police the person being enquired</i>	28,3
<i>Official complaint made to the police by someone else</i>	15,2
<i>Official complaint made to another Authority by someone else</i>	2,2
<i>Does not recall</i>	2,2

CHART N°224

Opinions on the way the Police handled the case (satisfying/unsatisfying attitude)

	%
<i>Not at all satisfied</i>	47,4
<i>Little satisfied</i>	21,0
<i>Satisfied</i>	26,3
<i>Has not answered</i>	5,3

CHART N°225

Main reasons as to why they were not satisfied with the way the Police handled the situation

CHART N°226

Where the case stands

In spite of not having been satisfied with the way the Police and judicial Authorities handled the situations, more than eight in every ten of the total enquired population stated that if ever they were subject to a similar situation in the future they would nevertheless officially complain about it. 17% stated not to know whether they would or not do it again (chart n° 227).

Six in every ten stated not having officially complained because of it not worth complaining and/or being convinced that there was nothing the Police could have done about it. Others referred having felt that there would have been additional expenses and inconveniences and/or the eventual lack of interest on the part of the Police to resolve the case (chart n° 228).

When asked what sort of punishment the person/people involved in this/these situation/s should be subject to, most suggested a number of alternative punishments, such as unpaid community work, the payment of a fine, whose amount they did not specify, to cover for the caused damages (chart n° 229).

Most of the enquired people stated not to be willing to accept a mediating approach with the perpetrators of the crime, in order to solve and/or compensate for the damages. Only about twenty seven per cent stated to be willing to accept such an approach (chart n° 230).

The willingness to accept a mediating approach does not seem to always correspond to the willingness to give up proceeding with the court case procedures, even if the parties have reached an agreement (chart n° 231).

	%
<i>It has been closed</i>	42,9
<i>It is under investigation</i>	19,0
<i>Does not know</i>	30,1
<i>The perpetrator/s was/were not caught</i>	15,4
<i>They did not recover the stolen goods</i>	15,4
<i>They were not provided any information by the police; it took them too long to let them know what was going on</i>	15,4
<i>Other reasons</i>	7,7
<i>Has not answered</i>	7,7

CHART N°227

Willingness to officially complaint, should there be a similar situation in the future

CHART N°228

Main reasons as to why they did not officially complain to the competent Authorities

CHART N°229

Opinions on the type of punishment the perpetrator/s of the crime should be subject to

	%
<i>Unpaid community work</i>	36,9
<i>Prison sentence</i>	26,1
<i>Having to pay a compensation amount for the caused damages</i>	8,7
<i>Having got pay a fine</i>	8,7
<i>To have the parents hold co-responsible for the caused damages</i>	2,2
<i>Physical punishment</i>	2,2
<i>Other punishments</i>	10,6
<i>Does not know</i>	8,7

CHART N°230

Willingness/unwillingness to accept a mediating approach

CHART N°231

Willingness/unwillingness not to go through to the final court case procedures should there be an agreement between the parties

	%
<i>Not willing to</i>	33,3
<i>Willing to</i>	28,6
<i>Depending on the agreement</i>	23,8
<i>Does not know</i>	2,4
<i>Has not answered</i>	11,9

Almost five in every ten of the enquired people stated having been very and/or rather disturbed following the crime, most probably due to the damages and inconveniences involved (chart nº 232). Most of them also stated not having been provided any material or psychological support. Some have stated having either been provided some support by the relatives and the insurance companies regarding the stolen objects (chart nº 233).

Most of the people enquired stated having had material damages, apart from the physical and psychological consequences following the crime (chart nº 234). The average material damages have reached the 435, 70 Euros (87.345 escudos) according to the victims. The fact that nine in every ten people did not manage to recover any of the stolen patrimony may account for the high figures regarding the damages (chart nº 235).

The very few who managed to either completely or partly recover the stolen patrimony stated that if they did they owed it to the police authorities (chart nº 236).

The impact caused by the damages may have been aggravated by the fact that the patrimony was only partly insured and or eventually in very few cases insured against all risks (chart nº 237). According to the people enquired most vehicles had no safety system

CHART Nº232
Disturbance as a direct consequence of the crime

	%
<i>Quite disturbed</i>	38,3
<i>Not disturbed at all</i>	29,8
<i>Little disturbed</i>	23,4
<i>Little disturbed</i>	8,5

CHART Nº233
Juridical, psychological and material support provided following the crime

	%
<i>No support provided</i>	65,1
<i>Support provided by relatives</i>	25,6
<i>Support provided by the insurance companies</i>	4,7
<i>Has not answered</i>	4,7

CHART Nº234
Damages

	%
<i>Material damages</i>	83,0
<i>No damage once the crime was not effectively carried out</i>	2,1
<i>Does not remember</i>	8,5
<i>Does not know</i>	6,4

CHART Nº235
Recovery of the stolen money, goods and any other valuable objects

	%
<i>Did not recover anything</i>	91,3
<i>Recovered part of the stolen patrimony</i>	2,2
<i>Recovered everything</i>	2,2
<i>Has not answered</i>	4,3

CHART Nº236
Entities and/or people who helped them recover the stolen patrimony

	%
<i>Police</i>	100,0

CHART Nº237
Insurance particularities

	%
<i>Not insured</i>	68,1
<i>Insured against all risks</i>	12,8
<i>Insured against some risks</i>	8,5
<i>Does not know</i>	2,1
<i>Has not answered</i>	8,5

CHART Nº238
Safety systems

	%
<i>Alarm</i>	31,1
<i>Locks</i>	11,1
<i>Other safety systems</i>	11,1
<i>No safety system</i>	55,6
<i>Does not know</i>	2,2
<i>Has not answered</i>	2,2

(76%). Only nineteen per cent of the vehicles in which patrimony was stolen had an anti-theft alarm installed (chart nº 239).

These crimes have naturally led people to adopt preventive measures, such as parking the cars in well lit and/or under vigilance area, apart from not leaving things lying around the inside of the cars and/or having them parked in garages (chart nº 240).

2. VEHICLE DAMAGING

Most vehicle damaging has occurred

in the street according to the answers provided by nine in every ten of the people enquired. The remaining damages according to same source have occurred in public places (chart nº 241).

Similarly to the stealing from vehicles, most vehicle damaging seem to have a steady prevalence throughout the various months of the year, having reached the highest figures during the months of October, November and December, as against the lowest figures which have been registered in February, March and June (Chart nº 242).

Most of the vehicle damaging has occurred during the night period, followed by the one registered in the afternoon (chart nº 243). Quite a significant number of the people enquired were unable to specify the approximate time in which these occurrences have taken place, though there is an indication that most of them may have occurred between 8 P.M. and 6 A.M. (chart nº 244). Almost nine in every ten from among the people enquired stated not

CHART Nº239
The installing of a safety system following the crime

	%
<i>It was not installed</i>	76,2
<i>An alarm has been installed</i>	19,0
<i>Safety locks have been installed</i>	2,4
<i>Another safety system has been installed</i>	2,4

CHART Nº240
The adoption of precautions following the crime

	%
<i>Has not adopted any precaution</i>	64,3
<i>Now leaves the car in well lit and/or under vigilance areas</i>	32,1
<i>Does not leave anything lying around inside the car</i>	25,0
<i>Parks the car in garages</i>	10,7
<i>Collects the car aerial</i>	10,7
<i>Has adopted other precautions</i>	14,3
<i>Has not answered</i>	10,7

CHART Nº241
Places in which the vehicle damaging has occurred

	%
<i>In the street</i>	88,7
<i>Close to a park and/or public garden</i>	3,1
<i>Close to a working/studying place</i>	1,0
<i>Unspecified public place</i>	6,2
<i>Does not remember</i>	1,0
<i>Total</i>	100,0

CHART Nº242
Month of the year in which the vehicle damaging has occurred

	%
<i>January</i>	4,1
<i>February</i>	1,0
<i>April</i>	4,1
<i>May</i>	7,2
<i>June</i>	1,0
<i>July</i>	2,1
<i>August</i>	2,1
<i>September</i>	8,2
<i>October</i>	13,4
<i>November</i>	13,4
<i>December</i>	13,4
<i>Does not recall</i>	27,8
<i>Has not answered</i>	2,1

CHART Nº243
Time of the day in which the vehicle damaging may have occurred

	%
<i>At night</i>	54,6
<i>In the afternoon</i>	15,5
<i>In the morning</i>	8,2
<i>Does not recall</i>	18,6
<i>Has not answered</i>	3,1

knowing how many individuals had been involved, nor were they able to specify their sex and approximate age. They still stated that it would naturally be very difficult for them to say whether they knew or not the perpetrator/s of the crime.

Almost nine in every ten occurrences were officially reported to the competent police and judicial authorities by either the person being questioned or by a third party (chart n° 245).

Almost eight in every ten from among the ones, who decided to officially complain, stated they were little satisfied or not satisfied at all with the way the authorities, namely the police had handled the situation (chart n° 246). The fact that the Police Authorities may not have seemed particularly I “interested” in resolving the situation, may have contributed towards the high levels of unsatisfying attitudes regarding this, together with the additional fact that the perpetrator/s was/were not caught by the Police (chart n° 247).

More than three fourths of the people enquired who decided to officially complain to the competent authorities stated not knowing where the cases stood. Only twenty one per cent stated having known that the case had already been closed and seven per cent that it was still under investigation (chart n° 248).

In spite of the unsatisfying attitude associated with the way the police and judicial authorities have handled the case, those who had decided to officially complain referred that they would complain in the future as against half of them who no longer would complain should they go through a similar situation (chart n° 249). Four in every ten from among the ones who decided not to officially

CHART N°244

Time of the day (approximate time) in which the vehicle damaging may have occurred

	%
<i>Between 9 A.M. and midday</i>	6,2
<i>Between midday and 3 P.M.</i>	2,1
<i>Between 3 P.M. and 6 P.M.</i>	8,2
<i>Between 6 P.M. and 9 P.M.</i>	2,1
<i>Between 9 P.M. and 11 P.M.</i>	10,3
<i>Between 11 P.M. and 3 A.M.</i>	10,3
<i>Between 3 A.M. and 6 A. M.</i>	13,4
<i>Does not recall</i>	42,3
<i>Has not answered</i>	5,2

CHART N°245

Official complaint

	%
<i>No official complaint was made</i>	86,3
<i>Official complaint made by the person being questioned to the police</i>	10,5
<i>Official complaint made by a third party to the police</i>	2,1
<i>Does not remember</i>	1,1

CHART N°246

Opinions on the way the Police handled the situation (satisfying/unsatisfying attitude)

	%
<i>Not at all satisfied</i>	41,7
<i>Little satisfied</i>	41,7
<i>Satisfied</i>	8,3
<i>Has not answered</i>	8,3

CHART N°247

Main reasons as to why they were not satisfied with the way the police have handled the situation

	%
The perpetrator/s was/were not caught	70,0
The police did not seem particularly “interested” in the case	30,0

CHART N°248

Where the case stands

	%
<i>It has been closed</i>	21,4
<i>It is still under investigation</i>	7,1
<i>Has not answered</i>	21,4
<i>Does not know</i>	50,0

CHART N°249

Willingness to officially complain in the future should there be a similar situation

	%
<i>Willing to</i>	50,0
<i>Not willing to</i>	50,0

complain stated not having done it because of the case not being worth reporting and/or because of being convinced that there would be nothing the police could have done about it. Some of the other reasons pointed out as to not having officially reported the situations were the fact that they were convinced the police would not be particularly interested in the case and/or complaining would imply additional expense and inconveniences (chart n° 250) When questioned about the type of punishment the perpetrators of this

	%
<i>The crime was not worth complaining</i>	42,2
<i>There was nothing the police could have done about it</i>	39,6
<i>The police would not be particularly “interested” in the case</i>	13,3
<i>The official complain would imply additional expense and inconveniences</i>	8,4
<i>The fear of reprisals</i>	1,2
<i>The fact that courts do not severely punish the defendants of such situations</i>	1,2
<i>Other reasons</i>	10,8
<i>Has not answered</i>	1,2

type of crime should be subject to, most of the enquired people suggested a number of alternatives to the prison sentence. Most suggested compensation amounts to cover for the caused damages, unpaid community work, fines whose amounts they were not able to define and/or simply being called the attention to this fact and have their actions criminally registered (chart n° 251).

Most of the ones enquired stated being willing and/or eventually being willing to accept a mediating type of approach with the perpetrator/s in order to solve and/or compensate for the caused damages. Twenty six per cent stated not to be willing to accept an informal mediation (chart n° 252). The willingness to accept an extra-judicial mediating approach has been reinforced by the fact that almost half of the victims stated giving up the court procedures, should they reach an agreement (chart 253). More than five in every ten of the enquired people stated having been

CHART N°250

Main reasons as to why they did not officially complain

CHART N°251

Opinions on the type of punishment the perpetrator/s of such crimes should be subject to

	%
<i>Compensation amount to cover for the damages</i>	33,0
<i>Unpaid community work</i>	15,5
<i>A fine</i>	16,5
<i>Prison sentence</i>	14,4
<i>Physical punishment</i>	8,2
<i>To be hold responsible and have it criminally registered</i>	2,1
<i>Another type of punishment</i>	2,1
<i>Does not know</i>	5,2
<i>Has not answered</i>	3,1

CHART N°252

Willingness/unwillingness to accept a mediating approach

	%
<i>Willing to</i>	56,5
<i>Not willing to</i>	26,1
<i>Eventually willing to</i>	8,7
<i>Does not know</i>	3,3
<i>Has not answered</i>	5,4

CHART N°253

Willingness to give up the court procedures should there be an agreement between the parties involved

	%
<i>Willing to</i>	47,0
<i>Not willing to</i>	26,5
<i>Depending on the agreement</i>	10,8
<i>Does not know</i>	2,4
<i>Has not answered</i>	13,2

disturbed following the crime, most probably due to the number of damages and inconveniences involved (chart nº 254). About six in every ten stated not having been provided any material and/or psychological support, with the exception of some who stated having been supported by relatives, friends and/or neighbours (chart nº 255)

Most of the people enquired stated having had material damages as a direct consequence of the crime apart from the physical and psychological consequences they have had to endure (chart nº 256). The estimated value of the material damage has reached 460, 40 Euros (92.294 Escudos) according to the victims.

The impact of the caused damages may have been aggravated by the fact that only some were totally and/or partly covered by the insurance (chart nº 257).

Most of the vehicles in which the damages occurred had no safety system installed and only three in every ten were equipped with anti-theft alarms (chart nº 258).

Following the crime almost ninety per cent of the people had safety systems installed. In ten per cent of the remaining vehicles an anti-theft system was installed (chart nº 259).

The crimes we have just been analysing led the people who were victimized by them to take precautions, such as looking for well lit, and/or under surveillance parking places and eventually try to exert a direct surveillance. It should be pointed out that two thirds of the people enquired stated not having taken any specific precaution following these situations (chart nº 260).

3. THE STEALING OF VEHICLES

CHART Nº254

Disturbance following the crime

	%
<i>Very disturbed</i>	19,6
<i>Quite disturbed</i>	34,0
<i>Little disturbed</i>	22,7
<i>Not at all disturbed</i>	16,5
<i>Has not answered</i>	7,2

CHART Nº255

Juridical, psychological and material support provided following the crime

	%
<i>No support was provided</i>	60,2
<i>Support provided by relatives</i>	29,0
<i>Support provided by friends and/or neighbours</i>	3,2
<i>Has not answered</i>	8,6

CHART Nº256

Damages

	%
<i>Material damages</i>	59,8
<i>No damage once the crime was not effectively carried out</i>	4,1
<i>Does not remember</i>	7,2
<i>Does not know</i>	24,7
<i>Has not answered</i>	4,1

CHART Nº257

Insurance particularities

	%
<i>Totally covered by the insurance</i>	12,6
<i>Partly covered by the insurance</i>	9,5
<i>Not covered by the insurance</i>	65,3
<i>Does not know</i>	4,2
<i>Has not answered</i>	8,4

CHART Nº258

Safety systems

	%
<i>No safety system</i>	55,7
<i>Alarms</i>	30,9
<i>Safety locks</i>	3,1
<i>Portable locks</i>	3,1
<i>Stop chains</i>	1,0
<i>Other safety systems</i>	1,0
<i>Does not know</i>	1,0
<i>Has not answered</i>	4,1

CHART Nº259

The installing of safety systems following the crime

	%
<i>It was not installed</i>	89,5
<i>An alarm has been installed</i>	9,5
<i>Locks have been installed</i>	1,1

CHART Nº260

The adoption of specific precautions following the crime

	%
<i>No precaution has been adopted</i>	66,0
<i>Now parks the car in well lit and/or under surveillance areas</i>	15,4
<i>Now avoids parking the car in certain areas</i>	4,1
<i>Now watches over the car</i>	4,1
<i>Has adopted an unspecified precaution</i>	5,2
<i>Does not know</i>	4,1
<i>Has not answered</i>	1,0

Most of these situations have occurred in the street according to the enquired people (chart nº 261).

These occurrences have steadily prevalence figures throughout the various months of the year, with maybe lower registered cases having occurred in May, June, July, August and December (chart nº 262).

Almost nine in ten of the occurrences have been carried out at night (chart nº 263), having seven in every ten of them occurred between 8 P.M. and 6 A.M. (chart nº 264).

Most of the people enquired as to how many individuals had been involved in this criminal act stated not knowing, similar answers were given in what concerns the sex and age of the perpetrators, not to mention whether they were or not known to them.

Police and judicial authorities were not officially told of just a little over three in every ten of the analysed situations (chart nº 265).

Almost half of the people who decided to officially complain were little or not satisfied at all with the way the authorities; particularly the Police have handled the cases (chart nº 266). The fact that the perpetrator/s were not caught, together with the fact that the police did not show particular “interest” in solving the case and were even impolite in some odd cases may have contributed towards the high registered figures. It should be pointed out that almost two in every ten people enquired decided not to answer to this question (chart nº 267).

More than five in every ten of the people who decided to officially

CHART Nº261

Places in which the situation has occurred

	%
<i>In the street</i>	100,0

CHART Nº262

Month of the year in which the situation has occurred

	%
<i>January</i>	12,0
<i>February</i>	12,0
<i>March</i>	12,0
<i>April</i>	8,0
<i>June</i>	4,0
<i>July</i>	4,0
<i>August</i>	4,0
<i>October</i>	12,0
<i>November</i>	8,0
<i>December</i>	4,0
<i>Does not recall</i>	20,0
<i>Total</i>	100,0

CHART Nº263

Time of the day in which the situations have occurred

	%
<i>At night</i>	84,0
<i>In the afternoon</i>	4,0
<i>Does not recall</i>	4,0
<i>Has not answered</i>	8,0

CHART Nº264

Time of the day (approximate time) in which the situations have occurred

	%
<i>Between 9 P.M. and 11 P.M.</i>	8,0
<i>Between 11 P.M. and 3 A.M.</i>	40,0
<i>Between 3 A.M. and 6 A.M.</i>	16,0
<i>Between 3 P. M. and 6 P.M.</i>	4,0
<i>Does not recall</i>	16,0
<i>Has not answered</i>	16,0

CHART Nº265

Official complaint

	%
<i>Official complaint made by the person being enquired</i>	40,0
<i>Official complaint made by a third party</i>	28,0
<i>No official complaint was made</i>	32,0

CHART Nº266

Opinions on the way the police have handled the case (satisfying/unsatisfying attitude)

	%
<i>Not satisfied at all</i>	29,4
<i>Little satisfied</i>	23,5
<i>Satisfied</i>	17,6
<i>Very satisfied</i>	11,8
<i>Has not answered</i>	17,6

complain knew that the case had been closed. Just six per cent knew it was under investigation and three per cent simply did not know where the case stood (chart n° 268).

Apart from not having been satisfied with the way the police and judicial authorities have handled the cases, almost seven in every ten of the enquired people stated that if ever they found themselves in a similar situation they would still want to officially complain. Thirty one per cent stated not knowing whether they would or not (chart n° 269).

Curiously enough almost eight in every ten people who decided not to officially complain about the stealing of their vehicle stated not having done it because of not having considered it an important enough issue. The fact that to complain would have naturally implied additional expense and inconveniences, together with the feeling that defendants of such criminal acts are normally not convicted, were some of the reasons pointed out for not having made the official complaint (chart n° 270).

When asked about the type of “punishment” the perpetrator/s should be subject to, most of the people enquired suggested severe criminal sentences and/or prison sentences accompanied by physical punishments. Very few suggested so to say less severe punishments, such as unpaid community work, fines, whose amounts they have not been able to specify and/or some form of compensation for the caused damages (chart n° 271). In spite of the seriousness of the suggested type of punishment, most

	%
The crime was not worth doing it	77,8
The complaint would have implied additional expense and inconveniences	11,1
Defendants are normally not convicted of such crimes	11,1

of the enquired people stated to be willing to accept a mediating type of approach in order to resolve the situation and/or compensate for the caused damages. Just twenty four per cent stated not to be willing to accept such an informal mediation (chart n° 272). Apart from being willing to accept an extra- judicial mediation, almost

CHART N°267

Main reasons as to why they were not satisfied

	%
The perpetrator/s of the crime was/were not caught	36,4
The police did not seem too “interested” in the case	18,2
The police officers were rather unpleasant and impolite	9,1
Other reasons	18,2
Has not answered	18,2

CHART N°268

Where the case stands

	%
<i>It has been closed</i>	52,9
<i>It is on trial</i>	5,9
<i>Does not know</i>	29,4
<i>Has not answered</i>	11,8

CHART N°269

Willingness to officially complain should they find themselves in a similar situation

	%
<i>Willing to</i>	69,2
<i>Does not know</i>	30,8

CHART N°270

Main reasons as to why no official complaint was made

CHART N°271

Opinions on the punishment the perpetrators of these criminal acts should be subject to

	%
<i>Prison sentence</i>	44,0
<i>Unpaid community work</i>	16,0
<i>Having to pay a fine</i>	8,0
<i>Having to compensate them for the caused damages</i>	4,0
<i>Physical punishment</i>	4,0
<i>Other types of punishment</i>	8,0
<i>Does not know</i>	20,0

CHART N°272

Willingness to accept a mediating approach

	%
<i>Willing to</i>	56,0
<i>Eventually willing to</i>	16,0
<i>Not willing to</i>	24,0
<i>Does not know</i>	4,0

eight in every ten of the enquired people would not be willing to give up the court cases, even if they could reach an agreement (chart n° 273).

Three fourths of the enquired people stated having been very disturbed and/or disturbed following the crime, most probably because of the damages and inconveniences involved (Chart n° 274). Most of them also stated not having been provided any material and psychological support, with the exception of the ones who stated having been provided with some support by relatives, friends and/or neighbours (chart n° 275).

Most of the people enquired stated having had high material damages to be accounted for not to mention the endurance of physical and emotional consequences following the crime (chart n° 276). The estimated value of the material damages has reached 3,410 Euros (683.667 Escudos). For most of them the damages were not major because they managed to recover the stolen vehicles, though they were damaged in some circumstances (chart n° 277).

Most of the people who managed to recover the stolen vehicles stated that was only possible because of the police. Others mentioned having been helped by other people they preferred not to name (chart n° 278).

The impact of the caused damages was aggravated in most cases by the fact that only thirty six per cent of the situations had insurance policies to cover for the damages either totally or partly (chart n° 279). According to the people enquired half of the stolen vehicles had safety

CHART N°273

Willingness to give up the court procedures, should there be an agreement between the parties involved

	%
<i>Not willing to</i>	76,2
<i>Depending on the agreement</i>	4,8
<i>Willing to</i>	14,3
<i>Does not know</i>	4,8

CHART N°274

Disturbance following the crime

	%
<i>Very disturbed</i>	50,0
<i>Quite disturbed</i>	25,0
<i>Little disturbed</i>	25,0

CHART N°275

Juridical, psychological and material support provided

	%
<i>No support provided</i>	56,0
<i>Support provided by relatives</i>	36,0
<i>Support provided by friends and/or neighbours</i>	20,0

CHART N°276

Damages

	%
<i>No damage once the crime was not effectively carried out</i>	12,0
<i>Material damages</i>	76,6
<i>Does not know</i>	8,0
<i>Has not answered</i>	4,0

CHART N°277

Recovery of the stolen vehicle

	%
<i>It was recovered</i>	52,0
<i>It was not recovered</i>	36,0
<i>Has not answered</i>	12,0

CHART N°278

Entities and/or people who helped them recover the stolen vehicles

	%
<i>The Police</i>	53,0
<i>The owner of the vehicle together with other people</i>	23,1
<i>Other people</i>	15,4
<i>Nobody has helped him/her</i>	7,7

CHART N°279

Insurance particularities

	%
<i>The insurance covers the whole damages</i>	24,0
<i>The insurance only partly covers for the damages</i>	12,0
<i>The damages were not covered by the insurance</i>	64,0

systems installed, namely alarms, locks and stop bars (chart nº 280). It is surprising though that 44% of the vehicles did not have any safety systems installed.

Following the criminal act more than seventy six per cent of them had additional safety systems installed. About ten per cent stated having had anti-theft alarms installed and fourteen per cent no safety devices installed (chart nº 281)

These criminal acts have led sixty per cent of the enquired people to adopt specific precautions, such as attempting to always park the car in the garage and/or well lit an under surveillance areas (chart nº 282).

4. HOUSE ASSAULTING

CHART Nº280

Safety systems	
	%
<i>No safety systems</i>	<i>44,0</i>
<i>Alarms</i>	<i>28,0</i>
<i>Locks</i>	<i>12,0</i>
<i>Stop chains</i>	<i>4,0</i>
<i>Other systems</i>	<i>24,0</i>
<i>Has not answered</i>	<i>4,0</i>

CHART Nº281

Safety systems installed following the crime

	%
<i>No safety system was installed</i>	<i>76,2</i>
<i>An alarm was installed</i>	<i>9,5</i>
<i>Another safety device was installed</i>	<i>14,3</i>

CHART Nº282

The adoption of specific precautions following the crime

	%
<i>No specific precaution was adopted</i>	<i>40,0</i>
<i>They now park the car in the garage</i>	<i>16,0</i>
<i>They now avoid parking the car in certain places</i>	<i>4,0</i>
<i>They now park the car in well lit and/or under surveillance areas</i>	<i>4,0</i>
<i>Other unspecified precautions were adopted</i>	<i>56,0</i>

The occurrence of house assaulting situations shows quite a regular prevalence throughout the various months of the year, with the exception of those which have occurred in February, March, June, October and November registering the lower prevalence, and the highest prevalence one in August, which coincides with the vacation period of most residents within the Lisbon Metropolitan Area (chart nº 283).

A significant number of the people enquired, four in every ten could not specify the time of the day in which these situations occurred. Another three in every ten stated that they had happened at night, whilst two in every ten stated they had happened during the afternoon (chart nº 284). Half of the people enquired were not able to specify the approximate time of the occurrences (chart nº 285).

Half of those enquired presumed the assaulting had been perpetrated by three or more individuals (chart nº 286), eventually young /chart nº 287) and either predominantly male or male/female (chart nº 288), not known to the one being enquired and/or his/her family members (chart nº 289).

All the occurrences were officially reported by either the person being

CHART Nº283

Month of the year in which the house assaulting situations have occurred

	%
<i>January</i>	<i>10,0</i>
<i>April</i>	<i>10,0</i>
<i>May</i>	<i>10,0</i>
<i>July</i>	<i>10,0</i>
<i>August</i>	<i>30,0</i>
<i>September</i>	<i>10,0</i>
<i>December</i>	<i>10,0</i>
<i>Does not remember</i>	<i>10,0</i>

CHART Nº284

Time of the day in which the house assaulting situations occurred

	%
<i>In the morning</i>	<i>10,0</i>
<i>In the afternoon</i>	<i>20,0</i>
<i>At night</i>	<i>30,0</i>
<i>Does not remember</i>	<i>40,0</i>

CHART Nº285

Time of the day (approximate time) in which the house assaulting has occurred

	%
<i>Between 6 P.M. and 9 P.M.</i>	<i>10,0</i>
<i>Between midday and 3 P.M.</i>	<i>10,0</i>
<i>Between 3 P.M. and 6 P.M.</i>	<i>10,0</i>
<i>Between 11P.M. and 3 A.M.</i>	<i>10,0</i>
<i>Between 3 A.M. and 6 A.M.</i>	<i>10,0</i>
<i>Does not remember</i>	<i>50,0</i>

CHART Nº286

The number of individuals involved in the criminal acts

	%
<i>One individual</i>	<i>10,0</i>
<i>Two individuals</i>	<i>10,0</i>
<i>Three or more individuals</i>	<i>50,0</i>
<i>Does not know</i>	<i>30,0</i>

CHART Nº287

Age of the perpetrators of the house assaulting

	%
<i>Very young (12/16 years of age)</i>	<i>10,0</i>
<i>Young (16/21 years of age)</i>	<i>60,0</i>
<i>Does not know</i>	<i>30,0</i>

CHART Nº288

Sex of the perpetrators

	%
<i>Male</i>	<i>30,0</i>
<i>Male/female</i>	<i>40,0</i>
<i>Does not know</i>	<i>30,0</i>

CHART Nº289

Degree of existing acquaintance with the perpetrator/s

	%
<i>Was/were not known</i>	<i>70,0</i>
<i>Does not know</i>	<i>30,0</i>

enquired or a third party to the competent police and/or judicial Authorities (chart n° 290).

Six in every ten of the ones who made the complaint stated having been satisfied with the way the Authorities, particularly the Police have handled the situation (chart n° 291).

Those who stated having been unsatisfied (four in every ten of the people enquired) referred that some of reasons behind this attitude was the fact that they felt the police had not been particularly “interested” in solving the situation together with the perpetrators not having been caught (chart n° 292).

Those who decided to officially complain (four in every ten of the enquired people) stated Knowing that the case had already been closed. Just about fourteen per cent stated knowing that it was still under investigation, whilst one in every ten referred not knowing where it stood (chart n° 293).

Most of the ones who decided to officially complain (eight in every ten) stated they would do it again if ever they were in the same situation. Twenty five per cent stated not knowing whether they would do it again (chart n° 294).

When asked what sort of “punishment” they felt the perpetrators of these criminal actions should be subject to, four in every ten had no idea whatsoever. The remaining ones were hesitant between them having to do unpaid community work, a prison sentence and /or to be hold responsible for the caused damages, having it criminally registered (chart n° 295). Besides the difficulty in suggesting the adequate type of punishment,

CHART N°290

Official complaint

	%
<i>The official complaint was made to the Police by the person being enquired</i>	50,0
<i>The official complaint was made to the Police by a third party</i>	50,0

CHART N°291

Opinions on the way the police handled the situation (satisfying/unsatisfying attitude)

	%
<i>Was satisfied</i>	60,0
<i>Was little satisfied</i>	20,0
<i>Was not satisfied at all</i>	20,0

CHART N°292

Main reasons as to why they were not satisfied with the way the Police handled the case

	%
<i>The police did not look particularly interested in the case</i>	50,0
<i>The perpetrator/s was/were not caught</i>	50,0

CHART N°293

Where the case stands

	%
<i>It has been closed</i>	42,9
<i>It is under investigation</i>	14,3
<i>Does not know</i>	42,9

CHART N°294

Willingness to officially complain in the future, should they undergo a similar situation

	%
<i>Willing to</i>	75,0
<i>Does not know</i>	25,0

CHART N°295

Opinions on the type of punishment the perpetrator/s should be subject to

	%
<i>Prison sentence</i>	20,0
<i>Unpaid community work</i>	10,0
<i>To hold their parents co-responsible for the caused damages</i>	10,0
<i>Physical punishment</i>	10,0
<i>Other punishments</i>	10,0
<i>Does not know</i>	40,0

almost all of the ones enquired (eight in every ten) stated being willing or eventually being willing to accept a mediating type of approach, in order to solve the situation and compensate for the caused damages. Just twenty per cent stated not to be willing to accept such an informal mediating approach (chart n° 296).

The willingness to accept an extra-judicial mediation has been reinforced by the fact that more than sixty per cent stated being in the disposition of withdrawing from the court procedures, should there be an agreement between the parties involved (chart n° 297).

Nine in every ten of the enquired people stated having been very disturbed or disturbed following the crime, which seems understandable if one takes into consideration the nature of crime (chart n° 298). Most of the people enquired (sixty per cent) stated not having been provided any material, psychological support, with the exception of the ones who were supported by their relatives, friends and/or neighbours (chart n° 299).

Most of the people enquired stated having had enormous material damages, not to mention the physical and emotional consequences they have had to endure (chart n° 300). The estimated value of the damages has reached 8,395 Euros (1.683.333 escudos). For most of them the damages were still aggravated because of not having been able to recover any or part of the stolen patrimony (chart n° 301).

Most of the ones who stated having recovered their stolen money, goods and valuable objects referred that they owed that recovery to the police. It should be noted though that half of the people enquired decided not to answer to this question (chart n° 302). The impact of caused damages has been aggravated in most cases

CHART N°296

Willingness/unwillingness to accept a mediating type of approach

	%
<i>Willing to</i>	40,0
<i>Eventually willing to</i>	40,0
<i>Not willing to</i>	20,0

CHART N°297

Willingness/unwillingness to give up the court procedures, should there be an agreement between the parties involved

	%
<i>Willing to</i>	62,5
<i>Depending on the agreement</i>	12,5
<i>Not willing to</i>	25,0

CHART N°298

Disturbance

	%
<i>Very disturbed</i>	70,0
<i>Rather disturbed</i>	20,0
<i>Little disturbed</i>	10,0

CHART N°299

Juridical, psychological and material support provided

	%
<i>No support provided</i>	70,0
<i>Support provided by the relatives</i>	30,0
<i>Support provided by friends and or neighbours</i>	10,0

CHART N°300

Damages

	%
<i>No damage once the crime was not effectively carried out</i>	20,0
<i>Material damages</i>	60,0
<i>Does not know</i>	20,0

CHART N°301

The recovery of the stolen money, goods and any other valuable objects

	%
<i>They were recovered</i>	10,0
<i>They were partly recovered</i>	30,0
<i>They were not recovered</i>	50,0
<i>Has not answered</i>	10,0

CHART N°302

Entities and/or people who helped them recover the stolen money, goods and valuable objects

	%
<i>The police</i>	50,0
<i>Has not answered</i>	50,0

because only forty per cent of the analysed situations were totally or partly covered by the insurance (chart n° 303).

According to the people enquired, eight in every ten houses had no safety system installed (chart n° 304).

Following the criminal acts only thirty per cent had outside bars put up, ten per cent other safety systems installed as against sixty per cent who had no safety system installed (chart n° 305).

5. STEALING FROM OUTSIDE THE HOUSE

Most of the people enquired stated not knowing in which month of the year these situations occurred, though there is an accounted for high prevalence during August. The stolen objects were taken from gardens, small backyard gardens, garages and/or simply from where they had been put out hanging (chart n° 306).

Three in every ten of the enquired people have not been able to accurately precise the period of the day in which these situations have occurred. Three in every ten stated they had taken place at night and twenty five per cent said they had occurred in the afternoon (chart n° 307). Most of them were also not able to accurately say the approximate hour in which these situations occurred (chart n° 308).

Most of the people enquired also stated not knowing the number of individuals involved in the situations, nor their age, sex and whether they were known to them or any of the members of their family. Most of these analysed situations (seventy per cent) were not officially reported to the competent police and judicial authorities (chart n° 309).

Two thirds of the people who decide to officially complain stated to have

CHART N°303
The insurance particularities

	%
<i>The insurance covered most of it</i>	10,0
<i>The insurance covered part of it</i>	30,0
<i>It was not covered by the insurance</i>	60,0

CHART N°304
The existing safety systems

	%
<i>No system</i>	80,0
<i>An alarm</i>	10,0
<i>Reinforced doors</i>	10,0
<i>Has not answered</i>	10,0

CHART N°305
The installing of a safety system following the crime

	%
<i>No safety system installed</i>	60,0
<i>Outside bars put up</i>	30,0
<i>Some other safety system</i>	10,0

CHART N°306
Month of the year in which these situations have occurred

	%
<i>January</i>	5,0
<i>March</i>	5,0
<i>May</i>	15,0
<i>August</i>	20,0
<i>Does not remember</i>	55,0

CHART N°307
Time of the day in which these situations have occurred

	%
<i>In the morning</i>	15,0
<i>In the afternoon</i>	25,0
<i>At night</i>	30,0
<i>Does not remember</i>	15,0

CHART N°308
Time (approximate time) in which these situations have occurred

	%
<i>Between 9 A.M. and midday</i>	15,0
<i>Between 3 P.M. and 6 P.M.</i>	5,0
<i>Does not remember</i>	55,0
<i>Has not answered</i>	25,0

CHART N°309
Official complaint

	%
<i>No official complaint was made</i>	70,0
<i>Official complaint made by the person being enquired to the police</i>	15,0
<i>Official complaint made by the person being enquired to another authority</i>	10,0
<i>Official complaint made by a third party to another authority</i>	5,0

been satisfied with the way the authorities, namely the police handled the cases (chart n° 310). The may reason behind some of them not having been satisfied seems to be some lack of “interest” the police may have showed regarding the situation.

All of the people who decided to officially complain stated knowing where the case stood (chart n° 311) and notwithstanding the fact that most cases had been closed they all stated they would officially complain again if ever they saw themselves involved in similar situations (chart n° 312).

The ones who decide not to officially complain stated not having done it because of not having considered the situations worth complaining and/or because complaining would necessarily imply additional inconveniences and expense (chart n° 313).

When asked about the punishment the ones involved in these criminal acts should be subject to, most suggested alternative punishments to prison sentences. Among the suggestions was: having to pay a compensation amount to cover for the caused damages, a fine, whose amount most of them did not specify, unpaid community work and having their parents hold co-responsible for their acts (chart n° 314).

Although most of them may have suggested alternative punishments to having to serve prison sentences, almost six in every ten stated not being willing to accept a mediating type of approach in order to compensate for the caused damages and/or solve the situation (chart n° 315). Not willing to accept a mediating type of approach has been further

	%
<i>Having to pay a compensation amount to cover for the caused damages</i>	20,0
<i>Having to pay a fine</i>	20,0
<i>Serving a prison sentence</i>	15,0
<i>Unpaid community work</i>	5,0
<i>Having their parents hold co-responsible for their acts</i>	5,0
<i>Other punishments</i>	20,0
<i>Does not know</i>	15,0

reinforced by the act that most were also not willing to give up the court proceeding cases, even if there could be a possible agreement between the parties (chart n° 316). Half of the people enquired stated having been very and/or rather disturbed

CHART N°310
Opinions on the way the police handled the situation (satisfying/unsatisfying attitude)

	%
<i>Very satisfied</i>	66,7
<i>Not satisfied at all</i>	33,3

CHART N°311
Where the case stands

	%
<i>It has been closed</i>	100,0

CHART N°312
Willingness to officially complain if similar situations happened in the future

	%
<i>Willing to</i>	100,0

CHART N°313
Main reasons as to why they did not officially complain

	%
<i>The crime was not worth complaining</i>	73,3
<i>It would imply additional inconveniences and expense</i>	26,7
<i>They did not particularly like the police</i>	6,7
<i>The fear of reprisals</i>	6,7
<i>Other reasons</i>	6,7

CHART N°314
Opinions on the type of punishment they should be subject to

	%
<i>Having to pay a compensation amount to cover for the caused damages</i>	20,0
<i>Having to pay a fine</i>	20,0
<i>Serving a prison sentence</i>	15,0
<i>Unpaid community work</i>	5,0
<i>Having their parents hold co-responsible for their acts</i>	5,0
<i>Other punishments</i>	20,0
<i>Does not know</i>	15,0

CHART N°315
Willingness/unwillingness to accept a mediating approach

	%
<i>Willing to</i>	30,0
<i>Eventually willing to</i>	15,0
<i>Not willing to</i>	55,0

CHART N°316
Willingness/unwillingness to give up the court proceeding case should there be an agreement between the parties involved

	%
<i>Willing to</i>	35,0
<i>Depending on the agreement</i>	5,0
<i>Not willing to</i>	55,0
<i>Has not answered</i>	5,0

with the situations (chart nº 317). Eighty per cent stated not having been provided any support whatsoever following the crime, with the exception of the very few who got some sort of support provided by friends, relatives, neighbours and even the police (chart nº 318).

Most people enquired had an enormous amount of material damages to account for, not to mention the physical and psychological consequences such a situation led to (chart nº 319). The estimated average amount reached 1,197 Euros (240.00 Escudos). For more than nine in every ten this situation was further aggravated by the fact that they were not able to recover the stolen patrimony (chart nº 320).

Most of the people who managed to recover their stolen patrimony preferred not to specify who had helped them in the recovery (chart nº 321).

The impact of the material damages was aggravated by the fact that ninety per cent of the people enquired had no insurance to cover for this (chart nº 322).

In accordance with the people enquired most houses had no security system which might have avoided objects and any other valuable goods to have been stolen from the outside areas they were lying on (chart nº 323). Following these occurrences only six per cent of the enquired people had bars put up as a preventive measure against other similar occurrences in the future (chart nº324).

CHART Nº317

Disturbance

	%
<i>Very disturbed</i>	35,0
<i>Quite disturbed</i>	20,0
<i>Little disturbed</i>	40,0
<i>Not disturbed at all</i>	5,0

CHART Nº318

Juridical, psychological and material support provided

	%
<i>No support provided</i>	80,0
<i>Support provided by relatives</i>	10,0
<i>Support provided by friends and/or neighbours</i>	5,0
<i>Support provided by the police</i>	5,0

CHART Nº319

Damages

	%
<i>Material damages</i>	45,0
<i>Very few damages, once the criminal act was not effectively carried out</i>	10,0
<i>Does not remember</i>	5,0
<i>Does not know</i>	40,0

CHART Nº320

Recovery of the stolen patrimony

	%
<i>Not recovered</i>	83,3
<i>Partly recovered</i>	5,5
<i>Has not answered</i>	11,2

CHART Nº321

Entities and/or people who helped them recover the stolen patrimony

	%
<i>Other people</i>	7,1
<i>Has not answered</i>	92,9

CHART Nº322

Insurance particularities

	%
<i>Not covered by the insurance</i>	87,5
<i>Has not answered</i>	12,5

CHART Nº323

Existing safety systems

	%
<i>No safety system</i>	56,3
<i>Locks</i>	6,3
<i>Has not answered</i>	37,5

CHART Nº324

The installing of safety systems following the occurrence

	%
<i>No safety system has been installed</i>	94,1
<i>Bars put up as preventive measure</i>	5,9

FINAL CONSIDERATIONS

Most of the population enquired has suggested having more police around the areas as a way to reduce criminality in their residential areas and within the Lisbon Metropolitan Area. Other suggestions have been put forward though in a much more reduced number, such as the prevention of social exclusion and drug addiction or even increasing the number of working posts.

In what concerns the prevalence and incidence figures regarding individual victimizations, the gathered information leads us to conclude that at least 19,4% of the total number of residents within the Lisbon Metropolitan Area have been victims of a crime. The high number of “pick pocketing situations”, thefts, insults and offences, etc., may have well contributed to this. One should point out the low prevalence number regarding violent crimes committed against the physical integrity of the people or involving physical offences and sexual abuse. The gathered results also seem to indicate that there is quite a high incidence of individual victimizations, having reached 39,7% in 2001.

In what concerns the prevalence and incidence figures of victimizations involving family units, it may be said that at least 31,2% have been victims of crimes committed against their patrimony. The high number of situations involving the stealing of vehicles and vehicle damaging may have contributed towards this. The high incidence rates of these criminal acts may, in turn have contributed to the high rates of incidence within the family units, which have reached 49,5 in 2001.

In what concerns the circumstances in which the analysed criminal acts have occurred and the subsequent consequences, one should point out the low rates of the official complaints made to the competent authorities, the suggestion of punitive alternatives to prison sentences as well as the quite frequent unwillingness to accept mediating type of approaches. It should similarly be pointed out the high number of patrimonial and emotional damages involved together with the prevention adopted measures by the victims, which mostly reduce their quality of life and freedom to move about.

The gathered information also indicates that notwithstanding this fact, the fear of having their patrimony damaged and vandalised, being assaulted in the street or being subject to insults and threats has significantly reduced, though the fear of being physically or sexually molested is maintained.

The gathered results also indicate that the prevalence rates of crimes such as stealing from the houses or “snatching” situations have significantly been reduced, which may be directly connected with the adoption of some preventive measures in the last few years.



APAV
Associação Portuguesa
de Apoio à Vítima



District Code _____

Parish Code _____

Interviewer Code _____

Date - - _____

Questionnaire nr. _____

GROUP IV – CIRCUMSTANCES IN WHICH THE CRIME HAS OCCURRED

1. How often has (have) the crime(s) you previously referred to occurred in 2001?

<p>1.1. "Pick pocketing"</p> <p>1.2. Stealing in a public place</p> <p>1.3. "Snatching"</p> <p>1.4. Thefts</p> <p>1.5. Insults/Offences</p> <p>1.6. Threats</p> <p>1.7. Physical Offences</p> <p>1.8. Sexual abuse</p> <p>1.9. Raping</p> <p>1.10. Stealing of vehicles</p> <p>1.11. Vehicle damaging</p>	<p>1.12. Stealing from vehicles</p> <p>1.13. Stealing from inside the house</p> <p>1.14. House assaulting</p> <p>1.15. House damaging</p> <p>1.16. Stealing from shops</p> <p>1.17. Shop assaulting</p> <p>1.18. Shop damaging</p> <p>1.19. Shop stealing</p> <p>1.20. Offences occurred within shops</p> <p>1.21. Threats in shops</p>
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The following questions should only concern the crime which has occurred most recently

Crime: _____

1. Victim of the crime (the person being interviewed or any of his/her family members)

2. Where did the crime occur?

1.22. In Lisbon

2.1.1. In which district? _____

2.1.2. Does not know

2.1.3. In which residential area? _____

2.1.4. Does not know

2.2. Anywhere else

2.2.1. Where? _____

2.2.2. Does not know

2.3. Will not answer

3. Where did it occur (only ask if the crime did not occur at a house or commercial establishment – if this is the case advance to question 4)?

3.1. In the street

3.2. In a park or public garden

3.3. In a studying or working place

3.4. At home (garden, balcony, garage)

3.5. At a public transport

3.6. At another place

3.6.1. Which? _____

3.7. Does not recall

3.8. Will not answer

3.9. Not applicable

4. During which month did the crime occur?

4.1. January

4.2. February

4.3. March

4.4. April

4.5. May

4.6. June

4.7. July

4.8. August

4.9. September

4.10. October

4.11. November

4.12. December

4.13. Does not recall

4.14. Will not answer

5. During which period of the day did the crime occur?

5.1. In the morning

5.2. In the afternoon

5.3. At night

5.4. Does not recall

5.5. Will not answer

6. At what time?

6.1. Between 6am and 9 am

6.2. Between 9 am and midday

6.3. Between midday and 3 pm

6.4. Between 3 pm and 6 pm

6.5. Between 6 pm and 9 pm

6.6. Between 9 pm and 11 pm

6.7. Between 11 pm and 3 am

6.8. Between 3 am and 6 am

6.9. Does not recall

6.10. Will not answer

7. Were you able to notice if the crime was committed by one or more people?

- 7.1. Only one
- 7.2. Two people
- 7.3. Three or more people
- 7.4. Does not recall
- 7.5. Will not answer

8. Were you able to notice the age of the offender(s)?

- 8.1. Children (under 12 years old)
- 8.2. Very young (between 12 and 16 years old)
- 8.3. Young (between 16 and 21 years old)
- 8.4. Adults
- 8.5. Does not know
- 8.6. Will not answer

9. Were you able to notice the offender's gender?

- 9.1. Male
- 9.2. Female
- 9.3. Both genders
- 9.4. Does not recall
- 9.5. Will not answer

10. Did you or any of your family members know the offender(s)?

- 10.1. Yes, only by sight
- 10.2. Yes, known in the neighbourhood
- 10.3. Yes, well known
- 10.3.1. Who was/were he/she/they? _____
- 10.4. Yes, he/she/they was/were family members
- 10.4.1. What was the degree of kinship? _____
- 10.5. No, unknown
- 10.6. Does not recall
- 10.7. Will not answer

11. Was any weapon used/exhibited during the crime?

- 11.1. No weapon
- 11.2. A knife/pocket knife
- 11.3. A syringe
- 11.4. A fire arm
- 11.5. Another type of weapon
- 11.5.1. Which type? _____
- 11.6. Does not recall
- 11.7. Will not answer

12. Were there any injuries as a direct consequence of the crime?

- 12.1. No
- 12.2. No, because it was only an attempted crime
- 12.3. Yes, minor
- 12.4. Yes, major
- 12.5. Yes, with permanent physical damages
- 12.6. Does not recall
- 12.7. Will not answer

13. Was the crime officially reported?

- 13.1. Yes, by me to the police
- 13.2. Yes, by someone else to the police
- 13.3. Yes, by me to another authority (advance to 16)
- 13.4. Yes, by someone else to another authority (adv. 16)
- 13.5. Was not reported (advance to nr. 20)
- 13.6. Does not recall (advance to nr. 20)

13.7. Will not answer (advance to nr. 20)

14. What do you think about the way the police has handled the case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 14.1. Will not answer (advance to nr. 16)
- 14.2. Very satisfied (advance to nr. 16)
- 14.3. Satisfied (advance to nr. 16)
- 14.4. Little satisfied
- 14.5. Not at all satisfied
- 14.6. Not applicable

15. Why were you little or not at all satisfied with the way the case was handled by the police? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 15.1. Will not answer
- 15.2. Didn't seem particularly interested
- 15.3. The perpetrators were not caught
- 15.4. They were impolite or quite unpleasant
- 15.5. The property was not recovered
- 15.6. No information was provided or it took too long
- 15.7. After the call, they did not come or took too long
- 15.8. Other reasons
- 15.8.1. Which? _____
- 15.9. Not applicable

16. What is the current situation of the case?

- 16.1. Will not answer (advance to nr. 19)
- 16.2. Does not recall (advance to nr. 19)
- 16.3. The case is still being investigated (adv. to nr. 19)
- 16.4. It has been closed (adv. to nr. 19)
- 16.5. It is still on trial
- 16.6. The perpetrator was sentenced by the court
- 16.7. The perpetrators were not sentenced by the court
- 16.8. Not applicable

17. What do you think about the way the court/judge has handled the case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 17.1. Will not answer (advance to nr. 19)
- 17.2. Very satisfied (advance to nr. 19)
- 17.3. Satisfied (advance to nr. 19)
- 17.4. Little satisfied
- 17.5. Not at all satisfied
- 17.6. Not applicable

18. Why were you little or not at all satisfied with the way the case was handled by the court/judge? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 18.1. Will not answer
- 18.2. Didn't seem particularly interested
- 18.3. The case took too long
- 18.4. They were impolite or quite unpleasant
- 18.5. The perpetrators were not sentenced
- 18.6. The perpetrators only received light sentences
- 18.7. Other reasons
- 18.7.1. Which? _____
- 18.8. Not applicable

19. Bearing in mind the way the authorities have handled this case, would you consider officially complaining if ever you would be in similar occasions?

- 19.1. Does not know (advance to nr. 21)
- 19.2. Yes, definitely (advance to nr. 21)
- 19.3. No, definitely (advance to nr. 21)
- 19.4. Will not answer (advance to nr. 21)
- 19.5. Not applicable

20. Why did you not report the crime to the police? (more than one answer accepted)

- 20.1. The crime was not relevant
- 20.2. I am not keen on the police
- 20.3. It would imply additional expenses and trouble
- 20.4. Offenders are rarely sentenced by courts
- 20.5. The offenders apologised or paid for the damages
- 20.6. The police would not be interested in the case
- 20.7. Didn't want the offenders to have problems
- 20.8. For fear of reprisals
- 20.9. There was nothing the police could do
- 20.10. The sentences are usually light
- 20.11. Didn't want the case publicised
- 20.12. Other reasons
- 20.12.1. Which? _____
- 20.13. Does not answer
- 20.14. Not applicable

21. Which type of punishment do you feel should be the offenders of this particular crime be submitted to?

- 21.1. None, only compensation of inflicted damages
- 21.2. Community work without earning a wage
- 21.3. A fine
- 21.3.1. Of how much? _____
- 21.3.2. Does not know
- 21.4. Prison sentence
- 21.4.1. Of how long? _____
- 21.4.2. Does not know?
- 21.5. Other punishment
- 21.5.1. Which? _____
- 21.6. Does not know
- 21.7. Will not answer

22. Would you consider the possibility to meet with the offenders, in the presence of a third party, as to be compensated for the suffered damages? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 22.1. Never, not at all
- 22.2. Eventually
- 22.3. Yes, undoubtedly
- 22.4. Does not know
- 22.5. Does not answer
- 22.6. Not applicable

23. If an agreement could be reached, would you consider dropping the court case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 23.1. No
- 23.2. Depending on the agreement
- 23.3. Yes
- 23.4. Does not know

23.5. Will not answer

23.6. Not applicable

24. How disturbed did you get following the crime?

- 24.1. Very disturbed
- 24.2. Quite disturbed
- 24.3. Little disturbed
- 24.4. Not disturbed at all
- 24.5. Will not answer

25. Have you been provided with any legal, psychological and/or financial support from anyone? (more than one answer is admissible)

- 25.1. Does not recall
- 25.2. Has had none
- 25.3. Some support provided by relatives
- 25.4. Some support provided by friends and neighbours
- 25.5. Some support provided by the police
- 25.6. Some support provided by specialised organisations
- 25.6.1. Which? _____
- 25.7. Will not answer

26. Can you estimate the amount of the damages caused by this particular crime?

- 26.1. The crime was not effectively carried out
- 26.2. More or less _____ thousand escudos
- 26.3. Does not recall
- 26.4. Does not know
- 26.5. Will not answer

27. Have you managed to recover the stolen money, objects and/or other valuable goods? (Consider only if the crime affected property, if not advance to nr. 33)

- 27.1. Yes, everything
- 27.2. Yes, almost everything
- 27.3. Yes, partially
- 27.4. No, nothing at all
- 27.5. Does not recall
- 27.6. Will not answer
- 27.7. Not applicable

28. Who assisted you in recovering the stolen money, objects and/or other valuable goods?

- 28.1. Police
- 28.2. Some people and myself
- 28.3. Other people
- 28.4. No one
- 28.5. Will not answer
- 28.6. Not applicable

29. Did the car/house/establishment have any safety system installed? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised – if not advance to question nr. 33)

- 29.1. Yes
- 29.2. No
- 29.3. Does not know
- 29.4. Will not answer
- 29.5. Not applicable

30. (If the answer to the previous question was affirmative) What type of safety system was installed?
(Only to be answered if the crime was committed against a vehicle, a house or a establishment – if not, advance to question nr. 33)

- 30.1. Alarm
- 30.2. Alarm connected to the police
- 30.3. Alarm connected to a security service
- 30.4. Bars
- 30.5. Steel plated doors
- 30.6. Video surveillance
- 30.7. Night watchman
- 30.8. Other system
- 30.8.1. Which? _____
- 30.9. Does not know
- 30.10. Will not answer
- 30.11. Not applicable

31. After the crime, was any (additional) safety system installed?

- 31.1. No
- 31.2. Yes
- 31.2.1. Which? _____
- 31.3. Not applicable

32. Were the damages covered by insurance?

- 32.1. Yes, fully covered
- 32.2. Yes, partially covered
- 32.3. No, not at all
- 32.4. Does not know
- 32.5. Will not answer
- 32.6. Not applicable

33. Did you adopt any special precautions following the crime?

- 33.1. No, none at all
- 33.2. Yes, stopped going out at night
- 33.3. Yes, started avoiding certain places
- 33.4. Yes, started avoiding going out alone
- 33.5. Yes, started carrying a fire arm
- 33.6. Yes, another
- 33.6.1. Which one? _____
- 33.7. Does not know
- 33.8. Will not answer

District Code

Interviewer Code

Questionnaire nr.

Parish Code

Date

GROUP V – SOCIO DEMOGRAPHIC CHARACTERISATION

1. Had you ever been a victim of any of the referred crimes before?

- 1.1. Will not answer
- 1.2. Does not recall
- 1.3. No, never
- 1.4. Yes

2. Which and when?

- 2.1. _____
- 2.1.1. Year? _____
- 2.2. _____
- 2.2.1. Year? _____
- 2.3. _____
- 2.3.1. Year? _____
- 2.4. _____
- 2.4.1. Year? _____
- 2.5. _____
- 2.5.1. Year? _____
- 2.6. _____
- 2.6.1. Year? _____
- 2.7. _____
- 2.7.1. Year? _____

3. Gender (do not ask)

- 3.1. Male
- 3.2. Female

4. Age?

5. Marital status?

- 5.1. Single
- 5.2. Married/living together
- 5.3. Divorced/separated
- 5.4. Widow(er)
- 5.5. Other
- 5.6. Will not answer

6. Which is your academic background?

- 6.1. Cannot read or write

6.2. Can read and write without having attended school

6.3. Primary school

6.4. Elementary school

6.5. Secondary School

6.6. O levels

6.7. A levels

6.8. Complementary education

6.9. University degree

6.10. Other

6.10.1. Which? _____

6.11. Will not answer

7. Which is your professional occupation?
(confront with included definition)

- 7.1. Student
- 7.2. Housewife
- 7.3. Unemployed* _____
- 7.4. Retired* _____
- 7.5. Student/worker * _____
- 7.6. unskilled manual worker
- 7.7. Skilled manual worker
- 7.8. Unskilled commercial worker
- 7.9. Skilled commercial worker
- 7.10. Unskilled office worker
- 7.11. Specialised office worker

- 7.12. Junior manager
- 7.13. Senior employee
- 7.14. Owner of a small enterprise
- 7.15. Skilled liberal professional worker
- 7.16. Senior manager/Director

7.17. Owner of a medium-sized enterprise

7.18. Owner of a large enterprise

7.19. Other

7.19.1. Which? _____

7.20. Will not answer

* Also include last professional occupation

8. Where do you work or study?

8.1. Lisbon/outskirts

8.1.1. Which district? _____

8.1.2. Does not know

8.1.3. In which área? _____

8.3.2. Does not know

8.2. Other region

8.2.1. Which? _____

8.2.2. Does not know

8.3. Will not answer

9. How many people live with you?

9.1. Only me (advance to question nr. 11)

9.2. Two

9.3. Three

9.4. Four

9.5. Five

9.6. Six

9.7. More than six

9.8. Will not answer

10. What is the age, gender and kinship of the who live with you?

Kinship				
Gender				
Age				

Kinship				
Gender				
Age				

11. Type of residence (do not ask)

11.1. Apartment

11.1.1. Which Floor? _____

11.2. Twin-House

11.3. Isolated cottage

11.4. Other

11.4.1. Which? _____

INTRODUCTION

This survey covers a sample of 209 commercial units within the Lisbon Metropolitan Area. From the group of employers and employees ³⁵ only one was randomly selected in each to answer to the questionnaire in each of the commercial units.

The questionnaire comprises four parts ³⁶. The first one aims at identifying the way in which the person being enquired has had access to the crimes, which have been occurring within the neighbouring area, as well as the evaluation of the awareness of the crime evolution in that area and in the Lisbon Metropolitan Area as well. Those being enquired were also asked to give their opinions on the feeling of insecurity within the area of the commercial unit in the morning and at night.

Apart from giving their opinions on their feeling of insecurity they were also asked to identify those places in which they really felt insecure and to try to specify why they felt that way. They were further requested to give their opinions on the evolution of certain types of crime, which commonly occur in commercial units.

The second part aimed at identifying the victimization incidents, which occurred in the commercial units. Every enquired person was directly asked about any victimization or potential ones they might have been subject to since 2001, including attempts regarding the stealing of goods and shop articles during the opening hours and/or after the shops had been closed, as well as any vandalism act exerted on the shop and on the goods, not to mention whether they had been subject to insults and offences inside the shops.

The third part aimed at getting to know some of the circumstances in which the crimes have occurred, such as the approximate time of the occurrence, the number of individuals involved in the criminal acts, as well as the degree of existing acquaintance between the victims and the offenders. They were

also asked to give their opinions on the way the authorities had handled the cases and how satisfied they had been with the effort on the part of the court, apart from eventual consequences following such criminal acts. In an attempt to evaluate the sensitivity of those being enquired regarding the mediating approach, they were also asked whether they would accept meeting the perpetrator of the crime in the presence of third parties and in case they reached an agreement would they be willing to withdraw from the court process. They were further asked to specify insurance particularities regarding the coverage of the goods as well as the existing safety systems they had prior and after the criminal acts occurred.

The fourth part aimed at getting to know the socio-demographic characteristics of the population being enquired, such as their age, civil status, academic background and professional position in the shop (owner, employee, co-owner), but also at getting to know specific information on the shop itself. The incidence and prevalence rates regarding criminal acts having occurred in these commercial units prior to 2001 were also analysed.

This document is essentially a technical oriented report. It should be pointed out that this whole amount of information should be further discussed, analysed and presented, once the numerous variables involved will undoubtedly permit a deeper acknowledgment of the phenomena regarding the victimization in commercial units within the Lisbon Metropolitan Area.

35 The methodology which has been followed can be found in Appendix I
36 The questionnaire can be found in Appendix II

I CHARACTERIZATION OF THE ENQUIRED POPULATION

This survey implied the carrying out of several questionnaires put forward in several commercial units, not only to evaluate the prevalence and incidence rates regarding the victimizations which may have occurred in commercial units within the Lisbon Metropolitan Area, but also the awareness of the merchants themselves regarding the evolution of criminality and the role they play as far as information on the criminal acts which are committed in the area. The only available data based on which we were supposed to have selected the commercial units from, was the existing number of commercial units per district. The individual variables of the people being enquired are merely descriptive, as we do not have the necessary elements to be able to compare the profile of the owners of the commercial units within the Lisbon Area and the ones of their employees.

Because of taking the utmost advantage of the available resources and the comparability of the results, the survey was carried out in commercial units within the same districts where the population survey had been carried out. The sample comprises 209 analysable units distributed within the 11 selected districts, complying with the proportional distribution of commercial units according to the statistical data provided by the Direcção Geral do Comércio. The Lisbon district has concentrated more than 40% of the enquiries, once it holds the higher percentage of commercial units, followed by the districts of Sintra and Almada (chart nº 1). The ones holding the lowest percentage belong to the districts of Moita and Odivelas.

The selection of the commercial units according to areas of activity was the following step so that there might be a balanced representation. 18% of the enquiries were carried out in Clothing/Foot wearing shops and Café/Pastry shops, followed by the Decoration/Furniture shops and 5,3% in Restaurants. As far as questionnaires carried out in commercial units such as Barbershops, Sport articles', Photography's and Car repair' sonly 0,5 per cent were to be accounted for (chart nº 2).

CHART Nº1
Chart nº 1 – The distribution of the commercial units per district

	%
<i>Almada</i>	<i>8,1</i>
<i>Amadora</i>	<i>6,2</i>
<i>Barreiro</i>	<i>5,3</i>
<i>Cascais</i>	<i>5,3</i>
<i>Lisboa</i>	<i>41,1</i>
<i>Loures</i>	<i>7,2</i>
<i>Moita</i>	<i>2,9</i>
<i>Oeiras</i>	<i>4,8</i>
<i>Odivelas</i>	<i>4,3</i>
<i>Seixal</i>	<i>6,2</i>
<i>Sintra</i>	<i>8,6</i>
<i>Total</i>	<i>100</i>

CHART Nº2
Commercial units

	%
<i>Car/Motorcycle Stands</i>	<i>2,4</i>
<i>Barbershops</i>	<i>0,5</i>
<i>Hairdresser's</i>	<i>1,9</i>
<i>Café/Pastry shops</i>	<i>18,2</i>
<i>Delicatessen shops</i>	<i>1,0</i>
<i>Decoration/furniture shops</i>	<i>8,1</i>
<i>Sports shops</i>	<i>0,5</i>
<i>Domestic appliances shops</i>	<i>1,4</i>
<i>Chemist's shops</i>	<i>3,3</i>
<i>Cutlery's shops</i>	<i>3,3</i>
<i>Flower shops</i>	<i>1,0</i>
<i>Photography's</i>	<i>0,5</i>
<i>Informatics' shops</i>	<i>1,0</i>
<i>Grocer's shops</i>	<i>3,8</i>
<i>Mini markets</i>	<i>2,4</i>
<i>Baker's shops</i>	<i>2,9</i>
<i>Stationer's shops</i>	<i>1,0</i>
<i>Establishments where fish is sold</i>	<i>1,4</i>
<i>Perfumer's shops</i>	<i>1,4</i>
<i>Restaurants</i>	<i>5,3</i>
<i>Butcher's shops</i>	<i>3,8</i>
<i>Clothing/Footwear shops</i>	<i>18,2</i>
<i>Car repair establishments</i>	<i>0,5</i>
<i>Others</i>	<i>16,3</i>
<i>Total</i>	<i>100,0</i>

In what concerns the number of employees working at these shops and establishments, mostly two is the predominant number (35,4%) followed by those in which the staff is reduced to one single employee (23,4%), who may not necessarily be the owner, as the survey was carried out at different hours throughout the various days (chart nº 3). The predominant number corresponds to small commercial units. Only 21,5% had more than 4 or more regular workers.

As far as the sex of the ones being enquired there is a balance between the number of women and men (chart nº 4). The average age of the people enquired is of 47,8%, being the youngest one 18 and the oldest one 75 years old. As far as the civil status is concerned almost three fourths were married and/or living together as against 16,7% of them, who were single (chart nº 5).

In what concerns the academic background of the ones enquired, they were quite similar to the ones having been enquired within the Lisbon Metropolitan Area. Most of them had only completed primary school, followed by those who had completed the preparatory and the A' levels (chart nº 6). Notwithstanding these figures, 4,3% of them could not even read nor write and had never attended any school.

Regarding the professional position in the shops they were working at, more than half were the owners whilst 9,6 per cent were their relatives as against 38% of them who were simply working there (chart nº 7).

CHART Nº3
Number of regular workers

	%
One worker	23,4
One worker	23,4
Two workers	35,4
Two workers	35,4
Three workers	19,6
Three workers	19,6
Four workers	9,1
Four workers	9,1
Five workers	4,3
Five workers	4,3
Six workers	1,9
Six workers	1,9
More than six workers	6,2
More than six workers	6,2
Total	100,0
Total	100,0

CHART Nº4
Sex of the people being enquired

	%
Male	49,5
Female	50,5
Total	100,0

CHART Nº5
Civil status of the ones being enquired

	%
Single	16,7
Married/living together	73,2
Divorced/separated	5,3
Another	4,8
Total	100,0
Total	100,0

CHART Nº6
Academic background of the people enquired

	%
Cannot read nor write	1,4
Can read and write but has not attended any school	2,9
Primary school (completed)	41,6
Preparatory school (completed)	19,1
Secondary school	12,4
O' levels	3,8
A' levels	13,9
Holds a university degree	3,8
Another	1,0
Total	100,0

CHART Nº7
Professional position of the enquired ones

	N	%
Owner	110	52,6
Owner's family member	20	9,6
Employee	79	37,8
Total	209	100,0
Total	209	100,0

II CRIMINALITY AND INSECURITY FIGURES

Criminality, drugs and insecurity were spontaneously identified by most of the people involved in commercial activities as being the three major problems affecting the Lisbon Metropolitan Area (chart nº 8). 122 enquired people (58,4% of the total number of people enquired) identified criminality as being the main one, 120 (57,5%) drugs and 61 (29,2%) insecurity. These three problems seem to be connected and constitute one of the main worries of all of those, who are involved in this type of activities, together with those living in the Lisbon Metropolitan Area.

CHART Nº8
Problems spontaneously identified by the ones involved in commercial activities as being the major concerns within the Lisbon Metropolitan Area

	First major problem	Second major problem	Third major problem	Total
Criminality	30,1	20,6	7,7	58,4
Drugs	29,7	22,5	5,3	57,5
Insecurity	14,4	11,5	3,3	29,2
Environmental issues	3,8	1,4	6,2	11,4
Unemployment	1,9	2,4	6,2	10,5
Social conflicts	1,0	1,0	1,0	3,0
Inefficient health assistance	1,0	1,0	1,0	3,0
Pensions/old age pensions	1,0	1,0	2,4	4,4
Civic behavioural attitudes	0,5	1,4	2,9	4,8
Youngsters not having much to be engaged on	0,5	3,3	1,4	5,2
The presence of foreigners	0,5	1,0	0,5	2,0
Prostitution	1,0	1,9	1,0	3,9
Alcoholism	1,0	1,0	0,0	2,0
Social exclusion	1,0	0,5	3,3	4,8
The inflation and/or the increase of the cost of living	1,0	1,9	1,0	3,9
Road traffic insecurity	1,0	1,0	0,5	2,5
Inexistence of housing prospects	1,0	1,0	1,0	3,0
Others	10	20,6	15,3	45,9
Does not know	0,5	0,5	0,5	1,5
Has not spontaneously identified them	5,3	5,3	5,3	15,9
Total	100,0	100,0	100,0	

Less "worrying" though, seem to be problems associated with environmental issues which have only been referred by 24 of the people enquired (11,4%) as being one of the major concerns, the unemployment referred by 22 people (10,5%) and the social conflicts, the inexistence of adequate health assistance, pensions and/or old age pensions, not to forget the absence of civic behavioural attitudes.

Very similar results were obtained, when those who did not spontaneously identify the main concerns were then asked to point out the major problems from a list, which was handed to them (chart nº 9). Eight (3,8% of the total number enquired) identified unemployment as the major one, 6 (3%) considered criminality as the second major concern and 6 (3%) drugs. The insecurity issue was not considered.

Other minor concerns were also identified, such as inefficient assistance provided to old people, pensions and old age pensions. Problems such as inexistence of housing prospects, road traffic insecurity inflation and the presence of a high number of foreigners in the Portuguese territory were simply ignored. These results are quite similar to the ones obtained in the population survey.

	<i>First major problem in %</i>	<i>Second major problem in %</i>	<i>Third major problem in %</i>	<i>Total %</i>
<i>Unemployment</i>	<i>1,4</i>	<i>1,0</i>	<i>1,4</i>	<i>3,8</i>
<i>Criminality</i>	<i>1,0</i>	<i>1,0</i>	<i>1,0</i>	<i>3,0</i>
<i>Drugs</i>	<i>1,0</i>	<i>1,0</i>	<i>1,0</i>	<i>3,0</i>
<i>Inefficient health assistance</i>	<i>1,0</i>	<i>0,0</i>	<i>0,0</i>	<i>1,0</i>
<i>Pensions/old age pensions</i>	<i>0,5</i>	<i>0,0</i>	<i>0,0</i>	<i>0,5</i>
<i>Inexistence of housing prospects</i>	<i>0,0</i>	<i>0,5</i>	<i>0,0</i>	<i>0,5</i>
<i>Road traffic insecurity</i>	<i>0,0</i>	<i>1,0</i>	<i>0,0</i>	<i>1,0</i>
<i>Inflation and/or increase in the cost of living</i>	<i>0,0</i>	<i>0,0</i>	<i>0,5</i>	<i>0,5</i>
<i>The presence of foreigners</i>	<i>0,0</i>	<i>0,0</i>	<i>1,0</i>	<i>1,0</i>
<i>Others</i>	<i>0,0</i>	<i>0,5</i>	<i>0,0</i>	<i>0,5</i>
<i>Does not know</i>	<i>1,0</i>	<i>1,0</i>	<i>1,0</i>	<i>3,0</i>
<i>Has spontaneously identified</i>	<i>94,3</i>	<i>94,3</i>	<i>94,3</i>	<i>282,9</i>
<i>Total</i>	<i>100,0</i>	<i>100,0</i>	<i>100,0</i>	

The fact that insecurity, drugs and criminality have become the most important concerns of those involved in commercial activities within the Lisbon Metropolitan Area, may have influenced the perception concerning the increase of criminality figures in those areas where the commercial units are located or even the one within the Lisbon Metropolitan Area (chart nº 10). For 50% and 81% of the enquired people this increase ahs been verified in the commercial units area and the LMA respectively, against 36% and 8% to whom there has been neither increase nor decrease as far as criminality is concerned in the above mentioned areas. Only just 8%, and less than 1% of the enquired ones stated having felt that there had been a decrease throughout 2001 both in the commercial units areas and the LMA respectively.

Similarly to what had previously happened, there are significant differences regarding the perception on the evolution of criminality in both the area where the commercial unit is located and the one within the Lisbon Metropolitan Area. This may be due to the fact that there may be a thorough awareness of what happens in the neighbourhood people work in, than within a vaster area such as the one covered by the Lisbon Metropolitan Area. Inversely the media seems to concentrate more on the news referring to the LMA than the smaller surrounding areas.

CHART Nº9

Problems non- spontaneously identified by the one involved in commercial activities as being the three major concerns in the Lisbon Metropolitan Area

CHART Nº10

Perception on the evolution of criminality in the area where the commercial unit is located as well as in the Lisbon Metropolitan Area

	<i>Commercial unit area</i>	<i>L.M.A .</i>
<i>It has increased</i>	<i>49,8</i>	<i>80,9</i>
<i>It has maintained itself</i>	<i>35,9</i>	<i>8,1</i>
<i>It has decreased</i>	<i>7,7</i>	<i>0,5</i>
<i>Does not know</i>	<i>6,7</i>	<i>10,0</i>
<i>Has not answered</i>	<i>0,0</i>	<i>0,5</i>
<i>Total</i>	<i>100,0</i>	<i>100,0</i>

The opinions provided by the people involved in commercial activities focussed mainly in two types of crime - thefts and drug trafficking (chart nº 11). Thefts were spontaneously referred by 58 of the enquired people (27,8% of the total number) as having increased in the neighbouring area as against 17 (8,1%) who felt they had maintained themselves and 5 (2,4%) who considered they had decreased. 21 (10%) referred drug trafficking as having increased against 4 (1,9%), who felt they had neither increased nor decreased and 6 (2,9%), who stated they believed they had decreased. It should be pointed out that there are very few references to the increase of stealing, assaulting and damages having occurred in commercial units.

	<i>Has increased</i>	<i>Has maintained itself</i>	<i>Has decreased</i>	<i>It has not been referred</i>	<i>Total</i>
<i>Thefts</i>	<i>27,8</i>	<i>8,1</i>	<i>2,4</i>	<i>61,7</i>	<i>100,0</i>
<i>Drug trafficking</i>	<i>10,0</i>	<i>1,9</i>	<i>2,9</i>	<i>85,2</i>	<i>100,0</i>
<i>Stealing from vehicles</i>	<i>8,1</i>	<i>0,5</i>	<i>0,5</i>	<i>90,9</i>	<i>100,0</i>
<i>Stealing from inside the houses</i>	<i>5,7</i>	<i>0,0</i>	<i>0,0</i>	<i>94,3</i>	<i>100,0</i>
<i>“Snatching”</i>	<i>5,7</i>	<i>1,4</i>	<i>0,0</i>	<i>92,8</i>	<i>100,0</i>
<i>House assaulting</i>	<i>4,8</i>	<i>1,4</i>	<i>0,0</i>	<i>93,8</i>	<i>100,0</i>
<i>Stealing vehicles</i>	<i>4,8</i>	<i>1,4</i>	<i>1,9</i>	<i>91,9</i>	<i>100,0</i>
<i>Shop assaulting</i>	<i>4,3</i>	<i>1,0</i>	<i>0,5</i>	<i>94,3</i>	<i>100,0</i>
<i>Physical offences</i>	<i>3,8</i>	<i>1,0</i>	<i>0,5</i>	<i>94,7</i>	<i>100,0</i>
<i>Damages/vandalism</i>	<i>3,3</i>	<i>0,0</i>	<i>0,5</i>	<i>96,2</i>	<i>100,0</i>
<i>“Pick pocketing”</i>	<i>1,4</i>	<i>0,5</i>	<i>0,0</i>	<i>98,1</i>	<i>100,0</i>
<i>Stealing from shops</i>	<i>0,5</i>	<i>0,0</i>	<i>0,0</i>	<i>99,5</i>	<i>100,0</i>
<i>Stealing in public places</i>	<i>0,5</i>	<i>0,0</i>	<i>0,5</i>	<i>99,0</i>	<i>100,0</i>
<i>Threats</i>	<i>0,0</i>	<i>0,5</i>	<i>0,0</i>	<i>99,5</i>	<i>100,0</i>

These results are quite similar to the ones obtained in the survey carried out among the population in general. With the exception of these two types of crimes, very few other crimes were spontaneously pointed out as having increased or not throughout 2001. This may intimately be associated with the characteristics of these two types of crimes, which because of the extreme violence they imply call on people's attention and concern.

This hypothetical analysis has been reinforced by the almost incapability the 42 people, who had not spontaneously answered, had when asked to pick out from a list of crimes the ones they felt had increased throughout 2001 (chart nº 12).

	<i>It has increased</i>	<i>It has maintained itself</i>	<i>It has decreased</i>	<i>Has not answered</i>	<i>Total</i>
<i>Drug trafficking</i>	<i>4,3</i>	<i>2,4</i>	<i>0,0</i>	<i>13,4</i>	<i>20,1</i>
<i>Stealing from people</i>	<i>3,8</i>	<i>2,4</i>	<i>1,0</i>	<i>12,9</i>	<i>20,1</i>
<i>Assaulting people</i>	<i>3,8</i>	<i>1,9</i>	<i>0,5</i>	<i>13,9</i>	<i>20,1</i>
<i>Stealing from vehicles</i>	<i>3,3</i>	<i>2,9</i>	<i>1,0</i>	<i>12,9</i>	<i>20,1</i>
<i>Stealing from shops</i>	<i>3,3</i>	<i>2,9</i>	<i>0,5</i>	<i>13,4</i>	<i>20,1</i>
<i>Damaging/vandalism</i>	<i>2,9</i>	<i>2,4</i>	<i>1,9</i>	<i>12,9</i>	<i>20,1</i>
<i>Assaulting shops</i>	<i>2,9</i>	<i>2,9</i>	<i>0,5</i>	<i>13,9</i>	<i>20,1</i>
<i>Physical aggression</i>	<i>2,4</i>	<i>1,4</i>	<i>1,4</i>	<i>14,8</i>	<i>20,1</i>
<i>Stealing vehicles</i>	<i>1,9</i>	<i>3,3</i>	<i>1,9</i>	<i>12,9</i>	<i>20,1</i>
<i>Sexual crimes</i>	<i>1,9</i>	<i>1,0</i>	<i>1,9</i>	<i>15,3</i>	<i>20,1</i>
<i>Threats and insults</i>	<i>1,9</i>	<i>2,9</i>	<i>1,4</i>	<i>13,9</i>	<i>20,1</i>

CHART Nº11

Spontaneous perception on the evolution of the different types of crime occurring in the commercial units areas

CHART Nº12

Non-spontaneous perception on the evolution of the different types of crime in the commercial units areas (%)

The fact that criminality in the Lisbon Metropolitan Area has increased slightly more than the one in the commercial units area seems, to be sustained according to the obtained results. Information on criminality within the commercial units area is obtained mainly through the neighbours (chart nº 13), which is apparently trust worthier than the information conveyed by the media, in accordance to at least half of the people being enquired (47,9%).

These obtained results are once more quite similar to the ones obtained following the survey carried out to the ordinary people. The people involved in commercial activities are not spreading the fear and insecurity, once both they and ordinary people feel quite safe within their residential and neighbouring areas as against the expressed feeling that they would feel less secure in such areas as the ones within the Lisbon Metropolitan Area.

The obtained results (chart nº 14) clearly shows that most of the people enquired (77,5%) feel safe within their residential area during the day as against 22,0% who stated not feeling safe. Almost 59% of the people enquired though, feel insecure when moving about the same areas at night. That is, almost 2 in every 3 seem to fear walking by or stopping around the area where their commercial units are located in during the night. Being quite similar to the obtained results provided by ordinary people leads us to configure "night" within the Lisbon Metropolitan Area as "fearful and insecure".

Amongst the main reasons for the feeling of insecurity is the fact that there is not much police around the area where the commercial unit is located, particularly at night. The area seems to be visited by people with a "rather peculiar aspect", there are "isolated" areas around as well as areas where crimes have been committed in the past, together with not particularly well lit/illuminated areas (chart nº 15). Reference to the presence of immigrants, people belonging to ethnic minorities, people without much to do and drug addicts, has also been made, though not highlighted. Curiously enough the "drugs" which have been previously referred as on e of the main problems associated with the increasing criminality figures, have been lightly referred this time, together with the direct experience of having been previously victimized, which in itself would be good a motive to feel rather insecure.

CHART Nº13
The means in which the information on crimes occurring in the commercial units area is conveyed

	%
<i>The neighbours</i>	68,9
<i>The newspapers</i>	30,6
<i>The clients</i>	22,0
<i>The friends/relatives</i>	17,1
<i>The Television</i>	14,0
<i>The radio</i>	3,3
<i>Because of having witnessed it/them</i>	2,4
<i>Other means</i>	25,4
<i>Has not answered</i>	6,7

CHART Nº 14
Insecurity felt in the commercial unit area

	<i>During the day (in %)</i>	<i>At night (in %)</i>
<i>Feels safe</i>	77,5	40,2
<i>Does not feel safe</i>	22,0	58,4
<i>Does not know</i>	0,5	1,4
<i>Total</i>	100,0	100,0

CHART Nº15
Reasons as to why they feel insecure in the commercial unit area

	%
<i>Not much police around the area</i>	31,6
<i>People with a “peculiar” aspect close to the area</i>	18,2
<i>The existence of “isolated” places</i>	17,7
<i>The existence of places where crimes have been committed</i>	15,3
<i>The existence of badly lit places</i>	10,0
<i>The presence of immigrants/ethnic minorities</i>	4,3
<i>The presence of people without much to do</i>	3,8
<i>The existence of places where something has already happened to me</i>	3,3
<i>The existence of dangerous places</i>	3,3
<i>The existence of drugs/drug addiction and alcoholism</i>	1,4
<i>The existence of rather degrading places</i>	1,0
<i>Other reasons</i>	11,5

Note: the total number exceeds the 100% because multiple-choice answers were accepted

III THE PREVALENCE AND INCIDENCE OF VICTIMIZATIONS

According to the people enquired about 38% of the commercial units located within the Lisbon Metropolitan Area were subject to at least a criminal act throughout 2001 (chart nº 16).

The stealing of merchandise and or goods from the commercial units (33,9%) seems to have been the main reason behind this high prevalence figure. These criminal acts were mostly committed during the opening hours of the commercial unit (26,3%) than after closing hours (7,6%). Damaging having occurred inside the commercial units or the damaging of goods and commercial products has reached a prevalence rate of 12,4% followed by the thefts (3,3%) in which the used violence should be accounted for (chart nº 17).

About 14% of the ones working in commercial activities, both owners and employees stated having been subject to insults, offences and threats concerning their activities and mostly inside the commercial units (chart nº 18). This prevalence figure shows that apart from the thefts, damaging and assaulting, four in every ten of the enquired people were subject to insults and threats.

CHART Nº16
Prevalence of commercial unit victimizations

	%
<i>One victimization at least</i>	38,3
<i>No victimization</i>	61,7
<i>Total</i>	100,0

CHART Nº17
Prevalence concerning commercial unit victimizations, which occurred throughout 2001 (by types of crime)

	%
<i>The stealing of merchandise and goods during the opening hours</i>	26,3
<i>Damaging the commercial units and/or the merchandise and goods</i>	12,4
<i>The stealing of merchandise and goods during the closing g hours</i>	7,6
<i>Thefts</i>	3,3

CHART Nº18
Prevalence concerning the victimizations of those working in commercial units having occurred in 2001 (by types o crime)

	%
<i>Insult and offences</i>	10,0
<i>Threats</i>	3,8

The victimization incidence rate has also been quite high, which indicates that quite a few victimizations have occurred throughout the year, namely involving stealing, damaging and robberies (Chart nº 19). This phenomenon leads to high levels of insecurity and the introduction of safety systems, which can be quite costly.

The incidence of victimizations involving those who develop commercial activities has also been quite high in 2001, showing that the multiple victimizations some of these people had to go through reached levels of utmost "discomfort and insecurity" (chart nº 20).

The significant percentage of commercial units subject to criminal acts prior to 2001 (43,5%) gives us an idea there might not be many which have not been subject to any such criminal acts within the Lisbon Metropolitan Area (chart nº 21).

If we take into account the victimizations prevalence prior to 2001, we may realize that thefts and robberies were the most common criminal acts (chart nº 22). As far as the victimizations of those involved in commercial activities, we may notice that almost six in every ten of the people enquired had already been subject to offences and insults inside their own commercial unit and about 3% subject to serious threats (chart nº23).

CHART Nº19
Incidence of commercial unit
victimizations in 2001 (by types
of crime)

	%
<i>Thefts</i>	<i>44,1</i>
<i>Damaging actions</i>	<i>19,1</i>
<i>Robberies</i>	<i>4,8</i>

CHART Nº 20
The incidence of victimizations in 2001
involving those who develop commercial
activities (per type of crime)

	%
<i>Insults and offences</i>	<i>13,9</i>
<i>Threats</i>	<i>6,2</i>

CHART Nº21
Prevalence of commercial units
subject to criminal acts prior to 2001

	%
<i>Not subject to any criminal act</i>	<i>51,7</i>
<i>Subject to at least one criminal act</i>	<i>43,5</i>
<i>Does not recall</i>	<i>4,8</i>

CHART Nº22
Prevalence of commercial units
subject to criminal acts prior to 2001
(per type of crime)

	%
<i>Thefts</i>	<i>23,4</i>
<i>Robberies</i>	<i>20,6</i>
<i>Damaging acts</i>	<i>7,7</i>
<i>Has not answered</i>	<i>13,9</i>

CHART Nº23
Prevalence of victimizations of
people involved in commercial
activities prior to 2001

	%
<i>Insults and offences</i>	<i>59,8</i>
<i>Threats</i>	<i>3,3</i>

IV COMMERCIAL UNITS VICTIMIZATIONS

The data presented, analysed and discussed in this chapter concern the circumstances in which the crimes have occurred and in which way they have affected the commercial units in which they were perpetrated as well as the way in which some of their proprietors, co-partners and employees handled the situation and the subsequent consequences. This has to be carefully analysed, once the number of people who have been enquired aren't t but a small sample and may therefore not be representative enough.

1. THEFTS
These have mainly occurred in February and December (55,5%). It should be pointed out that 22,2 of the enquired people could not remember the month in which these criminal acts had occurred, most probably because of not having been serious enough (chart nº 24). In what concerns the time of their occurrence, one should say that most of them happened in the evening. During winter the sunlight has long gone by the time the shops close down (chart 25). Some have taken place in late evening, others in early morning, though one third of the people enquired have stated not recalling at what time they have occurred (chart nº 26).

CHART Nº24
Month in which they have occurred

	%
<i>February</i>	<i>33,3</i>
<i>March</i>	<i>11,1</i>
<i>August</i>	<i>11,1</i>
<i>December</i>	<i>22,2</i>
<i>Does not recall</i>	<i>22,2</i>
<i>Total</i>	<i>100,0</i>

CHART Nº25
Time of the day in which they have
occurred

	%
<i>In the afternoon</i>	<i>11,1</i>
<i>In the evening/late evening</i>	<i>88,9</i>
<i>Total</i>	<i>100,0</i>
<i>Total</i>	<i>100,0</i>

CHART Nº26
Approximate time of the occurrence

	%
<i>Between 6 P.M. and 9 P.M.</i>	<i>11,1</i>
<i>Between 11 P.M. and 3 A.M.</i>	<i>11,1</i>
<i>Between 3 A.M. and 6 A.M.</i>	<i>22,2</i>
<i>Does not recall</i>	<i>33,3</i>
<i>Has not answered</i>	<i>22,2</i>
<i>Total</i>	<i>100,0</i>

In what concerns the number of people involved in these criminal acts, two thirds of the enquired people stated not knowing, whilst 22,2% referred that 3 or more individuals have committed them (chart nº 27). Most of them seem not to know how old they were, that is, whether they were youngsters or adults (chart nº 28). Two thirds of the people enquired stated not knowing which sex they were as against one third who stated they were male (chart nº 29).

As far as the degree of acquaintance is concerned, two thirds of the enquired victims stated not knowing anything about their identity as against one third who stated they did them (chart nº 30). In what concerns the use of weapons, two thirds of the enquired population decided not to answer, whilst 22,2% stated that none was used (chart nº 31). In 44,4% of the occurrences there were no injuries to be accounted for, but it should also be noted that more than half of the ones being enquired decided not to answer (chart nº 32).

CHART Nº27

Number of individuals involved in the criminal act

	%
<i>2 individuals</i>	<i>11,1</i>
<i>3 or more individuals</i>	<i>22,2</i>
<i>Does not know</i>	<i>66,7</i>
<i>Total</i>	<i>100,0</i>

CHART Nº28

Age of the individuals involved in the criminal act

	%
<i>Very young (12/16 years of age)</i>	<i>11,1</i>
<i>Young (16/21 years of age)</i>	<i>11,1</i>
<i>Does not know</i>	<i>77,8</i>
<i>Total</i>	<i>100,0</i>
<i>Total</i>	<i>100,0</i>

CHART Nº29

Sex of the perpetrators of the criminal act

	%
<i>Male</i>	<i>33,3</i>
<i>Does not know</i>	<i>66,7</i>
<i>Total</i>	<i>100,0</i>

CHART Nº30

Degree of acquaintance

	%
<i>Not known</i>	<i>33,3</i>
<i>Does not know</i>	<i>66,7</i>
<i>Total</i>	<i>100,0</i>

CHART Nº31

The exhibition of weapons

	%
<i>No weapon was exhibited/used</i>	<i>22,2</i>
<i>Another type of firearm</i>	<i>11,1</i>
<i>Has not answered</i>	<i>66,7</i>
<i>Total</i>	<i>100,0</i>

CHART Nº32

Injuries to be accounted for

	%
<i>No injuries</i>	<i>44,4</i>
<i>Has not answered</i>	<i>55,6</i>
<i>Total</i>	<i>100,0</i>

In what concerns the official complaint, more than two thirds of the cases were actually reported to the Police, by either the victim him/herself and/or a third party (chart nº 33). Half of the people who officially complained were not satisfied at all with the way in which the police handled the case (chart nº 34). Some of the reasons as to why they were not satisfied had to do with the apparent lack of commitment on the part of the police together with the fact that the perpetrator/s of the criminal act/s not being caught (chart nº 35).

In what concerns the case procedural aspects, most of the victims knew that the cases had already been closed, though 30% knew nothing about them (chart nº 36). All of the people enquired stated that if ever they found themselves in similar situations, they would officially report them to the police. As far as the ones, who decided not to officially complain, some of the reasons put forward had to do with not having considered them important enough to be reported or because of considering that there was nothing the police could do about it and/or they would eventually not be particularly interested in the case (chart nº37). It should be pointed out that half of the people being enquired stated that most perpetrators end up not being court sentenced.

CHART Nº33

	%
<i>Made by the person being enquired to the police</i>	<i>55,6</i>
<i>Made by a third party to the police</i>	<i>22,2</i>
<i>No official complaint made</i>	<i>22,2</i>
<i>Total</i>	<i>100,0</i>

CHART Nº34

Opinions on the way the police handled the case

	%
<i>Very satisfied</i>	<i>28,6</i>
<i>Little satisfied</i>	<i>14,3</i>
<i>Not satisfied at all</i>	<i>57,1</i>
<i>Total</i>	<i>100,0</i>

CHART Nº35

Reasons as to why they were not satisfied

	%
<i>The police did not seem too interested on the case</i>	<i>80,0</i>
<i>The perpetrator/s of the criminal act/s was/were not caught</i>	<i>20,0</i>
<i>Total</i>	<i>100,0</i>

CHART Nº36

	%
<i>Does not know</i>	<i>28,6</i>
<i>It is still under investigation</i>	<i>14,3</i>
<i>It has been closed</i>	<i>57,1</i>
<i>Total</i>	<i>100,0</i>

CHART Nº37

Reasons as to why the case was not officially reported

	%
<i>The crime was not worth reporting</i>	<i>100</i>
<i>Defendants are normally not court sentenced</i>	<i>50</i>
<i>The police would not be interested in the case</i>	<i>50</i>
<i>There was nothing the police could do about it</i>	<i>50</i>

As far as adequate punishment goes, three fourths suggested they should work for the community for free as against 22,2% who stated they should be punished (chart nº 38).
Regarding any other type of punishment, half of them did not answer whilst the other half suggested some form of physical punishment

In what concerns a mediating type of approach the opinions vary. 44,4% of the enquired victims stated they might agree with such an approach though having some doubts as to the final outcome.11, 1% clearly stated not accepting such an approach (chart nº 40). Most of the enquired people feel that irrespective of that they should still go to court. Half of them have not been able to answer to this question because of not knowing enough about the issue (chart nº 41).

In what concerns the disturbance following the criminal act, 44,4% state not having been disturbed as against a third who stated the opposite (chart nº 42). Most of them were not juridical, materially and psychologically supported most likely because the situations were not important enough for them to feel such a need (chart nº 43).

CHART Nº38

Punishment the perpetrator/s of the crime/s should be subject to

	%
<i>Unpaid community work</i>	77,8
<i>Other punishment</i>	22,2
<i>Total</i>	100,0

CHART Nº39

Punishment the perpetrator/s of the crime/s should be subject to

	%
<i>Has not answered</i>	50,0
<i>Physical punishment</i>	50,0
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART Nº40

The acceptance of a mediating approach

	%
<i>They would never accept it</i>	11,1
<i>They would eventually accept it</i>	44,4
<i>They would certainly accept it</i>	33,3
<i>They have not answered</i>	11,1
<i>Total</i>	100,0

CHART Nº41

A mediating approach together with court case proceedings

	%
<i>Depending on the agreement</i>	12,5
<i>Definitely</i>	37,5
<i>Has not answered</i>	50,0
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART Nº42

Disturbance

	%
<i>Rather disturbed</i>	22,2
<i>Little disturbed</i>	33,3
<i>Not disturbed at all</i>	44,4
<i>Total</i>	100,0

CHART Nº 43

Juridical, material and psychological support provided

	%
<i>No support provided</i>	88,9
<i>Has not answered</i>	11,1
<i>Total</i>	100,0
<i>Total</i>	100,0

When the victims were asked to evaluate the caused damages, more than 75% were able to accurately define an amount. The value of these amounts varies immensely, ranging from 30.000 Escudos (150 Euros) to 500.000 Escudos (2,500 Euros). More than 85% stated not having recovered anything. 14,3% preferred not to answer (chart nº 44).

In 90% of the commercial units there were safety systems installed (chart nº 45), most of which wee alarms and put up bars. Twenty five per cent of the alarms were connected to the closest Police Station or to a Safety Enterprise (chart nº 46). In more than 75% of the places where the occurrences took place no additional safety system was installed following the criminal acts (chart nº 47).

In what concerns the insurance coverage only three fourths of the enquired population had full insurance coverage (chart nº 48). Following the crime almost 90% of the victims did not consider taking additional precautions (chart nº 49).

CHART Nº44

Recovery of the stolen money, goods and/or valuable objects

	%
<i>Nothing was recovered</i>	85,7
<i>Has not answered</i>	14,3
<i>Total</i>	100,0

CHART Nº45

The existence of a safety system installed in the commercial unit

	%
<i>There is</i>	88,9
<i>There is not</i>	11,1
<i>Total</i>	100,0

CHART Nº46

Type of safety system

	%
<i>An alarm</i>	37,5
<i>An alarm connected to the Police Station</i>	12,5
<i>An alarm connected to a Safety Enterprise</i>	12,5
<i>An alarm connected to a Safety Enterprise</i>	12,5
<i>Bars</i>	37,5
<i>Bars</i>	37,5
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART Nº47

The installing of an additional safety system following the criminal act

	%
<i>No system was installed</i>	77,8
<i>An additional system was installed</i>	22,2
<i>Total</i>	100,0

CHART Nº48

Insurance particularities concerning the damages

	%
<i>They were fully covered</i>	77,8
<i>They were partly covered</i>	11,1
<i>They were not covered</i>	11,1
<i>Total</i>	100,0

CHART Nº49

Special precautions taken following the criminal act

	%
<i>No special precaution has been taken</i>	88,9
<i>Yes special precautions have been taken</i>	11,1
<i>Total</i>	100,0

2. THE STEALING OF GOODS

These have occurred in quite a steady way all along the year, having the highest prevalence rate occurred in August (10,2%). It should be noted that more than half of the victims do not remember in which month it occurred, most likely because of not having been too important (chart n° 50). In what concerns the time of the day in which they have occurred, most seem to have taken place in the afternoon (chart n° 51), with particular incidence between three and six in the afternoon and between nine in the morning and midday, which may be considered the peak hours for shopping (chart n° 52). One fourth of the people enquired do not recall when these may have occurred.

CHART N°50

Month in which the criminal act has occurred

	%
<i>February</i>	<i>4,1</i>
<i>March</i>	<i>2,0</i>
<i>April</i>	<i>2,0</i>
<i>June</i>	<i>8,2</i>
<i>July</i>	<i>8,2</i>
<i>August</i>	<i>10,2</i>
<i>September</i>	<i>2,0</i>
<i>November</i>	<i>6,1</i>
<i>December</i>	<i>2,0</i>
<i>Does not remember</i>	<i>53,1</i>
<i>Has not answered</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>

CHART N°51

Time of the day in which the criminal act has occurred

	%
<i>In the morning</i>	<i>18,4</i>
<i>In the afternoon</i>	<i>57,1</i>
<i>In the evening/at night</i>	<i>4,1</i>
<i>Does not remember</i>	<i>20,4</i>
<i>Total</i>	<i>100,0</i>

CHART N°52

Approximate time in which the criminal act has occurred

	%
<i>Between 6 A.M. and 9 A.M.</i>	<i>2,0</i>
<i>Between 9 A.M. and midday</i>	<i>18,4</i>
<i>Between midday and 3 P.M.</i>	<i>2,0</i>
<i>Between 3 P.M. and 6 P.M.</i>	<i>46,9</i>
<i>Between 6 P.M. and 9 P.M.</i>	<i>2,0</i>
<i>Between 11 P.M. and 3 A.M.</i>	<i>2,0</i>
<i>Between 3 A.M and 6 A.M.</i>	<i>2,0</i>
<i>Does not remember</i>	<i>24,5</i>
<i>Total</i>	<i>100,0</i>

In what concerns the individuals involved in this criminal act, almost 60% of the people enquired stated having been only one, whilst 26,5 stated two individuals had been involved in the act (chart n° 53). Most of the people enquired feel they were mostly adults (chart n° 54) and two thirds referred they were male (chart n° 55).

In what concerns the degree of acquaintance with the perpetrators, almost 90% stated not being known to them as against 10% who knew them by sight (chart n° 56). As far as the usage of weapons is concerned, in 98% of the circumstances none was exhibited (chart n° 57), which to a certain extent justifies the fact that there were no injuries to be accounted for (chart n° 58).

CHART N°53

Number of individuals involved in the criminal act

	%
<i>One individual</i>	<i>59,2</i>
<i>One individual</i>	<i>59,2</i>
<i>Two individuals</i>	<i>26,5</i>
<i>Two individuals</i>	<i>26,5</i>
<i>Three or more individuals</i>	<i>12,2</i>
<i>Three or more individuals</i>	<i>12,2</i>
<i>Does not know</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>
<i>Total</i>	<i>100,0</i>

CHART N°54

Approximate age of the perpetrators of the criminal act

	%
<i>Children (younger than 12)</i>	<i>2,0</i>
<i>Children (younger than 12)</i>	<i>2,0</i>
<i>Rather young (12/16 years of age)</i>	<i>2,0</i>
<i>Youngsters (16/21)</i>	<i>28,6</i>
<i>Adults</i>	<i>65,3</i>
<i>Does not know</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>
<i>Total</i>	<i>100,0</i>

CHART N°55

Sex of the perpetrators

	%
<i>Male</i>	<i>65,3</i>
<i>Female</i>	<i>20,4</i>
<i>Male/female</i>	<i>12,2</i>
<i>Does not know</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>

CHART N°56

Degree of acquaintance

	%
<i>Known by sight</i>	<i>10,2</i>
<i>Not known</i>	<i>87,8</i>
<i>Does not know</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>

CHART N°57

The exhibition of weapons

	%
<i>No weapon was exhibited/used</i>	<i>98,0</i>
<i>Has not answered</i>	<i>2,0</i>
<i>Total</i>	<i>100,0</i>

More than 83% of the cases were not officially reported to the police, most probably because of them not being particularly interested in solving such situations (chart n° 59). Half of the ones, who officially complained, were not satisfied with the way the police handled the cases (chart n° 60). The most commonly presented reasons had to do with the impoliteness on the part of the Authorities in charge of resolving the cases, as well as their apparent lack of interest in resolving them (chart n° 61).

75% of the victims knew that the case had already been closed, whilst 12,5% stated knowing that the case was still under investigation (chart n° 62). All the people who were enquired stated that they would officially complain if ever they were to find themselves in similar situations. Most of the ones, who did not complain, stated that the criminal act had not been worth reporting or that they had not complained because it would involve additional expense and inconveniences (chart n° 63).

CHART N°58

Injuries as a direct consequence of the criminal act

	%
<i>No injuries</i>	98,0
<i>Permanent physical injuries</i>	2,0
<i>Total</i>	100,0

CHART N°59

Official complaint

	%
<i>Made by the person being enquired to the police</i>	8,3
<i>Made by a third party to the police</i>	8,3
<i>No official complaint made</i>	83,3
<i>Total</i>	100,0

CHART N°60

Opinions on the way the police handled the case

	%
<i>Has not answered</i>	12,5
<i>Very satisfied</i>	12,5
<i>Satisfied</i>	12,5
<i>Little satisfied</i>	12,5
<i>Not satisfied at all</i>	50,0
<i>Total</i>	100,0

CHART N°61

Reasons as to why they were not satisfied with the police

	%
<i>The police did not seem interested in the case</i>	40,0
<i>They were rather impolite and even rude</i>	60,0
<i>Total</i>	100,0

CHART N°62

Where the case stands

	%
<i>Does not know</i>	12,5
<i>It is still under investigation</i>	12,5
<i>It has been closed</i>	75,0
<i>Total</i>	100,0

When asked what sort of punishment the people involved in these criminal act should be subject to, 47% suggested unpaid community work, whilst 20,4 % stated not knowing what type of punishment to suggest (chart n° 64). Many defended they should have to pay a fine, whose amount they were unable to define and/or be sentenced. Some of them advocated the application of physical punishment (chart n° 65).

CHART N°63

Reasons as to why the case was not reported to the competent Authorities

	%
<i>It was not worth reporting</i>	85,3
<i>Its complaint would imply additional expense and inconveniences</i>	75,7
<i>Defendants of such criminal acts are normally not court sentenced</i>	9,7
<i>The fear of reprisals</i>	4,9
<i>The police would not be particularly interested in the case</i>	22
<i>There was nothing the police could do about it</i>	14,6
<i>Defendants of such criminal acts are not severely punished</i>	7,3
<i>Other reasons</i>	4,8

CHART N°64

The type of punishment the perpetrators of such criminal acts should be subject to

	%
<i>Having to pay a compensation amount for the caused damages</i>	2,0
<i>Having to work for the community for free</i>	46,9
<i>Having to pay a fine</i>	6,1
<i>Having to pay a fine</i>	6,1
<i>To be sentenced</i>	10,2
<i>To be sentenced</i>	10,2
<i>Another type of punishment</i>	10,2
<i>Another type of punishment</i>	10,2
<i>Does not know</i>	20,4
<i>Does not know</i>	20,4
<i>Has not answered</i>	4,1
<i>Total</i>	100,0

CHART N°65

Other type of punishment they should be subject to

	%
<i>Has not answered</i>	33,3
<i>Physical punishment</i>	66,7
<i>Total</i>	100,0

In what concerns the acceptance of a mediating type of approach, the opinions vary. 35,4% of the victims stated they would never accept mediation as against 22,9%, who stated they would be willing to accept such an approach. 20,8%said they might eventually consider it (chart nº 66). Almost 30% stated that notwithstanding the acceptance of mediation, the perpetrators of such criminal acts should still go to court as against 20,5% of them, who felt they should not, 41% have not answered and/or have stated not knowing enough about this to accurately decide for or against (chart nº 67).

In what concerns the disturbance following the criminal act, 54,2% of the total number of victims has stated having been rather disturbed or little disturbed. It should be noted that 10% of the total number of people enquired stated having been very disturbed with the situation (chart nº 68). Most of the victims stated not having been provided any juridical, psychological and material support (chart nº 69). The very few who stated having been supported, mainly got it through the health institutions.

When the victims were asked to estimate the value of the caused damages, 45% were able to accurately define it, as against one fourth of the people enquired who stated not having had any damages to be accounted for, once the criminal act had not effectively been carried out (chart nº 70). The amounts vary significantly from 5.000 Escudos (25 Euros) to 9.000 000 Escudos (45,000 Euros). Almost 60% of the victims stated that none of it was recovered as against 19,1% of them, who managed to recover everything (chart nº 71). In more than half of these cases the recovery was due to the action of the victims themselves together with people they decided not to identify (chart nº 72).

CHART Nº66

To accept a mediating type of approach

	%
<i>They would never accept</i>	35,4
<i>They would eventually accept</i>	20,8
<i>They would certainly accept</i>	22,9
<i>Do not know</i>	8,3
<i>Have not answered</i>	12,5
<i>Total</i>	100,0

CHART Nº67

To accept mediation without the perpetrators having to go to court

	%
<i>They would not accept</i>	20,5
<i>It would depend on the agreement</i>	28,2
<i>They would accept</i>	10,3
<i>Do not know</i>	12,8
<i>Have not answered</i>	28,2
<i>Total</i>	100,0

CHART Nº68

Disturbance

	%
<i>Very disturbed</i>	10,4
<i>Rather disturbed</i>	54,2
<i>Little disturbed</i>	27,1
<i>Not disturbed at all</i>	8,3
<i>Total</i>	100,0

CHART Nº69

Juridical, psychological and material support they were provided

	%
<i>No support whatsoever</i>	91,7
<i>Some support provided by the family</i>	2,1
<i>Some support provided by specialized Institutions</i>	2,1
<i>Has not answered</i>	4,2
<i>Total</i>	100,0

CHART Nº70

The recovery of the stolen money, goods and/or any other valuable objects

	%
<i>The criminal act was not effectively carried out</i>	24,5
<i>The recovery in money</i>	44,9
<i>Does not remember</i>	24,5
<i>Does not know</i>	6,1
<i>Total</i>	100,0

70% of the victims stated they had safety systems installed in the commercial units (chart nº 73), mainly alarms, frequently connected to the police stations and/or some Security Institutions (chart nº 74), though very few installed additional safety systems following the criminal acts (chart nº 75).

CHART Nº71

The recovery of the stolen money, goods and/or any other valuable objects

	%
<i>Everything</i>	19,1
<i>Almost everything</i>	2,1
<i>Part of it</i>	17,0
<i>Nothing</i>	59,6
<i>Has not answered</i>	2,1
<i>Total</i>	100,0

CHART Nº72

Who helped them recover it

	%
<i>The Police</i>	3,0
<i>Some people and myself</i>	51,5
<i>Have not answered</i>	45,5
<i>Total</i>	100,0

CHART Nº73

The existence of safety systems installed in the commercial units

	%
<i>Yes</i>	70,2
<i>No</i>	29,8
<i>Total</i>	100,0

CHART Nº74

Type of safety system

	%
<i>Alarm</i>	43,5
<i>Alarm connected to the police station</i>	34,7
<i>Alarm connected to a security enterprise</i>	10,9
<i>Bars</i>	13,0
<i>Has not answered</i>	28,3

CHART Nº75

The installing of additional safety systems following the criminal act

	%
<i>No</i>	97,8
<i>Yes</i>	2,2
<i>Total</i>	100,0
<i>Total</i>	100,0

In what concerns the goods covered by the insurance, one may notice that in almost 70% of the cases they were actually covered (chart n° 76) as against 24% not totally covered. It is surprising though, that following this circumstance 86% of the victims decided not to alter the insurance coverage nor adopt any specific precautions (chart n° 77).

3. DAMAGING

In what concerns the damaging occurrences, none of the people being enquired recalled when they had actually happened, most probably because they had no been significant enough. As far as the time in which they may have occurred, it seems most of them happened at night, though we have situations having occurred in the afternoon, late evening and at night (charts n° 78 and n° 79). More than a third of the victims do not recall the approximate time of the occurrences.

In what concerns the number of people involved in these criminal acts, most seem not to know as against 36,4% of them, who have stated they were committed by one individual (chart n° 80). Most of them seem not to know how old they were, though 27,3 have identified them as being quite young (chart n° 81). Two thirds of the people enquired stated not to know the sex of the perpetrators of these criminal acts, whilst one third of them stated they were male (chart n° 82).

CHART N°76

Insurance coverage

	%
<i>Fully covered the damages</i>	69,6
<i>Covered part of the damages</i>	2,2
<i>Did not cover the damages</i>	23,9
<i>Does not know</i>	2,2
<i>Has not answered</i>	2,2
<i>Total</i>	100,0

CHART N°77

The adoption of specific precautions following the criminal act

	%
<i>Has not adopted any precaution</i>	85,7
<i>Has adopted some precautions</i>	12,2
<i>Does not know</i>	2,0
<i>Does not know</i>	2,0
<i>Total</i>	100,0

CHART N°78

Time of the day in which the damaging has occurred

	%
<i>In the afternoon/evening</i>	18,2
<i>At night</i>	81,8
<i>Total</i>	100,0

CHART N°79

Approximate time of the occurrences

	%
<i>Between 3 P.M. and 6 P.M.</i>	18,2
<i>Between 9 P.M. and 11 P.M.</i>	18,2
<i>Between 11 P.M. and 3 A.M.</i>	18,2
<i>Does not remember</i>	9,1
<i>Has not answered</i>	36,4
<i>Total</i>	100,0

CHART N°80

Number of people involved in the criminal act

	%
<i>One person</i>	36,4
<i>3 or more people</i>	9,1
<i>Does not know</i>	54,5
<i>Total</i>	100,0

In what concerns the degree of acquaintance 54,5% of the victims stated knowing nothing about the identity of the perpetrators of the criminal acts, whilst a little more than a fourth of them referred they were not known to them (chart n° 83). 18,2% of the total number of enquired people said they knew them by sight. In what concerns having or not having used a weapon, more than half of them stated not knowing whether it had, as against 18,2%, who stated that a syringe had been exhibited (chart n° 84). In 54,5% of the occurrences there were no injuries to be accounted for, but it should be noted that the remaining people decided not to answer (chart n° 85).

CHART N°81

Approximate age/s of the perpetrator/s of the criminal act/s

	%
<i>Young (16/21 years of age)</i>	27,3
<i>Adults</i>	18,2
<i>Does not know</i>	54,5
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART N°82

Sex of the perpetrators

	%
<i>Male</i>	36,4
<i>Male</i>	36,4
<i>Does not know</i>	63,6
<i>Does not know</i>	63,6
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART N°83

Degree of acquaintance

	%
<i>Known by sight</i>	18,2
<i>Not known</i>	27,3
<i>Does not know</i>	54,5
<i>Total</i>	100,0

CHART N°84

Exhibition of weapons

	%
<i>No weapon was exhibited/used</i>	27,3
<i>A syringe was exhibited</i>	18,2
<i>Has not answered</i>	54,5
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART N°85

Injuries as a consequence of the criminal act

	%
<i>No injuries</i>	54,5
<i>Has not answered</i>	45,5
<i>Total</i>	100,0

In what concerns the official complain made to the competent Authorities, in most cases it was made by either the victim him/herself or a third party (chart nº 86). More than 44% of those who complained were not at all satisfied with the way the Police handled the case (chart nº 87). Some of the most commonly stated reasons were the fact that the Police did not seem to be particularly interested in the case as well as having arrived too late to where the occurrence had taken place (chart nº 88).

All of the victims knew the cases had been closed, though two thirds of them stated they would officially complain of ever they were to be in similar situations (chart nº 89). The reasons pointed out by those who decided not to officially complain had to do with the fact that they had not considered the circumstances serious enough to have to have them reported to the Police.

More than half of the enquired victims suggested the perpetrators of these crimes should be forced to do community work without being paid for it, whilst 27,3% would have preferred being paid a compensation amount for the caused damages (chart nº 90). Prison sentencing was also suggested, though prison-sentencing time was not referred.

CHART Nº86

Official complaint

	%
<i>Made to the police by the person being enquired</i>	81,8
<i>Made by a third party to the police</i>	9,1
<i>Not made</i>	9,1
<i>Total</i>	100,0

CHART Nº87

Opinions on the way the police handled the case

	%
<i>Satisfied</i>	44,4
<i>Little satisfied</i>	22,2
<i>Not satisfied at all</i>	33,3
<i>Total</i>	100,0

CHART Nº 88

Reasons as to why they were not satisfied with the way the police handled the case

	%
<i>The police did not seem too interested in the case</i>	40,0
<i>The perpetrator/s of the criminal act/s was/were not caught</i>	20,0
<i>The police did not show up and/or it took them too long to show up at the sight of the crime</i>	40,0
<i>Total</i>	100,0

CHART Nº89

Making an official complaint should they get involved in similar situations

	%
<i>Do not know</i>	33,3
<i>They would officially complain</i>	66,7
<i>Total</i>	100,0

CHART Nº90

Type of punishment the perpetrators of such criminal acts should be subject to

	%
<i>Having to pay a compensation amount for the caused damages</i>	27,3
<i>Having to do community work for free</i>	54,5
<i>Being sentenced</i>	9,1
<i>Does not know</i>	9,1
<i>Total</i>	100,0

As far as accepting a mediating type of approach is concerned the opinions vary. 45,5% of the victims stated they might accept such an approach, though they still have some doubts about mediation itself. Two-thirds of the victims categorically stated not accepting mediation, as against 9,1% who were willing to accept it (chart nº 91). Most people does not know much about mediation and/or does not answer as to whether they would withdraw the charges if an agreement was reached between the parties involved (chart nº 92).

72,7 % of the total number of victims stated having felt rather disturbed as a consequence of the criminal act whilst 18,2% referred having been little disturbed with the fact (chart nº 93). Most stated not having been provided any juridical, psychological or material support (chart nº 94).

When asked to estimate the amount of the caused damages, only 45,5% of the victims was able to put forward a number, once the remaining 54,5% did not remember. The amount ranges from 3.000 Escudos (15 Euros) to 80.000 Escudos (400 Euros). Half of them stated that none of it was recovered as against the other half who decided not to answer (chart nº 95).

CHART Nº91

Acceptance of a mediating type of approach

	%
<i>Never</i>	36,4
<i>Maybe</i>	45,5
<i>Certainly</i>	9,1
<i>Does not know</i>	9,1
<i>Total</i>	100,0

CHART Nº92

Acceptance of mediation followed by dropping the charges against the perpetrators of the criminal acts

	%
<i>No</i>	9,1
<i>Depending on the agreement between the parties involved</i>	9,1
<i>Does not know</i>	45,5
<i>Has not answered</i>	36,4
<i>Total</i>	100,0
<i>Total</i>	100,0

CHART Nº93

Disturbance

	%
<i>Rather disturbed</i>	72,7
<i>Little disturbed</i>	18,2
<i>Has not answered</i>	9,1
<i>Total</i>	100,0

CHART Nº94

Support provided

	%
<i>No support</i>	81,8
<i>Has not answered</i>	18,2
<i>Total</i>	100,0

CHART Nº95

The recovery of the stolen money, valuable objects and or any others

	%
<i>None of it was recovered</i>	50,0
<i>Has not answered</i>	50,0
<i>Total</i>	100,0

When asked if the commercial unit had any safety system installed, almost 91% of the people being enquired stated that it did, from alarms to safety bars having been put up (char n° 96). Most of the alarms were connected to security enterprises (chart n° 97). No further safety system was installed following the criminal acts.

As far as being covered by the insurance, just over half of them stated having them fully covered (chart n° 98), though 73% of them decided not to take special precautions following the criminal acts (chart n° 99) and the very few who did, did not specify which.

CHART N°96
The existence of a safety system in the commercial unit

	%
<i>Yes</i>	90,9
<i>No</i>	9,1
<i>Total</i>	100,0

CHART N°97
Type of safety system

	%
<i>Alarm</i>	27,3
<i>Alarm connected to a security enterprise</i>	27,3
<i>Safety bars</i>	45,5
<i>Has not answered</i>	9,1

CHART N°98
Insurance coverage

	%
<i>Fully covered</i>	54,5
<i>Not covered by the insurance</i>	45,5
<i>Total</i>	100,0

CHART N°99
The adoption of special precautions

	%
<i>No precautions adopted</i>	72,7
<i>Some</i>	27,3
<i>Some</i>	27,3
<i>Total</i>	100,0

The data, which is to be analysed and discussed in this chapter concern the circumstances in which some of the criminal acts affecting people in commercial activities have occurred, as well as the different ways in which they have handled the situation and the subsequent consequences. This should be analysed in quite a cautious way, because there were very few occurrences we have been able to obtain detailed information on.

1. OFFENCES AND INSULTS

These have mainly occurred in October (12,5%), though most of the people being enquired did not recall in which month they had occurred, most likely because of not having been too serious (chart n° 100). In what concerns the time of the day in which they have occurred, most of them happened in the afternoon (chart n° 101), between 3 P.M. and 6 P.M followed by the ones which have occurred between 9 A.M. and midday, which are the peak shopping hours (chart n° 102).

Regarding the number of people who carried out the offences and insults, 75% of the victims have stated that there had only been one person involved, whilst 25% referred more than three people (chart n° 103). Most of the victims stated they were adults (chart n° 104) and whilst in half of the cases they had been male, 37,5% stated they were female, which seems to be quite high as far as the involvement of women in such criminal acts is concerned, particularly if compared to their participation in other criminal acts (chart n° 105).

CHART N°100
Month in which they have occurred

	%
<i>October</i>	12,5
<i>Does not remember</i>	87,5
<i>Total</i>	100,0

CHART N°101
Time of the day in which they have occurred

	%
<i>In the morning</i>	37,5
<i>In the afternoon</i>	62,5
<i>Total</i>	100,0

CHART N°102
Approximate time in which they have occurred

	%
<i>Between 9 A.M. and midday</i>	37,5
<i>Between 3 P.M. and 6 P.M.</i>	37,5
<i>Does not recall</i>	12,5
<i>Has not answered</i>	12,5
<i>Total</i>	100,0

CHART N°103
Number of people involved in the criminal act

	%
<i>One person</i>	75,5
<i>Three or more people</i>	25,5
<i>Total</i>	100,0

CHART N°104
Approximate age of the perpetrator/s of the criminal act/s

	%
<i>Young (16/21 years of age)</i>	12,5
<i>Adults</i>	87,5
<i>Total</i>	100

In what concerns the degree of acquaintance 75% of the victims stated not knowing the aggressors (chart nº 106). No weapon was exhibited in 87,5% of the cases (chart nº 107) and all in all there were no injuries to be accounted for (chart nº 108).

In what concerns having officially reported the occurrences to the competent Authorities, almost 83% of the cases were not reported to the Police, most probably because of not having been serious enough (chart nº 109). Those very few, who actually complained were not particularly satisfied with the way the police handled the case (chart nº 110).

In what concerns the case itself, all of the ones being enquired knew the cases had already been closed. They all stated that if ever they were to be in similar situations, they would not officially complain. When those who did not officially complain were asked the reasons for not having complained, they stated that there was not much the police could do about it and they had not considered the cases worth having complained (chart nº 111).

CHART Nº105

Sex of the perpetrator/s

	%
<i>Male</i>	50
<i>Female</i>	37,5
<i>Male/Female</i>	12,5
<i>Total</i>	100

CHART Nº106

Degree of acquaintance

	%
<i>Known by sight</i>	12,5
<i>Known in the neighbourhood</i>	12,5
<i>Not known</i>	75
<i>Total</i>	100

CHART Nº107

The exhibition of weapons

	%
<i>No weapon was exhibited/used</i>	87,5
<i>A firearm was exhibited</i>	12,5
<i>Total</i>	100

CHART Nº108

Injuries as a direct consequence of the criminal act

	%
<i>No injuries</i>	75
<i>Has not answered</i>	25
<i>Total</i>	100

CHART Nº109

Official complaint

	%
<i>Made to the police by the person being enquired</i>	16,7
<i>No official complaint made</i>	83,3
<i>Total</i>	100

CHART Nº110

Opinions on the way the police handled the case

	%
<i>Little satisfied</i>	100
<i>Total</i>	100

CHART Nº111

Reasons as to why the criminal act was not officially reported

	%
<i>The criminal act was not worth it</i>	85,7
<i>There was nothing the police could do about it</i>	42,9

In what concerns the punishment of the perpetrators of such criminal acts 37,5% of the people being enquired were in favour of them having to pay a fine, whilst a similar number of victims suggested physical punishment (chart nº 112).

When asked whether they would accept a mediating type of approach the opinions varied as 75% of the victims though still having some doubts about it would eventually be willing to accept such an approach. 12,5% categorically declined such a proposal as against a similar number of victims who would be willing to (chart nº 113). Most of them feel that notwithstanding the mediation and reached agreement, perpetrators of such criminal acts should still stand trial (chart nº 114).

In what concerns the disturbance following the criminal act, 75% stated having been rather disturbed as against 12,5%, who stated having been little disturbed (chart nº 115). Regarding juridical, psychological and material support, most stated not having been provided any (chart nº 116).

CHART Nº112

Punishment the perpetrators of such criminal acts should be subject to

	%
<i>Having to pay a fine</i>	37,5
<i>Another type of punishment</i>	37,5
<i>Does not know</i>	25
<i>Total</i>	100

CHART Nº113

The acceptance of a mediating type of approach

	%
<i>Never</i>	12,5
<i>Eventually</i>	75
<i>Certainly</i>	12,5
<i>Total</i>	100

CHART Nº114

Mediation without them having to stand trial

	%
<i>Depending on the agreement</i>	71,4
<i>Yes</i>	28,6
<i>Total</i>	100

CHART Nº115

Disturbance

	%
<i>Rather disturbed</i>	75
<i>Little disturbed</i>	12,5
<i>Not disturbed at all</i>	12,5
<i>Total</i>	100

CHART Nº116

Provided juridical, psychological and material support

	%
<i>None was provided</i>	87,5
<i>Some support provided by relatives</i>	12,5
<i>Total</i>	100

Most threats have occurred in May and December. It should be pointed out that one third of the people enquired did not remember in which month they had effectively occurred, most probably because of not having been too serious (chart nº 118). They mostly occurred at night or late evening. Closing hours during the winter correspond to darkening hours (chart nº 119). In what concerns the approximate time of the occurrences, they range from early morning to night hours (chart nº 120).

In what concerns the number of people involved in the criminal acts, the people being enquired were unanimous in answering that these criminal acts have been committed by 3 or more people (chart nº 121) and that they were adults, as well as male in two thirds of the total number of cases, being both male and female perpetrator in one third of the cases (charts nº 122 and nº 123).

CHART Nº117

The adoption of special precautions

	%
<i>No</i>	62,5
<i>Started carrying a gun</i>	12,5
<i>Does not know</i>	25
<i>Total</i>	100

CHART Nº118

Month in which the threats have occurred

	%
<i>May</i>	33,3
<i>December</i>	33,3
<i>Does not remember</i>	33,3
<i>Total</i>	100

CHART Nº119

Time of the day in which they occurred

	%
<i>Between 3 P.M. and 6 P.M.</i>	33,3
<i>Between 6 P.M. and 9 P.M.</i>	33,3
<i>Between 11 P.M. and 3 A.M.</i>	33,3
<i>Total</i>	100

CHART Nº120

Approximate time in which they have occurred

	%
<i>Adults</i>	100
<i>Total</i>	100

CHART Nº121

Number of perpetrators of these criminal acts

	%
<i>Male</i>	66,7
<i>Both Male ad female</i>	33,3
<i>Total</i>	100

CHART Nº122

Approximate age/s

	%
<i>Known in the neighbourhood</i>	33,3
<i>Well known</i>	33,3
<i>Unknown</i>	33,3
<i>Total</i>	100

In what concerns the degree of acquaintance, one third of the victims stated they were known, a third added they were known in the neighbourhood, whilst another third referred they were unknown (chart nº 124). Regarding the use of weapons, a two third of the analysed cases implied the exhibition of a firearm (chart nº 125).

None of these cases were officially reported to the competent Authorities (chart nº 126), because of fearing reprisals (chart nº 127). The vulnerability of being open to the public during most of the day may have made more difficult and dissuaded the victims from officially complaining.

In what concerns the punishment the perpetrators of such criminal acts should be subject to, two thirds of the victims suggested unpaid community work as against one third who would be in favour of prison sentencing (chart nº 128). And yet none of them were able to define the time they should serve nor work for (charts nº 129 and nº 130).

CHART Nº123

Sex of the perpetrators

	%
<i>Male</i>	66,7
<i>Both Male ad female</i>	33,3
<i>Total</i>	100

CHART Nº124

Degree of acquaintance

	%
<i>Known in the neighbourhood</i>	33,3
<i>Well known</i>	33,3
<i>Unknown</i>	33,3
<i>Total</i>	100

CHART Nº125

The exhibition of weapons

	%
<i>No weapon was exhibited/used</i>	33,3
<i>A knife/pocket knife was exhibited</i>	33,3
<i>A firearm was exhibited</i>	33,3
<i>Total</i>	100

CHART Nº126

Official complaint

	%
<i>Not made</i>	100
<i>Total</i>	100

CHART Nº127

Reasons as to why they did not officially complain

	%
<i>Fearing reprisals</i>	100
<i>Total</i>	100

CHART Nº128

Punishment the offender/s should be subject to

	%
<i>Unpaid community work</i>	66,7
<i>Prison sentence</i>	33,3
<i>Total</i>	100

CHART Nº129

Amount of working time

	%
<i>Does not know</i>	100
<i>Total</i>	100

CHART Nº130

Amount of serving time

	%
<i>Has not answered</i>	100
<i>Total</i>	100

In what concerns the acceptance of a mediating type of approach opinions seem to vary as one third of the victims stated never to accept such a mediation, another third having doubts as to whether they would or not accept it and a third categorically affirming they would be willing to (chart nº 131). They all felt that irrespective of the mediation they should still stand trial.

In what concerns the disturbance caused by such offences and insults, two thirds stated having been very disturbed as against on third of the victims who stated not having been disturbed at all (chart nº 132). Only one third of the total number of victims was provided juridical, psychological and material support, though they preferred not to specify the names of the Institutions they got the support from. Two thirds stated not having been provided any support (chart nº 133).

All victims stated having adopted special precautions as a direct consequence of what they went through, though they did not specify which.

CHART Nº131
The acceptance of a mediating type of approach

	%
<i>Never</i>	33,3
<i>Eventually</i>	33,3
<i>Certainly</i>	33,3
<i>Total</i>	100

CHART Nº132
Disturbance

	%
<i>Very disturbed</i>	66,7
<i>Little disturbed</i>	33,3
<i>Total</i>	100

CHART Nº133
Juridical, psychological and material support they have been provided with

	%
<i>No support whatsoever</i>	66,7
<i>Support provided by specialised institutions</i>	33,3
<i>Total</i>	100

Issues regarding the main concerns of those involved in commercial activities within the Portuguese society have already been analysed in the first part of this report. One should refer to those issues concerning the areas the commercial units are located in, which to the greatest majority of people are seen as being quite safe during the day, yet the opposite during the night period. There is a difference of opinion in what concerns the evolution of criminality in both the commercial unit areas and the ones within the Lisbon Metropolitan Area, according to the opinions of those being questioned, which does not differ much from the one previously gathered when the survey was carried out to ordinary people. Only half of the enquired population feel criminality has increased within the commercial unit areas as against the 81% increase when referred to the Lisbon Metropolitan Area. Neighbours are the main source of information when it comes to spreading the criminal acts committed in the commercial unit areas. Customers of those commercial units come third following the information conveyed by the media. Commercial units where both the owners and employees reside within the same residential areas, customers are expected to be neighbours as well. Thus quite a number of the "informers" are identified as both neighbours and customers.

The fact that 38% of the people being enquired, were victimised in 2001 and 43,5% having been victimised in previous years seems to have contributed towards the perception that criminality has been increasing. Most of the criminal acts occurring in the commercial units in 2001 were associated with the stealing of goods as against previous years in which offences prevailed.

In what concerns the stealing, the majority of the cases have not been officially reported to the competent Authorities, either because of not having been considered too important or because of the additional expense and inconveniences such complains would imply. The main suggested punishment for the perpetrators of such criminal acts has been unpaid community work. More than 70% of the commercial units had safety systems installed and the damages were insurance covered. Notwithstanding this fact 54,2 % of the victims stated having been rather disturbed as a direct consequence of these criminal acts, which mostly occurred during the commercial unit opening hours, particularly in the peak moments.

FINAL CONSIDERATIONS

QUESTIONNAIRES

As far as the reaction of the victims is concerned, the ones involved in commercial activities seem to more accurately remember when the situations have occurred and the percentage of those who officially complained to the competent Authorities (77,8%) is higher than the one regarding the ordinary population. The punishment, which has been most commonly suggested for the perpetrators of such criminal acts, has undoubtedly been unpaid community work (33,3%) and though many would consider the acceptance of a mediating type of approach, they still felt they should stand trial. Because most of the criminal acts have occurred in early morning the age and sex of the perpetrators are mostly unknown.

In what concerns commercial unit damaging situations most have been officially reported to the police, and more than 44% of the ones who complained stated having been satisfied with the way the police handled the cases. Though unpaid community work is still put forward as a suggestion, more than one fourth of the ones enquired felt that under these circumstances having to pay a compensation amount for the caused damages. This is one type of criminal acts, in which victims tend to categorically not accept a mediating approach.

In what concerns the threats, which have occurred in commercial units, none of the occurrences were reported to the police, mainly because of the fear of reprisals and 66,7% of the victims admitted having been disturbed as a direct consequence of the criminal acts. One third was provided support by specialised institutions.

As far as offences are concerned, more than 80% of the occurrences have not been reported, namely because of not having been important enough together with the fact that victims felt police could not do anything about it.



District Code	Interviewer Code	Questionnaire nr.
Parish Code	Date	- -

GROUP II – COMERCIAL UNITS VICTIMISATION

1. During last year (2001), has anyone stolen/attempted to steal any goods/products from your shop during opening hours?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer
2. During last year (2001), has anyone stolen/attempted to steal any goods/products from your shop after closing hours?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer
3. During last year (2001), has anyone vandalised or damaged goods/products in your store or attempted to do so?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer
4. During last year (2001), has anyone assaulted or attempted to assault your shop, by threatening or the recourse to aggression or weapons?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer
5. During last year (2001), has anyone insulted or had any offensive attitude inside your shop?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer
6. During last year (2001), has anyone threatened to destroy your shop or to hit or kill you because of it?

1.1. Yes

1.2. No

1.3. Does not recall

1.4. Will not answer

If any of the questions was answered affirmatively, advance to group III. If not, advance to group IV.

District Code

Interviewer Code

Questionnaire nr.

Parish Code

Date - -

GROUP III – CIRCUMSTANCES IN WHICH THE CRIME HAS OCCURRED

I. How often has (have) the crime(s) you previously referred to occurred in 2001?

- | | |
|---------------------------------|--------------------------------------|
| 1.1. "Pick pocketing" | 1.12. Stealing from vehicles |
| 1.2. Stealing in a public place | 1.13. Stealing from inside the house |
| 1.3. "Snatching" | 1.14. House assaulting |
| 1.4. Thefts | 1.15. House damaging |
| 1.5. Insults/Offences | 1.16. Stealing from shops |
| 1.6. Threats | 1.17. Shop assaulting |
| 1.7. Physical Offences | 1.18. Shop damaging |
| 1.8. Sexual abuse | 1.19. Shop stealing |
| 1.9. Raping | 1.20. Offences occurred within shops |
| 1.10. Stealing of vehicles | 1.21. Threats in shops |
| 1.11. Vehicle damaging | |

The following questions should only concern the crime which has occurred most recently

Crime: _____

1. Victim of the crime (the person being interviewed or any of his/her family members)

2. Where did the crime occur?

- 1.22. In Lisbon
- 2.1.1. In which district? _____
- 2.1.2. Does not know
- 2.1.3. In which residential area? _____
- 2.1.4. Does not know
- 2.2. Anywhere else
- 2.2.1. Where? _____
- 2.2.2. Does not know
- 2.3. Will not answer

3. Where did it occur (only ask if the crime did not occur at a house or commercial establishment – if this is the case advance to question 4)?

- 3.1. In the street
- 3.2. In a park or public garden
- 3.3. In a studying or working place
- 3.4. At home (garden, balcony, garage)
- 3.5. At a public transport
- 3.6. At another place
- 3.6.1. Which? _____
- 3.7. Does not recall
- 3.8. Will not answer
- 3.9. Not applicable

4. During which month did the crime occur?

- 4.1. January
- 4.2. February
- 4.3. March
- 4.4. April
- 4.5. May
- 4.6. June
- 4.7. July
- 4.8. August
- 4.9. September
- 4.10. October
- 4.11. November
- 4.12. December
- 4.13. Does not recall
- 4.14. Will not answer

5. During which period of the day did the crime occur?

- 5.1. In the morning
- 5.2. In the afternoon
- 5.3. At night
- 5.4. Does not recall
- 5.5. Will not answer

6. At what time?

- 6.1. Between 6am and 9 am
- 6.2. Between 9 am and midday
- 6.3. Between midday and 3 pm
- 6.4. Between 3 pm and 6 pm
- 6.5. Between 6 pm and 9 pm
- 6.6. Between 9 pm and 11 pm
- 6.7. Between 11 pm and 3 am
- 6.8. Between 3 am and 6 am
- 6.9. Does not recall
- 6.10. Will not answer

7. Were you able to notice if the crime was committed by one or more people?

- 7.1. Only one
- 7.2. Two people
- 7.3. Three or more people
- 7.4. Does not recall
- 7.5. Will not answer

8. Were you able to notice the age of the offender(s)?

- 8.1. Children (under 12 years old)
- 8.2. Very young (between 12 and 16 years old)
- 8.3. Young (between 16 and 21 years old)
- 8.4. Adults
- 8.5. Does not know
- 8.6. Will not answer

9. Were you able to notice the offender's gender?

- 9.1. Male
- 9.2. Female
- 9.3. Both genders
- 9.4. Does not recall
- 9.5. Will not answer

10. Did you or any of your family members know the offender(s)?

- 10.1. Yes, only by sight
- 10.2. Yes, known in the neighbourhood
- 10.3. Yes, well known
- 10.3.1. Who was/were he/she/they? _____
- 10.4. Yes, he/she/they was/were family members
- 10.4.1. What was the degree of kinship? _____
- 10.5. No, unknown
- 10.6. Does not recall
- 10.7. Will not answer

11. Was any weapon used/exhibited during the crime?

- 11.1. No weapon
- 11.2. A knife/pocket knife
- 11.3. A syringe
- 11.4. A fire arm
- 11.5. Another type of weapon
- 11.5.1. Which type? _____
- 11.6. Does not recall
- 11.7. Will not answer

12. Were there any injuries as a direct consequence of the crime?

- 12.1. No
- 12.2. No, because it was only an attempted crime
- 12.3. Yes, minor
- 12.4. Yes, major
- 12.5. Yes, with permanent physical damages
- 12.6. Does not recall
- 12.7. Will not answer

13. Was the crime officially reported?

- 13.1. Yes, by me to the police
- 13.2. Yes, by someone else to the police
- 13.3. Yes, by me to another authority (advance to 16)
- 13.4. Yes, by someone else to another authority (adv. 16)
- 13.5. Was not reported (advance to nr. 20)
- 13.6. Does not recall (advance to nr. 20)

13.7. Will not answer (advance to nr. 20)

14. What do you think about the way the police has handled the case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 14.1. Will not answer (advance to nr. 16)
- 14.2. Very satisfied (advance to nr. 16)
- 14.3. Satisfied (advance to nr. 16)
- 14.4. Little satisfied
- 14.5. Not at all satisfied
- 14.6. Not applicable

15. Why were you little or not at all satisfied with the way the case was handled by the police? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 15.1. Will not answer
- 15.2. Didn't seem particularly interested
- 15.3. The perpetrators were not caught
- 15.4. They were impolite or quite unpleasant
- 15.5. The property was not recovered
- 15.6. No information was provided or it took too long
- 15.7. After the call, they did not come or took too long
- 15.8. Other reasons
- 15.8.1. Which? _____
- 15.9. Not applicable

16. What is the current situation of the case?

- 16.1. Will not answer (advance to nr. 19)
- 16.2. Does not recall (advance to nr. 19)
- 16.3. The case is still being investigated (adv. to nr. 19)
- 16.4. It has been closed (adv. to nr. 19)
- 16.5. It is still on trial
- 16.6. The perpetrator was sentenced by the court
- 16.7. The perpetrators were not sentenced by the court
- 16.8. Not applicable

17. What do you think about the way the court/judge has handled the case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 17.1. Will not answer (advance to nr. 19)
- 17.2. Very satisfied (advance to nr. 19)
- 17.3. Satisfied (advance to nr. 19)
- 17.4. Little satisfied
- 17.5. Not at all satisfied
- 17.6. Not applicable

18. Why were you little or not at all satisfied with the way the case was handled by the court/judge? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 18.1. Will not answer
- 18.2. Didn't seem particularly interested
- 18.3. The case took too long
- 18.4. They were impolite or quite unpleasant
- 18.5. The perpetrators were not sentenced
- 18.6. The perpetrators only received light sentences
- 18.7. Other reasons
- 18.7.1. Which? _____
- 18.8. Not applicable

19. Bearing in mind the way the authorities have handled this case, would you consider officially complaining if ever you would be in similar occasions?

- 19.1. Does not know (advance to nr. 21)
- 19.2. Yes, definitely (advance to nr. 21)
- 19.3. No, definitely (advance to nr. 21)
- 19.4. Will not answer (advance to nr. 21)
- 19.5. Not applicable

20. Why did you not report the crime to the police? (more than one answer accepted)

- 20.1. The crime was not relevant
- 20.2. I am not keen on the police
- 20.3. It would imply additional expenses and trouble
- 20.4. Offenders are rarely sentenced by courts
- 20.5. The offenders apologised or paid for the damages
- 20.6. The police would not be interested in the case
- 20.7. Didn't want the offenders to have problems
- 20.8. For fear of reprisals
- 20.9. There was nothing the police could do
- 20.10. The sentences are usually light
- 20.11. Didn't want the case publicised
- 20.12. Other reasons
- 20.12.1. Which? _____
- 20.13. Does not answer
- 20.14. Not applicable

21. Which type of punishment do you feel should be the offenders of this particular crime be submitted to?

- 21.1. None, only compensation of inflicted damages
- 21.2. Community work without earning a wage
- 21.3. A fine
- 21.3.1. Of how much? _____
- 21.3.2. Does not know
- 21.4. Prison sentence
- 21.4.1. Of how long? _____
- 21.4.2. Does not know?
- 21.5. Other punishment
- 21.5.1. Which? _____
- 21.6. Does not know
- 21.7. Will not answer

19. 22. Would you consider the possibility to meet with the offenders, in the presence of a third party, as to be compensated for the suffered damages? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 22.1. Never, not at all
- 22.2. Eventually
- 22.3. Yes, undoubtedly
- 22.4. Does not know
- 22.5. Does not answer
- 22.6. Not applicable

20. 23. If an agreement could be reached, would you consider dropping the court case? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised)

- 23.1. No
- 23.2. Depending on the agreement
- 23.3. Yes
- 23.4. Does not know

- 23.5. Will not answer
- 23.6. Not applicable

24. How disturbed did you get following the crime?

- 24.1. Very disturbed
- 24.2. Quite disturbed
- 24.3. Little disturbed
- 24.4. Not disturbed at all
- 24.5. Will not answer

25. Have you been provided with any legal, psychological and/or financial support from anyone? (more than one answer is admissible)

- 25.1. Does not recall
- 25.2. Has had none
- 25.3. Some support provided by relatives
- 25.4. Some support provided by friends and neighbours
- 25.5. Some support provided by the police
- 25.6. Some support provided by specialised organisations
- 25.6.1. Which? _____
- 25.7. Will not answer

26. Can you estimate the amount of the damages caused by this particular crime?

- 26.1. The crime was not effectively carried out
- 26.2. More or less _____ thousand escudos
- 26.3. Does not recall
- 26.4. Does not know
- 26.5. Will not answer

27. Have you managed to recover the stolen money, objects and/or other valuable goods? (Consider only if the crime affected property, if not advance to nr. 33)

- 27.1. Yes, everything
- 27.2. Yes, almost everything
- 27.3. Yes, partially
- 27.4. No, nothing at all
- 27.5. Does not recall
- 27.6. Will not answer
- 27.7. Not applicable

28. Who assisted you in recovering the stolen money, objects and/or other valuable goods?

- 28.1. Police
- 28.2. Some people and myself
- 28.3. Other people
- 28.4. No one
- 28.5. Will not answer
- 28.6. Not applicable

29. Did the car/house/establishment have any safety system installed? (ask only if the interviewed has been the victim him/herself, his/her family members and/or a commercial unit has/have been victimised – if not advance to question nr. 33)

- 29.1. Yes
- 29.2. No
- 29.3. Does not know
- 29.4. Will not answer
- 29.5. Not applicable

30. (If the answer to the previous question was affirmative) What type of safety system was installed? (Only to be answered if the crime was committed against a vehicle, a house or a establishment – if not, advance to question nr. 33)

- 30.1. Alarm
- 30.2. Alarm connected to the police
- 30.3. Alarm connected to a security service
- 30.4. Bars
- 30.5. Steel plated doors
- 30.6. Video surveillance
- 30.7. Night watchman
- 30.8. Other system
- 30.8.1. Which? _____
- 30.9. Does not know
- 30.10. Will not answer
- 30.11. Not applicable

31. After the crime, was any (additional) safety system installed?

- 31.1. No
- 31.2. Yes
- 31.2.1. Which? _____
- 31.3. Not applicable

32. Were the damages covered by insurance?

- 32.1. Yes, fully covered
- 32.2. Yes, partially covered
- 32.3. No, not at all
- 32.4. Does not know
- 32.5. Will not answer
- 32.6. Not applicable

33. Did you adopt any special precautions following the crime?

- 33.1. No, none at all
- 33.2. Yes, stopped going out at night
- 33.3. Yes, started avoiding certain places
- 33.4. Yes, started avoiding going out alone
- 33.5. Yes, started carrying a fire arm
- 33.6. Yes, another
- 33.6.1. Which one? _____
- 33.7. Does not know
- 33.8. Will not answer

STUDY II: *European intervening models on the prevention of crime and victim support*

OBJECTIVES

The main objective of this survey is to observe the way in which the prevention of crime and the victimization is being carried out by the various Institutions within the community, namely in what concerns the organization of crime prevention Forums, as well as the victim support services which are provided and the strategies they have been using.

This study aims at evaluating the intervention models in a comparative way, in what concerns the prevention of crime carried out by European organizations at local, regional and international level, particularly those which have been doing it within the prevention of crime and victim support areas of intervening action.

This report also aims at showing the various guiding lines, the specific prevention projects, the adopted local, regional and national policies and the success or lack of success the Institutions which have been working in the prevention of crime and victim support in the various cities/countries within the European Community have had, so as to define the good practices to be followed, in what concerns crime prevention.

The main objectives of this survey are:

1. To characterize the various Institutions, which directly deal with the prevention of crime and victimization;
2. To define the concept of crime, crime victim and urban safety, which are considered in their prevention practices;
3. To analyze their guidelines and their specific crime prevention and victimization projects;

METHODOLOGY

1.1 THE CONCEPT OF EVALUATING TOOL

The evaluation tool, which has been behind the carrying out of this Study, has been based on evaluating tools previously used and validated by our European co-partners in the CIBELE Project. The methodology used so as to build up a questionnaire, which has later been applied to the Institutions dealing with prevention of crime and urban safety, as well as the victim support services, has been based on the guidelines of similar experiences, which have been developed in England and Germany.

The questionnaires (1) have different groups of questions focusing on the main issues of this survey: victimization, namely the concepts of crime and crime victim; the concept of urban safety; the increase of criminality within the local, regional and national communities, focusing on the specific type of existing Associations, their intervening actions, the type of internal and external co-partnership, which has been carried out, the strategies and defined methodologies, the specific measures, which have been implemented, the evaluation of the degree of success which these Associations have been having and various other aspects. The questionnaires are therefore divided in three main issues:

- Characterization of the Organization;
- Criminality and insecurity; concepts, indicators and strategies;
- Activities, which have been carried out in what concerns the prevention of crime and urban safety.

Once two different intervening models were used – crime prevention and urban safety structuring models and the victim support service intervening models – the questionnaires had to be readjusted, taking into account each reality, though maintaining the three main issues, which have been used as the basis for this survey and adapting some of the questions to the specificity of the distinct models.

1.2 THE GATHERING OF THE SAMPLES

The sampling for this survey was gathered using data base figures/ contacting National and European co-partners, namely those belonging to the European Forum for Urban Safety and the Urban Forum for Victim Support.

The sampling is therefore divided in two main groups:

- Crime Prevention and Urban Safety structuring models;
- Victim Support intervening models

These were the Associations pertaining to the first group, which were contacted:

- Ajuntament de Barcelona, Spain;
- Área Metropolitana de Lisboa (2), Portugal;

- Bureau Aide à victime, Charleroi, Belgium (French region);
- Comune di Modena, Italy;
- Crime prevention Council, Hanseatic Lubeck, Germany;
- Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France;
- Gateshead Council, Newcastle, England;
- Service de prevention de Saint-Gilles, Brussels, Belgium.

The ones considered for the survey were those Associations, which not only responded in accordance with the questionnaire, but also within the given time by its promoters.

The following Associations pertaining to the second group (Victim Support Services) were contacted:

- ASBL Aide e Reclassement-service Aide aux Victimes, Huly;
- Associação de Apoio à Vítima, Portugal;
- Bíliy Kruh Bezpečí, Pragh;
- Brottsofferjourernas Riksförbund, Stockholm;
- Féher Gyuru, Budapest;
- Institut National d'Aide aux Victimes et Médiation, Pantin;
- Pornoc Obetiam Násilia, Bratislav;
- Rikosuhripaivystys suomessa, Helsinki;
- Slachtofferhulp Nederland; The Netherlands;
- Slachtofferhulp Vlaanderen, The Netherlands;
- Victim Support, Scotland;
- Victim Support, Northern Ireland;
- Victim Support, United Kingdom;
- Victim Support, Republic of Ireland;
- Waisse Rank, Luxembourg;
- Weisser Ring, Austria;

The associations, which were considered in this survey, were the ones, which responded in accordance with the questionnaire and those, which responded within the given time to do it in.

1.3 THE ANALYSIS OF THE GATHERED INFORMATION

A qualitative analysis of the information contained in the answers to the questionnaires sent back by mail/letter, was carried out after having gathered them. It was then decided to analyse them, taking the contents of the focussed issues into account.

¹ Consult the annexes
² The Metropolitan Area of Lisbon, though not being a Crime Prevention and Urban Safety Organization, because of not having competences in this area, represents 19 urban communities in the Lisbon Metropolitan area, having to follow up the organizational planning of the territory at district and metropolitan levels and to make sure that the activities of the districts in what concerns the civil protection are effectively carried out.

The analysis of the contents is a measuring tool, which allows a wide possible range of analysis, so the three main aspects, which have been highlighted in this Study, were the following:

1. To have the “corpus” of the answer, written out in a most intelligible and comparable way, so as to be able to make a résumé of the various interviews;
2. To take into account what has been answered in every interview, so as to highlight the most important aspects in each of them;
3. To be able to identify similarities and differences in the various gathered answers, so as to be able to systematize them, by having debriefed information charts, which allow an integrated global view of the whole gathered information.

Having these three premises as a starting point, together with the specific type of analysis, which was chosen (analysis focussed on the issues – which are selected from the whole text and then are summarised, in order to be compared to other texts, which have been treated the same way), the analysis was initiated. Information charts were created, each of which highlights a particular issue (based on the previously analysed segment of the text) and the various secondary information issues, associated with it (specifying the varied and different aspects of each of the issues), all of which are based on the provided answers to the requested questions on the issues. After having re-structured the gathered information (having it changed to a more intelligible and comparable type of approach), follows the synthesis of the answers with the aim of having a global view. It is then possible to get the main and secondary issues together in one text, which in turn defines the similarities and differences found in the analysis of the amount of gathered information contained in the answers. To finish with, it is consequently easier to analyse the given answers as well as anticipate what can be done in future terms regarding the crime prevention and urban victimization, not forgetting the victim support.

EUROPEAN ORGANIZATIONS ON CRIME PREVENTION AND URBAN SAFETY

CHARACTERIZATION OF THE ORGANIZATIONS

ORGANISATION	
Service de Prévention de Saint Gilles, Brussels, Belgium	The Prevention Service of Saint-Gilles was founded in 1993 in Brussels and has been developing its activities for the last ten years. It is a District Service, which coordinates the safety and Prevention contract, as well as the local crime prevention policies.
Área Metropolitana de Lisboa (AML), Portugal	The Lisbon Metropolitan Area came about as a result of the Bill N° 44/91 issued the 2 nd of August and aims at defending the interests of the population within the integrating Districts.
Fórum Français Pour la Sécurité Urbaine (FFSU), Paris , France	It came about as a result of the European Fórum on Urban Safety, the French Fórum, which gathered more than 130 district communities.
Crime Prevention Council, Lubeck, Germany	<p>The Crime Prevention Council was founded by decision of the Council of Lubeck. The Council was following the outcomes of a criminological survey of the Police Authorities of Lubeck, which aimed to set up such a local prevention council. After several years of having been on the top of the cities with a high crime rate, the survey pointed out the distribution of types of crime in the different parts of the city and a wide range of reasons as to why people in Lubeck feel unsafe, since the beginning of the Prevention Council’s work, which includes delegates from many departments of the Municipal Administration, the Police Authorities and many Social Organisations, which are trying to influence the situation of the city.</p> <p>As the crime Prevention Council of Lubeck has an informal non-governmental administration, it holds the advantages of both structures.</p>
Northumbria Police Authority, Newcastle, England	The Police Act 1964 was an original piece of legislation, which came about as a result of the 1962 Royal Commission. The Police and magistrates Court’s Act substantially amended the 1964 Act. With the abolition of the Metropolitan County of Tyne and Wear, a new NPA was established by the local government Act 1985.
Bureau Aide à Victime, Charleroi, Belgium (French region)	The Victim Support Cabinet was founded in 1988, urged by the Mayor of the city of Charleroi – Local Authority – as a response to the numerous complaints and requests of the population. In 1993, the BAV was integrated in the Contracts of safety and society agreed upon between the local authority of Charleroi and the federal authority of the Ministry of the Interior.

AIMS AND OBJECTIVES	
Área Metropolitana de Lisboa (AML), Portugal	<p>Part of the AML competences include ensuring the articulation of the investments and services within the supra-district, namely in what concerns the collective urban and suburban transportation, as well as the communication means within the metropolitan area; the activities connected with the local communities and the State in what concerns the infra-structures of basic sanitation, public supply, protection of the environment and natural resources of the green spaces as well as the civil protection. It also includes the follow up of the territorial reorganization planning within the district and metropolitan communities, as well as conveying expert opinions on the investments of the central administration and European union financing connected with the above- referred areas.</p>
Crime Prevention Council, Lubeck, Germany	<p>The crime prevention Council involves all people/organizations, who/which can influence all parts of crime prevention work or are responsible for city planning or house building and/or are involved in working with offenders and/or victims.</p> <p>The aims of their work imply reducing the crime in the city by changing situations and places; influencing the education of children and young people in the families, the kindergartens, the schools and youth work centres; increasing the safety feeling of the citizens by means of information and training. Another aim is to support and enrich the work of the organizations working with victims, perpetrators and/or in the approach of endangered children and young people, looking for gaps in the helping system and trying to fill them.</p>
Bureau Aide à Victime Charleroi, Belgium (French region)	<p>To promote the fundamental rights of people, who have suffered a violation or a qualified violent action, prohibited by Law.</p>
Fórum Français Pour la Sécurité Urbaine (FFSU); Paris, France	<div><div>1.</div><div>To ensure the safety policies in what concerns: prevention, repression and solidarity enforced by the report of the Mayors on safety, dated 1982 under the supervision of Gilbert Bonnemaïson (Member of Parliament);</div></div> <div><div>2.</div><div>To submit the local safety policy to the National and European adopted Safety policies;</div></div> <p>To reinforce the role the territorial community groups and the local communities play within the local safety policies.</p>
Northumbria Police Authority, Newcastle, England	<p>“It shall be the duty of the Police Authority for every police area (...) to secure the maintenance of an efficient and effective police force for its area” (Police and Magistrates Courts Act 1994).</p> <p>Northumbria Police Authority and Northumbria police are committed to ensuring they build upon successes, setting new targets where necessary and undertaking statutory responsibilities to make sure services are provided to a high standard and are the most effective.</p>

INTERNAL STRUCTURE	
Área Metropolitana de Lisboa (AML), Portugal	<p>The Lisbon Metropolitan Area comprises 19 districts –Alcochete, Almada, Amadora, Azambuja, Barreiro, Cascais, Lisboa, Loures, Mafra, Moita, Montijo, Oeiras, Palmela, Sesimbra, Setúbal, Seixal, Sintra and Vila Franca de Xira.</p> <p>It has three organic structures: the Metropolitan Commission, which is the executive structure, composed by the Town-council Mayors of the 19 integrating districts; the Metropolitan Assembly, which is the deliberating structure composed by the elected representatives of the District Town-council Assemblies and the Metropolitan Council, which is the consulting structure, composed by the representatives of the State and the members of the Metropolitan Commission. The metropolitan Commission also comprises a Permanent Commission composed of the president of the AML and 4 Vice-Presidents.</p>
Bureau Aide à Victime, Charleroi, Belgium (French region)	<div><div>1.</div><div>1 Assistant Director</div></div> <div><div>2.</div><div>1 Manager</div></div> <div><div>3.</div><div>The Secretariat</div></div> <div><div>4.</div><div>A Clinical Team composed of 2 psychologists, 1 jurist and 1 social service expert</div></div>
Crime Prevention Council, Lubeck, Germany	<p>The Crime Prevention is a network of several organizations and people without formal organization. It has no legal form and no legal statute.</p> <p>The Mayor of Lubeck nominates the Chair. The work is coordinated by a small steering group, which meets monthly. Every three months there is an assembly of the delegates of the working groups and projects of all the organizations engaged in it, to exchange information and experiences and to create new projects. The concrete work is mostly done by working groups and in several projects.</p> <p>The work is supported by the Crime prevention Office, a legal part of the municipal administration with its own personal and financial resources. The Head of Crime Prevention in person is the Executive Director of the Crime Prevention Council and responsible for the organization, co-ordination, budget and public relations.</p>
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<p>The French Forum is headed by an Executive Committee, to which 21 city community members belong.</p> <p>The Technical Team has a General Delegate, an Assistant and a Team of people in charge of this mission, as well as a Secretariat.</p>
Northumbria Police Authority,	Police and Magistrates Courts act 1994 sets out membership of police authorities.

TARGET POPULATION	
Área Metropolitana de Lisboa (AML), Portugal	The population comprised in the 19 (AML) local community municipalities.
Bureau Aide à Victime, Charleroi, Belgium (French region)	Crime victims.
Crime prevention Council, Lubeck, Germany	Children, young people and women are the most important target groups.
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	The French Forum cooperates mainly with the selected members as well as with the professionals of the local communities belonging to it. There is no target population, in the strict sense of the word.
Northumbria Police Authority, Newcastle, England	The Northumbria Police Authority covers the region of Northumberland and Tyne and Wear. It has a resident population of around 1.4 M and covers an area of 2,150 square miles, covering the cities of Newcastle and Sunderland, other large urban centres of Tyne and Wear, the coastal areas of North and South Tyneside and the mainly rural county of Northumberland.
Service de Prévention de Saint-Gilles, Brussels, Belgium	<div><div>1.</div><div>Juvenile crime offenders</div></div> <div><div>2.</div><div>Pupils (school)</div></div> <div><div>3.</div><div>Drug users</div></div> <div><div>4.</div><div>Local social fragile population (actions regarding proximity justice, social mediation, ...)</div></div> <p>Eco-social fragile areas (actions regarding social area development).</p>

FUNDING	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<div><div><div>1. Finding “security and prevention contract”: a regional and federal funding program.</div><div>2. Annual funding procedure.</div><div>3. The Commune of Saint-Gilles (43.000 residents) gets 1.250.000 Euro/year for prevention actions.</div></div><div>On contractual basis: convention signed between the Commune of Saint-Gilles, the federal government (Internal Affairs) and the regional government.</div></div>
Área Metropolitana de Lisboa (AML), Portugal	<div>The financial resources of the Metropolitan areas include:<div><div>1 Financial transferences made from the State and local autarchies’ budget;</div><div>2 Endowments, grants and any sharing they might benefit from;</div><div>3 Reserve fixed values of using and providing services;</div><div>4 The product of the selling of goods and services;</div><div>5 The product of alienating and having rights on their own budgets,</div><div>6 Any patrimonial sums, either fixed or periodical, which may be granted to them, free of any charge or not, by Law, contract or any other juridical act;</div><div>7 Any other revenues allowed by Law.</div></div></div>
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<div>Its supporters mainly financially fund the FFSU. It may eventually get government support for particular missions. Example: local survey of practical actions, shared information report, etc. FFSU also carries out strategic and diagnostic plans, which have been requested by their supporters in view of being enforced in terms of local safety policies.</div>
Crime Prevention Council, Lubeck, Germany	<div>We have to formally apply for funding as every other organization in the field. The Municipal government finances the Office of Crime Prevention. As part of the municipal administration it has its own budget, which includes funding to support prevention projects and campaigns. In addition to that, foundations and private people fund some projects and campaigns.</div>
Northumbria Police Authority, Newcastle, England	<div><div><div>• NPA sets a locally determined council tax precept which is a charge on its local population (based on property value).</div><div>• Fees and charges – the ability to raise a small level of income through charging for, e.g. rents, firearms licences.</div><div>• Income budget (Police Grant –Home Office; Revenue Support Grant; National non Domestic Rates – all grant funded formula based on need).</div><div>• Council Tax Precept.</div><div>• Secondments.</div><div>• Benefit from external funding.</div><div>• Capital funding.</div><div>• Home Office grants/supplementary Credit Approvals (borrowing approvals).</div><div>• Receipts generated from sale of land/surplus property.</div><div>• RCCO’s (Revenue Contributions to Capital Outlay).</div></div></div>
Bureau Aide à Victime, Charleroi, Belgium (French region)	<div>Most funding comes from the French region as well as from Charleroi.</div>

INTERNAL PARTNERSHIP: ADVANTAGES AND DISADVANTAGES	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<div><div><div>▪ Implementation of a partnership with some non- lucrative associations active in social insertion of youth and work with families. Ex: our school mediators work with a Youths’ association (Mission Locale Jeunes asbl).</div><div>▪ Our social development co-coordinator works with a parents’ association, which is active in a socio-economically fragile area.</div><div>▪ ... Work with the local employment agency (recruitment of surveillance agents) and a local association, which is active in drug prevention (syringe exchange).</div></div><div>Networking, to implement an integrated and global prevention policy and to use the specificity of each service (Police; Social Services; Public Services, etc.), as well as to serve the public.</div></div>
Área Metropolitana de Lisboa (AML), Portugal	<div>The metropolitan areas may get associated with other Private or Public Entities, by setting up agreements, contract/programs and/or Protocols, aiming at the management of services and the carrying out of investments of public interest. Protocols have been set up with Universities, in order to carry out studies and/or projects on relevant issues for the AML. Once the AML has no experts within their Technical Board of services to carry out such studies and projects of importance for the population, partnership agreements make them possible.</div>
Fórum Français pour la Sécurité Urbaine (FFSU) Paris, France	<div>The FFSU gets associated with other specialised Public and Private Entities, as well as with others representing research areas on a regular basis.</div> <div>Regular cooperation with Entities, which may or not be specialized in urban safety as well as exchanging and spreading of information among them do occur regularly.</div>
Crime Prevention Council, Lubeck, Germany	<div>Our local network involves many partners and delegates from several organizations. The majority of all partners at an assembly, which takes place every three months, take basic decisions. Other decisions including the vote for funding of prevention projects, are taken by the steering group (beside the Chair and the Executive Director members, there are two delegates from the Police Authorities as well as one from the Schools Department and one from the Youth Work Office). The Chair or the Executive Director finally takes the budget decisions.</div> <div>The main advantages are, that by having such a network, many people and Organizations are involved. This widens the view on the situations and the problems and more resources (human and financial) are gathered.</div> <div>As the Crime Prevention Council is a very informal network, the outcome of the work and the results depend on the engagement of the people involved. This last one may be very advantageous, though it may lead to a disadvantage if very engaged acting people leave work</div> <div>After ten years of working this way, we prefer this lively approach, because so far we have had good results.</div>

Northumbria Police Authority, Newcastle, England	<p>Partnership members (Police; Local Authority; Police Authority; Fire Authority; Health, Probation; Education; Parish Council; Social Landlords; DATs/DAATs; Training and Education Councils; Voluntary Associations (youth); CPS; Crown Court Manager; Magistrates Court Committee; Neighbour Watch Committee; Victim Support Service member; Service police; MOD Police; Public/school transport Providers).</p> <p>Bodies providing services to groups (women; young People; the elderly; physically and mentally disabled; ethnic minority groups; gay and lesbian groups; services to residents). Other crime and disorder Body; religious Body; Business in the partnership’s area; Bodies established to promote retail business in that area; Trade Union; Medical Practitioner; Body representing medical Practitioners; Higher education Body; Chief officer – Fire Service; British Transport Police.</p> <p>The challenges facing the authority cannot be tackled alone. Sharing information and intelligence is a key advantage. Our partnership approach to crime and community safety has enabled the Authority to see further reduction in key categories of crime. Working in partnership has enabled the authority to utilise experience and knowledge of our partners, giving us the ability to a problem solving approach to key issues and establishing a formalised approach to networking.</p>
Bureau Aide à Victime, Charleroi, Belgium (French region)	Works in close cooperation with the Police and other local Victim Support Institutions, as well as the Victim Support Service in the French region and the Ministry of Justice. Each of these services has its own competences, so the victim may be supported in the overall problematic situation.
External Partnership: Advantages and disadvantages	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<ul style="list-style-type: none">▪ Member of the Belgian Forum for Urban Prevention and Security (association of the Belgian cities that implement a prevention policy).▪ Member of the European Forum for Urban Safety and the ECDP (European cities for drugs policy). <p>These partnerships allow the exchange of good practices and lobbying (European and national funding)</p>
Área Metropolitana de Lisboa (AML), Portugal	AML is also a co-partner in several international and national Organizations, namely: Esturiales (European network of cities, which all have river estuaries, in which AML holds the Presidency); Associação Internacional das cidades e dos Portos (Maria da Luz Rosinha, who was the President, has been recently elected the Secretary for the Administration Council, previously held by the current President of the Association); Rete 2001(as a member); Metrex (as a member); Civitas (as a member); Europan (JML holds the presidency of the Fiscal Council) and EMTA (as an observer).
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	The French Forum has been improving its work, thanks to the European Forum.
Crime Prevention Council, Lubeck, Germany	The Crime Prevention Council is no formal member of other organizations abroad, but it has developed a good co-operation with similar organizations at a European level for some

DEVELOPED ACTIVITIES: NECESSITIES AND EVALUATION	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<p>The federal Ministry of Internal Affairs evaluates the actions. An annual report is elaborated for the Ministry of Internal Affairs. Activity reports are transmitted every trimester to the regional government. Our actions are also regularly presented to the municipal committee (local authority). Our service has implemented an annual evaluation. We check the available local crime figures, the statistical data of our prevention services (number of clients, quality of the public orientation, field of problems, observation of our surveillance agents, ...). We also check on whether or not our actions meet the local needs.</p> <p>Very successful: proximity justice service (free legal information provided to the public), social mediation, area development, preventive surveillance, techno-prevention actions, information campaigns and drug- prevention actions (exchange of syringes).</p> <p>More difficult to evaluate: social street working. Some young offenders are very difficult to get in contact with and therefore be influenced in a positive and constructive way.</p>
Área Metropolitana de Lisboa (AML), Portugal	There is a cooperative relation in what concerns matters, which are relevant for the Metropolitan Area. It is up to the AML to give its opinion on the central administration investments in the referred areas, as well as opinion on those financed by the EEC.
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<p>The FFSU measures its “success” by having the works spread beyond its group of adherents and by participating in the setting up of a national strategy on the prevention of delinquency.</p> <p>It also measures its “success” and “failure” in accordance with the variation of the number of adherents.</p> <p>Success: FFSU participation on the elaboration of a national methodological guide for the local contracts on safety; organization of several national conferences, namely in what concerns the delinquency of minors.</p>
Crime Prevention Council, Lubeck, Germany	We have only evaluated some of the projects; the assessment of the degree of success is therefore very subjective. We see this as a problem and are actually trying to establish more evaluation. The fact that there is little evaluation of crime prevention work and crime prevention projects is a problem, which can be identified in Lubeck but also nationwide in Germany, as the governmental “First Periodical Report on Crime Prevention” in 2001 outlined. All the activities, which were strictly limited to special places, parts of the city and/or special groups were successful. Projects, which included the whole city, such as the campaign against graffiti were unsuccessful. We have to realise and accept that the resources and the influence of our agency are limited.

DEGREE OF REPRESENTATION OF THE ORGANIZATION	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<p>Our city Prevention service is represented in all municipal consultation and commissions (Commune of Saint-Gilles)</p> <p>Our service/city is also a member of several associations of cities.</p>
Área Metropolitana de Lisboa (AML), Portugal	<p>The greatest population concentration of the country is within the Lisbon Metropolitan Area. According to preliminary data of the latest overall population census carried out in 2001, around 2 662 949 inhabitants (about one fourth of the entire Portuguese population), 20,9% of those live in the city of Lisbon. In the 3 128 square miles of the AML (3,3% of the whole territory of mainland Portugal) 27,1% of the entire population with an active population of about 1,3 million people live in it and 30% of the national enterprises are located in this Area. 32,7% of the national jobs is within it and the AML contribution for the PIB goes beyond the 36%.</p>
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<p>The FFSU represents more than 130 territorial social communities, at local and regional level.</p>
Crime Prevention Council, Lubeck, Germany	<p>We are only responsible at local level. But many regional and national organizations (governmental and non-governmental) are interested in the results and experiences of our local work. We can influence them by providing them with information and advice, but have no formal access to them.</p>
Northumbria Police Authority, Newcastle, England	<p>Officers at local level, working with Crime and Disorder Reduction Partnerships represent the authority. The degree of this representation is currently being reviewed due to provisions within the Police Reform Act 2002, which has identified Police Authority's as responsible partners on these partnerships. There is a high degree of representation and involvement by the authority both at regional and national level by members of Northumbria Police Authority, the Association of Police Authorities (APA) and Association Chief police Officers (ACPO).</p>
Bureau Aide à Victime, Charleroi, Belgium (French region)	<p>It is represented in the French region.</p>

CRIMINALITY AND SAFETY: NOTION, INDICATORS AND STRATEGIES

NOTIONS: CRIME AND URBAN SAFETY	
Service de Prévention de Saint-Gilles, Brussels, Belgium	<p>Crime is defined as any type of violence against individuals in an urban community.</p> <p>Urban Safety is seen as a global concept: not only the committed and/or registered crime is taken into account, but also the level of quality of life (equal access to information/assistance to the, area development, economic, social and community integration).</p>
Área Metropolitana de Lisboa (AML), Portugal	<p>The Lisbon Metropolitan Area grounds the definition of the concepts of crime and victim of crime on the one defined by the Portuguese Law.</p>
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<p>The definition of crime, which is used by the French Forum, is in accordance with the one used by the National Penal Services, which is to say, that it is any act liable to be punished according to Penal Law.</p> <p>It is also extensive to those acts commonly called uncivilized (disorder in the English language), which in spite of not being “crimes”, in the strict sense of the word, affect the daily life of the citizens and influence their feeling of safety.</p> <p>The definition of urban safety, which is used by our organization is as follows: “Urban Safety: very commonly aiming at the highest degree within the principles of equality, freedom and solidarity, needs the designation of a master as well as the one of a master piece, leading to antagonism and social complexity. Having to be constantly re-negotiated, safety implies prevention, repression and solidarity.”</p>
Crime Prevention Council, Lubeck, Germany	<p>There is no definition laid down in our Agency. We see crime not only as an offence against the law, but also as an offence against the common rules of order and common related relationships. People can be victims not only of offences committed against the official law, but also because of having been targets of verbal insults and constraints set below and not subject to the rules of criminal law. Fear of crime can also be the result of an atmosphere of disorder and/or unlit and confusing places. We see crime as a relation between offender and victim, as well as the involving situation, which may either encourage or stop the offender. We consequently see crime prevention as a wide range of activities to influence the environment, the situations and the people, aiming at making our life in the city safer.</p> <p>To live safely and securely is part of the human and cultural life of any city, being therefore an indispensable condition for the well being, working, living and participation in the cultural, political and daily life of its citizens. In order to achieve this means that, working to make the life in the city safer is the responsibility of all social and political acting parties and organizations from within the city. All of those acting in the field of crime prevention have to</p>

<i>Northumbria Police Authority, Newcastle, England</i>	<p><i>Crime is defined as any act, default or conduct prejudicial to the community, the commission of which, by law, renders the person responsible liable to punishment by a fine, imprisonment, or other penalty.</i></p> <p><i>Community Safety is defined as the reduction of crime and disorder, the fear of crime by efficient police action and activity in partnership with other agencies whenever possible. The concept of community safety covers people, places and risks and should be taken to incorporate crime and disorder reduction within the broader aim of establishing greater cohesion and feelings of well being and safety in local communities.</i></p> <p><i>It can also be defined as the continuous improvement in the quality of life in our region through a working partnership with the community and public, private and voluntary bodies. Participating in and encouraging a partnership designed to reduce crime and the fear of crime by targeted and sustained action against those offenders and activities, which detract from our peaceful enjoyment of life.</i></p>
<i>Bureau Aide à Victime, Charleroi, Belgium (French region)</i>	<p><i>Criminality is a number of breaches of the law, in which the frequency, nature, epoch and country, where they have occurred, are taken into account. A victim is anyone who has been physically, psychologically or financially affected by the acts of another, known to him/her or not, by those of a group of people, an Institution and or any society and because of them is undergoing difficulties.</i></p>

<i>The Evolution of Criminality in the last three years</i>	
<i>Service de Prevention de saint-Gilles, Brussels, Belgium</i>	<p><i>The crime figures represent only the registered crime. We don't have accurate figures concerning crime at local or regional level. According to Police figures, thefts of /and from cars have risen in these last years, at local level.</i></p> <p><i>The Police and the judicial services register the figures at national level. The Federal Government also has a victim survey conducted every 2 years.</i></p>
<i>Área Metropolitana de Lisboa (AML), Portugal</i>	<p><i>The Lisbon Metropolitan Area does not ponder on the criminality evolution. Should the indicators of that evolution be necessary, it would inquire into the appropriate Services.</i></p>
<i>Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France</i>	<p><i>Total crime in France rose 5,9% in the last five years. The criminality rate reached the 68,80% in 2001. Assaults have increased by 9, 81% and thefts have reached the 8,04%. These represent two thirds of the registered acts. The recrudescence of thefts involving violence against citizens is partly explained by the increase of mobile phones thefts.</i></p> <p><i>A survey carried out by a daily national paper in January 2001 concerning the feeling of insecurity, highlighted the fact that safety is the first concern of 56% of the French people.</i></p>
<i>Crime Prevention Council, Lubeck, Germany</i>	<p><i>The number of registered offences in Germany has been going down for the last 10 years (national: -5.7%; regional: -7%; local: -13.4%). Crime evolution has been different during the last 3 years at national, regional and local levels. For the first time, the criminal rate has increased by 1.6% at national level; in Schleswich-Holstein (regional) it went down in 1999 (-5.1%), followed by an increase in 2000 (+3.6%) and has gone down again in 2001 (-0.2%). In Lubeck (local level) it went down in 1999 (-13%) and increased in the following years :(+10%) in 2000 and (+0.7%) in 2001). The clear-up rate of the offences is of about 50%. Theft s are something like 50% at the various levels, being 80% of the offenders male and 20% female.</i></p> <p><i>Computer and white-collar crimes as well as damage to property have been increasing at national level, whilst environment offences, street crime and thefts have been going down.</i></p> <p><i>Lubeck has a relatively high rate compared to the one at regional and national levels. The number of offences per 1000,000 inhabitants is much higher, but in comparison to the other 4 big cities located within the Schleswich- Holstein region, Lubeck occupies the third place. Looking at the 2001 statistics fare dodger, insult offences and frauds are increasing, whilst sexual abuse, drug crimes and thefts are going down. Violent crimes have remained almost static for the last three years.</i></p> <p><i>During the last years there has been an increasing number of children and young offenders. Though in 2001 the number of children offenders (8-14 years of age) has gone down by 17% the number of youngsters (14-18 years of age) remains the same.</i></p>

<i>Northumbria Police Authority, Newcastle, England</i>	<p><i>Total crime in the Northumbria Police Area rose slightly in the last 12 months, this occurred against a decade of record breaking crime reduction and a change in how offences are recorded (National Crime Recording Standard introduced April 2002).</i></p> <div><div>1.</div><div><i>House burglary fallen</i></div></div> <div><div>2.</div><div><i>Thefts from cars and theft of vehicles also down</i></div></div> <div><div>3.</div><div><i>Robbery figures have remained fairly static</i></div></div> <div><div>4.</div><div><i>Assaults rose (largely in less serious categories)</i></div></div> <div><div>5.</div><div><i>Drug offences recorded rose on previous year because of increased police activity</i></div></div> <p><i>The Local Government Act 1999 introduced Best Value and provided best value performance indicators, which the Authority and Police Service have to report on in their performance plans. The collection of BVPI's started 2000/2001.</i></p>
<i>Bureau Aide à Victime, Charleroi, Belgium (French region)</i>	<p><i>Criminality rate, mostly associated with violent acts (thefts with violence and violence within the family) have been increasing in the last years.</i></p>

STRATEGIES	
<i>Área Metropolitana de Lisboa (AML), Portugal</i>	<p><i>AML doesn't deal with the prevention of crime or urban safety.</i></p>
<i>Bureau Aide à Victime , Charleroi, Belgium (French region)</i>	<p><i>Prevention policies are defined at national level and put into practice safety contracts. Strategies are defined at regional level bearing in mind the local specifications.</i></p> <p><i>At national level, competent Ministers assembled on 17 may 2002, in order to harmonize the actions to be developed in favour of victims at regional and local levels.</i></p> <p><i>This service, though part of the Safety and Society Contract, benefits from the funds provided by the French region.</i></p>
<i>Crime Prevention Council, Lubeck, Germany</i>	<p><i>The development of crime prevention in Germany is based on local organizations and projects. The first ones were established in the beginning of the 90's. In 2001, the “Deutsches Forum fur Kriminalpravention” (German Forum for Crime Prevention) was founded at a national level to enrich and support the local work as well as to influence and give advice to the Government. In 2001 the German Government published its “Ersten Periodischen Sicherheitsbericht” (First Periodical Report on Crime Prevention) to outline its definition of crime prevention to describe the situation in Germany as well as to line out the position of the Government in the field of crime prevention. In addition the Government established funded programs for part of the prevention work, such as “Soziale Stadt” (Social City) or against xenophobia.</i></p> <p><i>The reports published by the Government focus on long-term strategies and on covering all target groups, types of crimes and victims.</i></p>
<i>Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France</i>	<p><i>The three main strategies are:</i></p> <div><div>▪</div><div><i>To develop the proximity police (community policing) launched in 1999. The main objectives being: to have police available in the streets; to improve the approach to the public and to promote a generalist type of policing attitude.</i></div></div> <p><i>The local safety contracts, launched on 28 October 1997. It is a contracting strategy, which has the commitment of the community Mayor, the representative of the State and the one of Justice, as well as other local co-working partners so as to promote an integrated approach to the delinquency prevention. Almost 600 local safety contracts have been signed nowadays. The policies, which have been enforced deal with all types of crime and cover the whole population, though juvenile delinquency seems to be the actual priority.</i></p>

<i>Northumbria Police Authority, Newcastle, England</i>	<i>The Home Office is responsible for 375 million Euro Crime reduction programme. The majority of this funding is delivered through regional Government Offices. A proportion of this funding is allocated to Crime reduction Partnerships who decide which initiatives should be supported. Other elements of this programme are subject to regional and national bidding competitions to identify innovative pilot projects.</i>
<i>Service de Prevention de Saint-Gilles, Brussels, Belgium</i>	<p><i>Since 1992, the Belgian federal government has implemented new specific programmes regarding crime prevention: 29 “Safety and Prevention contracts” were signed between the federal and regional governments and some Belgian communes/cities (local authorities) to tackle “unsafe feeling” and implement crime prevention policies at local level. The following indicators were used to make a selection of the cities: local crime figures, poverty level of the local population and the economic situation of the city budget. In 2002, these programmes were extended to 70 Belgian cities. These State and regional subsidies allow the cities to implement different actions, such as: the creation of a city prevention service, a city prevention commission, surveillance staff, the setting up of social, legal and information services for the population, school mediation services, street workers, etc.</i></p> <p><i>The “Safety and Prevention contracts” are annual. Since 2002, the government has decided to sign these contracts with cities based on a two year-programme.</i></p> <p><i>Based on these subsidies, some cities have implemented local victim services. The actions implemented within the safety contracts cover different kinds of crimes and victims. These subsidies are only paid to local authorities. The cities are allowed to develop some projects with local non-lucrative associations but only based on specific conventions.</i></p> <p><i>The government makes a selection of the cities on the basis of specific indicators: population poverty level, crime figures and the financial situation of the city in terms of the budget.</i></p>

METHODOLOGIES	
<i>Service de Prevention de Saint-Gilles, Brussels, Belgium</i>	<div><div><div>1.</div><div>Local implementation on a contractual basis (federal, regional and local authorities).</div></div><div><div>2.</div><div>Integrated crime prevention policy (integrated actions between those of the police and those of the prevention, together with actions carried out by the local associations and local adopted policies regarding employment, youth, economic and urban development).</div></div><div><div>3.</div><div>Development of a long- term prevention policy.</div></div><div><div>4.</div><div>Situational prevention: preventive surveillance implemented by prevention agents (some have been unemployed for a long time and had the opportunity to work in prevention, based on a specific employment programme).</div></div><div><div>5.</div><div>Social prevention: Information and assistance to the population in legal and social issues (legal service, social mediation, prevention campaigns).</div></div><div><div>6.</div><div>Local social development: Implementation of social activities (post school activities, neighbour parties) in order to improve social cohesion in specific areas.</div></div></div> <div>Networking (collaboration with social services, associations, legal and judicial services, police).</div>
<i>Área Metropolitana de Lisboa (AML), Portugal</i>	<i>It is not within the competences of the AML.</i>
<i>Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France</i>	<i>The methodology, which is used, is mainly based upon the conclusions of the report issued by the Mayors in 1982: participation of the inhabitants, the setting up of local co-working partnerships and a widened range of approaches.</i>
<i>Crime Prevention Council, Lubeck, Germany</i>	<p><i>As the Crime Prevention Council of Lubeck does not work with offenders and victims it networks so as to bring all needed organizations and acting parties together, analysing the social situation, the extent and types of crime, the situation within public places in the city, examining the effects of the helping system, trying to evaluate it as well as influencing school and youth work by means of special prevention projects. Besides that we are working to make situations and places safer in partnership with the police and other organizations, on one hand, and to increase the safety feeling of the citizens by means of information campaigns and training on the other. 70% of all the offences are carried out at local level. Crime and its effects are more noticeable in the immediate situations people have to go through and they can be reduced most effectively there. This means that the crime prevention work has to be set up locally.</i></p> <p><i>As a result of this, the Crime Prevention Council of Lubeck has tried to involve all social organizations and acting parties of the city in a network in order to alter the local situation, by means of a widened range of measures with lasting effects.</i></p>

<i>Northumbria Police Authority, Newcastle, England</i>	<p><i>A number of methodologies are used in the prevention of crime and the promotion of safety. There are a number of levels of strategies used within the Authority and Northumbria Police.</i></p> <p><i>The Police Reform Act 2002 requires the Home Office to produce a National Police plan by November 2002. The Authority will then have to use this national plan to inform the development of its own 3-year strategy plan and annual police plan and Best value Performance Plan.</i></p> <p><i>Added to this there are also 3-year strategies for the Crime Reduction partnerships and individual strategies relating to a number of areas including Race Equality/Diversity Neighbourhood Renewal, Youth Strategy, Social Inclusion, Drug Strategy and Community Plans.</i></p>
<i>Bureau Aide à Victime, Charleroi, Belgium (French region)</i>	<p><i>There are passive and pro-active procedures. The passive procedures consist of assisting the victims, who are in need of orientation or effective assistance either by phone or directly. The pro-active procedures imply having the complaints gathered by BAV, be handed over to the federal police authorities of Charleroi to further carry out a triage of those victims.</i></p> <p><i>The adopted strategy by our service is based on the multi-disciplinary and proximity approach.</i></p>

DEVELOPED ACTIVITIES WITH REGARD TO THE PREVENTION OF
CRIME AND URBAN SAFETY

<i>PROCEDURES</i>	
<i>Crime Prevention Council, Lubeck, Germany</i>	<p><i>All data is registered by other responsible departments or organizations (such as Police Authorities or Youth Welfare Office), though we can use that registered data.</i></p> <p><i>The Crime prevention Council is not directly engaged in activities concerning offenders and victims.</i></p>
<i>Área Metropolitana de Lisboa (AML), Portugal</i>	<p><i>It is not within the competences of the AML.</i></p>
<i>Bureau Aide à Victime, Charleroi, Belgium (French region)</i>	<p><i>This service does not deal with the offences in the strict sense of the word, but with the victims of those offences. We propose people to be assisted after having presented their complaint. Some people's cases are handed over to the police, particularly if a crime has been committed. Anyone who may come to this service is provided psychological, social and juridical support.</i></p> <p><i>The data concerning criminality is the one gathered in accordance with the number of processes we handle, which is not representative of the degree of criminality within the Charleroi region, though this data is available at the local police Authorities.</i></p> <p><i>An activity report is sent to the Burgomaster as well as to the responsible person for the Safety and Society Contract every year. They will then in turn send it to the subsidiary authorities, the Ministry of Interior and the French region.</i></p>
<i>Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France</i>	<p><i>No information was provided as far as this question is concerned.</i></p>
<i>Northumbria Police Authority, Newcastle, England</i>	<p><i>The role of the Police Authority is purely strategic. Northumbria Police has policies and procedures determined as a result of national legislation including the Police and Criminal Evidence Act 1984.It is the Chief Constable's responsibility to ensure that all reported crime is recorded by nationally determined categories. These figures are held at local basic area command and force level. The data is used to minor trends, target resources and determine future priorities. The Police Authority's main responsibility is to ensure the area has an efficient and effective police service and as such its duties include monitoring performance. This information and trends identified are also used to direct the Police Authority's input into local and regional Crime Reduction initiatives and partnerships.</i></p> <p><i>Northumbria Police Authority is the statutory body that ensures that the Chief Constable has the resources and tools he needs so that the area receives the best possible service. As such the Authority does not get directly involved in operational matters.</i></p>

<i>Service de Prevention de Saint-Gilles, Brussels, Belgium</i>	<p><i>The surveillance agents are required to call for the police when they face hard incidents. We have set up an information network between the prevention co-ordinators in Brussels (10 main co-ordinators) in case of incidents in Brussels. This procedure allows us to be informed of the moves and evolution of incidents in the neighbouring areas (ex: Eurofoot 2000, moves of criminal groups in Brussels agglomeration).</i></p> <p><i>There is a local networking between surveillance service and social street workers in case of incidents with young residents.</i></p> <p><i>The prevention agents (park and street watchers) report every incident they have observed within the municipal territory.</i></p> <p><i>Police register any other data.</i></p> <p><i>The local “hard” criminal incidents are taken care by the police (our surveillance agents report to the head of the Municipal Prevention Service, but whenever there is a “hard” incident it is up to the police to intervene).</i></p>
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<p>CRIME PREVENTION: EXTENT AND PRIORITIES</p>	
<p>Crime Prevention Council, Lubeck, Germany</p>	<p>Our Agency co-ordinates a network, which includes all the organizations and professionals working in the field of crime prevention, such as justice and/or related social and technical/architectural sectors. We have been analysing the objective and subjective situation of crime in the city and examining the helping system. Together with different partners we have been trying to reduce crime and fear of crime by means of a widened range of measures, public campaigns and support provided to agencies in this field of action. Crime prevention is the heart of our work. We have been mainly working in primary and secondary crime prevention.</p> <p>The priorities of our work are oriented towards current problems, which are detected in the crime statistics or noticed by professionals and citizens and/or groups of citizens or which have become the focus of public discussion. This means our work is oriented towards the problems on one hand, but having main target groups at higher risk of becoming victims or feeling less safe than the others (women, elderly people), on the other hand and which we can influence more effectively in order to lead a life without crime, drugs and violence, not to mention have them address other helping agencies, if necessary.</p>
<p>Área Metropolitana de Lisboa (AML), Portugal</p>	<p>It is not within the competences of the AML.</p>
<p>Bureau Aide à Victime, Charleroi, Belgium (French region)</p>	<p>The main objective of our service is not connected with crime prevention. We provide support to the victims of crime and though not working directly in that area, we contribute towards the reduction of the feeling of insecurity.</p> <p>Our priorities are elderly people living on their own and the presence of fragile factors such as their family and social situation, etc.</p>
<p>Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France</p>	<p>It has not answered to this category.</p>
<p>Northumbria Police Authority, Newcastle, England</p>	<p>There are a number of activities that the Police Authority is responsible for with regard to crime prevention. Firstly as previously stated the Police Authority ensures that Northumbria police has adequate resources to prevent/deter crime and enforce the law. Secondly the Authority provides grants to support community safety initiatives across the force area. Finally the Police Authority supports crime prevention initiatives through the participation in local and regional partnerships.</p> <p>The Northumbria Police Authority Grant Pool was set up in 1998 to directly fund agreed community safety initiatives in the area. So far eighty-five projects have benefited from the pool. In the first three years almost 3 million Euros have been directed at community safety and</p>

<i>Service de Prevention de Saint-Gilles, Brussels, Belgium</i>	<div><div><div>1. <i>Primary prevention: information campaigns regarding prevention, legal service, and preventive surveillance.</i></div><div>2. <i>Secondary prevention: social street workers, social and school mediation, area social development.</i></div><div>3. <i>Tertiary prevention: harm reduction programmes (syringes exchange, etc.), social street workers, and alternative penal measures.</i></div></div><div><i>As a municipal service, we are active within the municipal territory</i></div><div><i>(43 000 residents/2.5 Km2).</i></div><div><i>Priorities are defined in accordance with the local authorities (municipal council, municipal consultative commission regarding prevention) and local needs (consultation of social actors, partners) and the evolution of crime. The federal and regional governments set up also some priorities</i></div></div>
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INITIATIVES AND ARTICULATION WITH OTHER PARTNERS	
Crime Prevention Council, Lubeck, Germany	Studies on crime and safety feeling in the city, local networks of professionals in several parts of our city to make the neighbourhood safer, school projects and training against drug use and violence, problem-orientated working groups of professionals to enrich their own work and the co-operation, self-defence and self-confidence training for women and girls, special public campaigns on the field of education and care without violence and domestic violence, drug prevention and advice for drug users, graffiti, special partnerships to stabilize the situation in dangerous places of the city, influencing control of town planning and housing estates, working with violent football fans and more. In addition to that we are funding adequate and helpful projects and action in the field of crime prevention in our city. Besides all of those agencies and professionals engaged in our local network we have been using our contacts in the cultural sector of our city as well as outside it to enrich both our projects and campaigns. We have been working in a continual co-operation with the Council of Crime prevention in Schleswich-Holstein, the German Forum for Crime Prevention, several cities in Germany and Europe in a network called “City Network for more tolerance and Non-Violence”, at a regional and national level.
Área Metropolitana de Lisboa (AML), Portugal	It is not within the competences of the AML
Bureau Aide à Victime, Charleroi, Belgium (French region)	The BAV has been working together with the network of Victim Support and Social Services. Organizing monthly meetings with the net of Victim Support, with the aim of having other invited Institutions co-operate within the supporting net, such as Hospitals, Mediation Centres, etc. BAV organizes a one day event dedicated to one of these themes every year and open to all those involved in BAV, including those of French parts of the country.
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	It has provided no information as far as this item is concerned.
Northumbria Police Authority, Newcastle, England	<div><div>The Police Authority undertakes a rolling programme of consultation with a resident population of over 1.4 million. Local people are asked annually to identify their concerns and views about local policing and are also asked to identify aspects of Community safety that most concern them. This information is analysed and used to determine force wide and local basic area command priorities for the forthcoming year. Whilst the Authority has not undertaken activities directly it has used its resources to commission and support a wide range of crime prevention campaigns and projects carried out by CRPs.</div><div>These activities have included: advertising campaigns including adverts on public transport; diversionary activities; direct communication with local people; projects to “design out” crime; promoting and extending the use of CCTV.</div></div>

Northumbria Police Authority, Newcastle, England, continued	<p>The police authority supports the Northumbria Police’s new “problem solving model”. The PS approach is designed to ensure that he Northumbria Police Authority/Northumbria Police genuinely liaises with local communities and that it acts swiftly to their concerns with its own resources and engaging other local agencies. The partnership approach is firmly embedded in the day- to- day working of the police Authority and Police and the wider Community Safety profession in this area, as demonstrated by the work of the NCSS.</p>
Service de Prevention de Saint-Gilles, Brussels, Belgium	<div><div><div>1.</div><div>Techno prevention campaigns (brochure with tips to prevent thefts in houses, from cars, etc).</div></div><div><div>2.</div><div>Legal information campaigns regarding tips for victims of violence.</div></div><div><div>3.</div><div>Brochure regarding school and social mediation and other prevention services.</div></div><div><div>4.</div><div>Distribution of brochure regarding drugs prevention.</div></div><div><div>5.</div><div>Articulation with initiatives set up by the federal government: distribution of brochures regarding theft prevention, violence prevention.</div></div><div><div>6.</div><div>Brochures made by other local services (police, associations) are also available in our services (in the waiting room) for public information.</div></div></div> <p>Articulation with the police for theft prevention operations, for the assistance to victims, local mediation, crime figures analysis, incidents prevention, prevention of prostitution.</p> <p>Articulation with non-governmental agencies, associations: social development activities and area parties, networking for social and medical help to the public, harm reduction in the field of drug use.</p> <p>Articulation with other municipal services: Urbanism and Hygiene service.</p>

EVALUATION OF THE DEVELOPED WORK	
Service de Prevention de Saint-Gilles, Brussels, Belgium	<p>Since January 2002, the Belgian Government has implemented a reform concerning the police services. Before 2002, the contact with the local police was easier. Since the Belgian reform the articulation with the local police has become more difficult. Some of the police missions have been changed and we have had to adapt our procedures to this evolution.</p> <p>The articulation with the social and medical services is ok, so is the one with the local associations.</p>
Área Metropolitana de Lisboa (AML), Portugal	<p>It is not within the competences of the AML.</p>
Fórum Français pour la Sécurité Urbaine (FFSU), Paris, France	<p>It has not provided any information on this item.</p>
Crime Prevention Council, Lubeck, Germany	<p>The co-operation with previously mentioned organizations enriches the local work by means of good practice models, helps to learn from the success or the mistakes of others, gives more ideas and widens the view.</p>
Northumbria Police Authority, Newcastle, England	<p>The Authority is represented on all seven of the CDRPs and attends meetings at least quarterly. The Police Authority itself meets once a month and initiatives and activities are discussed at these meetings. Examples of particular initiatives, which are felt to have been successful include:</p> <div><div>1.</div><div>The use of Anti-social behaviour orders – using the power of the courts to intervene and address local community disputes.</div></div> <div><div>2.</div><div>A “secured by design and car park scheme”, established to reduce vehicle related crime.</div></div> <div><div>3.</div><div>Arson Task Force – a joint initiative with Northumbria Police, local councils and the fire brigade, which has proved successful in reducing deliberately made fires by 25%.</div></div> <p>As previously indicated Northumbria police authority and Northumbria Police strive to achieve reductions in crime and the number of victims by working with partners and maintaining intelligence led problem-solving approach. One of the main indicators of success could be that crime has consistently reduced over the last nine years. A further indicator of success could be the feedback from local people throughout the year.</p>
Bureau Aide à Victime, Charleroi, Belgium (French region)	<p>To try to provide the best possible solutions to the population by having an adequate practical approach in what concerns the urban safety, as well as to try to better technically train and specialize the professionals involved in these matters.</p>

SUMMARIZED TABLE OF CONTENTS

Characterization of the Organisation	
Organisation	All the agencies are public organisations, with the exception of the French Forum for Urban Safety, which is a private organisation and depends upon the European forum for Urban Safety.
Aims and Objectives	With the exception of AML, they all aim at promoting initiatives on crime prevention as well as to ensure the setting up of programmes on urban safety. They all aim at developing the quality of life of the population they serve.
Internal structure	Each Agency has a different internal structuring approach, depending on the purposes they have been set up for, as well as the specifications of the countries they pertain to and operate in.
Target Population	Those of the countries and places they have been implemented in.
Funding	Their financial resources depend on local, regional and national funding, central government funding as well as others.
Internal partnership: advantages and disadvantages	These partnerships have been set up with local, regional and national Entities, either public or private, such as Police Forces, local and regional governments, Health services, victim Support services and so forth. This type of partnership has shown to be highly positive because of being a co-operative approach towards the implementation of measures, as well as the reduction of crime and promotion of urban safety within the communities they are working for.
External partnership: advantages and disadvantages	Members of the European Forum on urban Safety have been articulating these partnerships in the carrying out of projects together with other European Institutions.
Developed activities: necessities and evaluation	Most of the activities, which have been developed by these Organisations, are evaluated by various Entities, apart from them having to present reports on the carried out activities. The overall evaluation of the developed activities seems to be positive.
Degree of representation of the organisation	The degree of representation is either at local or regional level, though the French Forum happens to be represented in about 130 territorial communities.

Criminality and safety: notion, indicators and strategies	
Notions: Crime and urban Safety	Every Crime Prevention Organisation and the AML have defined crime in accordance with the judicial system and the Penal code in force in their own countries. In what concerns urban safety, they all see it as a common good, which they should make an effort to achieve, together with all the Entities dealing with crime prevention within the communities.
The Evolution of criminality in the last three years	AML: it does not ponder on the criminality evolution indicators but of necessary inquires into the appropriate services. Belgium (Brussels): thefts of and from cars have risen according to Police figures. France: total crime rose 5,9% in the last 5 years. Violent crimes have also increased. Safety has been the first concern of the French population in 2001. Germany: criminal rate increase. England: total crime rose slightly in the last 12 months. Belgium: criminality rate has been increasing (thefts with violence and violence within the family).
	AML: does not deal with the prevention of crime or urban safety. Belgium (Brussels): specific programmes regarding crime prevention. France: proximity police; local safety contracts; integrated approach to delinquency prevention. Germany: support of local organizations and projects on crime prevention. England: “Crime and Disorder Reduction Partnerships”; working in direct contact with the police, local authorities, voluntary entities and any other parties involved in this partnership.

Methodologies	<p><i>AML: crime prevention and urban safety issues are not within its competences.</i></p> <p><i>Belgium (Brussels): partnership and networking with other public and private community organizations, namely local, regional and federal authorities, police authorities, associations and city services. Social prevention (informing and assisting the population), local social development activities to encourage social cohesion within specific areas.</i></p> <p><i>France: transversal approaches (population participation, etc).</i></p> <p><i>Germany: networking with all acting parties and organizations to analyse the social situation, the extent of the criminality and the types of crime perpetrated in public places within the city.</i></p> <p><i>England: a national 3-year strategy plan involving the police and partnerships to reduce crime.</i></p> <p><i>Belgium (Charleroi): multi-disciplinary and proximity approach.</i></p>
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Developed activities with regard to the prevention of crime and urban safety	
Procedures	<p><i>Belgium (Brussels): a local network of surveillance agents and social workers; prevention agents. Every criminal incident observed by them is then communicated to the police authorities.</i></p> <p><i>Germany and Portugal. It is not within their competences to register or directly deal with criminal incidents.</i></p> <p><i>England: strictly strategic procedures.</i></p> <p><i>Belgium (Charleroi): it only deals with victims of crime.</i></p>
Crime prevention: extent and priorities	<p><i>Belgium (Brussels): it carries out activities regarding primary, secondary and tertiary prevention. These activities are carried out within the municipal territory (43 million residents). The priorities are defined in accordance the local authorities, regional and federal governments and taking into account the criminality evolution.</i></p> <p><i>Germany: coordination of a network, which includes all the organizations and professionals working on crime prevention, justice and any other sectors related to sociology and architecture, amongst others. The target groups are defined taking into account the vulnerability degree. The priorities are determined taking into account the crime statistical data provided by the various coordinating agencies.</i></p> <p><i>England: development of activities within the whole community and determination of priorities based on the local necessities and the national aims defined by the United Kingdom government.</i></p> <p><i>Belgium (Charleroi): it does not get involved in crime prevention activities, though its intervention has contributed to the diminishing of the feeling of insecurity.</i></p>

Initiatives and articulation with other partners	<p>Belgium (Brussels): Campaigns in various subject matters and their divulgation in the crime prevention areas. Articulation with the police forces, non-governmental associations and agencies as well as municipal services.</p> <p>Germany: the carrying out of studies on crime and feelings of insecurity in the city, coordination of projects on the same subject matters and training on a varied number of issues addressed to a wide range of professionals and the population in general. Articulation with different agencies, professional groups and cultural sectors.</p> <p>England: the undertaking of campaigns on crime prevention and urban safety. Articulation and direct approach to the communities as well as organisations working in them.</p> <p>Belgium (Charleroi): The providing of support to crime victims and the carrying out of meetings with every Entity in order to promote their inclusion in the support network.</p>
Evaluation of the developed work	<p>Belgium (Brussels): Positive evaluation, though since January 2002, namely because of reforms in the police system, there have been some difficulties in articulating with the police, leading to a procedural adaptation as a consequence of it.</p> <p>Germany: Positive evaluation. The cooperation with the various organisations enriches the local work by means of good practice models.</p> <p>England: positive evaluation, once the actions, which have been taken, led to a noticeable crime reduction.</p> <p>Belgium (Charleroi): Positive evaluation due to a higher degree of specialization and training of professionals as well as a better suitability of the followed practices.</p>

VICTIM SUPPORT SERVICES

CHARACTERIZATION OF THE ORGANISATION

Organisation	
Associação Portuguesa de Apoio à Vítima, Portugal	A group 27 individuals pertaining to the civil society, who felt that there should be a victim of crime supporting structure, inexistent until then, set up APAV in June 25 of 1990.
Victim Support, United Kingdom	Victim Support was set up in 1974 by a group of police officers and probation officers, who were concerned about the lack of services to victims of crime.
Victim Support, Belgium	The Victim Support services were set up in the mid 80’s. Though the initial initiative was private, there have always been legislation and subsidies. The Victim Support services are now connected to the federation
Victim Support, Germany	Our Organisation – Weisser Ring was set up in 1976 by a popular TV journalist, who runs a TV programme on unsolved crimes and felt that the victims were “the forgotten people” and more had to be done for them.
Victim Support, Ireland	Derek Nally, who was a member of the Irish Police Force, founded the Victim Support in 1985. He attended a conference in Bristol, held by the Victim Support in the UK and saw the need for such an organisation in Ireland.
Victim Support, Slovakia	Pomoc Obetiam Násilia – The Victim Support organisation in Slovakia (PON-VSS) was founded in January 1999 as a result of the Advise Centre experience and because of the public need – no service of this kind had ever worked in Slovakia before.
Victim Support, Finland	The “Finnish Service for crime victims” was set up on October the first, of 1994 as an initiative of the Internal Affairs Ministry and the Police Department.
Victim Support, Czech Republic	9 people founded the WCS in 1991. These people were inspired by a similar organisation operating in Germany. The WCS was set up because there had been no support and help for the victims of crimes in the Czech Republic at that time and the above mentioned people felt that a service of this kind was missing, would be of great use and would fulfil the existing gap in the services provided to

Aims and Objectives	
Victim Support, United Kingdom	To help people cope with crime and to campaign for the rights of victims.
Victim Support, Belgium	As far as the services are concerned: Providing individual assistance to victims, witnesses and groups of victims Training Awareness making As far as S.A.W. Victim Support Department is concerned: Supporting the Centres Awareness making
Victim Support, Germany	To help all victims of intentional crime (no traffic accident victims, unless there has been an attempt to run someone over), who have got difficulties as a result of the criminal act, as well as to prevent crime.
Victim Support, Ireland	Victim Support is committed to the best interests of victims of crime by actively supporting them, identifying their needs and advocating their rights.
Victim Support, Slovakia	Psychological, legal, social and practical help to victims of crime, violence, catastrophes and criminality prevention.
Victim Support, Finland	To improve the victims’ status and rights and to create suitable services to help the victims.
Victim Support, Czech Republic	The main goal is to help victims of crimes, their relatives and any witnesses of serious crimes, regardless of their age, gender and type of crime. We offer them free, professional and discrete supporting services, mainly as far as counselling is concerned. The counselling is free, confidential and provided by professionals –lawyers, psychologists, psychiatrists, etc. We are trying to improve the situation of the victims of crime in the Czech Republic, by preparing legislative proposals, issuing information brochures and leaflets, organizing seminars, etc. We are active in the field of crime prevention as well.



Associação Portuguesa de Apoio à Vítima, Portugal	To promote the protection of the victims of crime. To co-operate with the adequate Entities (The Administration of Justice; The Police Forces; The Social Security Services; The National Health Services; Local Autarchies) and any other public and private Entity, in the defence and the carrying out of the Rights of the victims of crime and their relatives. To encourage and promote the social solidarity by setting up a social volunteering network. To encourage and to support the carrying out of studies and investigating projects on the problems involving victims. To promote and to take part in programmes, projects and information and public opinion awareness sessions. To contribute towards the adoption of legislative measures, which may lead to the defence, protection and support to be provided to the victims of penal breaches.
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Internal Structure	
Victim Support, United Kingdom	We are a federate charity – 42 local are VS trusts and 32 London borough VS trusts are member of the National Association of Victim Support Schemes (NAVSS). NAVVS (known as Victim Support) receives and distributes government grant to the membership, produces training programmes and practice guidance for members, sets and monitors service standards, provides the information technology, financial and personnel support to the membership and undertakes all the external policy development work from our National Office in South London.
Victim Support, Belgium	(It has not answered to this item)
Victim Support, Germany	Nationwide network of 400 small branch offices staffed with volunteers. Headquarters (paid staff), where decisions (on financial support) are taken.
Victim Support, Ireland	Chairperson Board of directors Chief executive officer Staff members Volunteers
Victim Support, Slovakia	Headquarters 9 regional advice centres for victims of crime National Help line 1 Civic advice centre in Bratislava
Victim Support, Finland	Juridical coordination by the Finnish Red Cross, led by a management and working Committee, where the equally powerful members are from the Finnish Association for Mental Health, the Finnish Red Cross, The Mannerheim League for Child Welfare, the federation of mother and Child Homes and Shelter, the Finnish federation of Settlements, the league of Finnish Feminists and the Ecclesiastical Board of the Church of Finland.



Victim Support, Czech Republic	The Directorship is the Head of the WCS. It has 12 members, who are elected by a general assembly. The Directorship elects the President of the WCS. Our Organisation has 6 counselling centres operating throughout the Czech Republic. A Director, who is responsible for its management, heads each counselling centre. All counsellors helping the victims of crime are volunteers.
Associação Portuguesa de Apoio à Vítima, Portugal	Headquarters: Board of Direction, General secretary, Executive secretariat and Board of Direction Technical advisors 12 Victim Support Offices

Target Population	
Victim Support, United Kingdom	Victims and witnesses in a network of 374 Victim Support Schemes and 260 Witness Services (as far as their support is concerned). Victims of crime (as far as campaigning for their rights is concerned).
Victim Support, Belgium	Victims.
Victim Support, Germany	All victims of intentional crime.
Victim Support, Ireland	All people, who have been hurt by crime.
Victim Support, Slovakia	Victims of crime, violence (incl. domestic violence) and accidents; their relatives; witnesses of any criminal acts.
Victim Support, Finland	In general, any individual victimized by crime.
Victim Support, Czech Republic	Victims of crimes; their relatives, friends and witnesses. We categorically reject helping the offenders.
Associação Portuguesa de Apoio à Vítima, Portugal	Children, young people, adults and old people. (Male and female).

Available resources	
Victim Support, United Kingdom	95% of our funding comes from Central Government. The remainder we raise ourselves.
Victim Support, Belgium	Subsidies from the Flemish community. (Exceptionally) gifts or funds from the Local Government. The services are part of larger regional organisations: Centra Voor Algemeen Welzijnswerk (Social Welfare). These being non- governmental organizations, get subsidies form the Flemish community.
Victim Support, Germany	Membership fees. Donations. Fines/penalties imposed by the Court on offenders. Inheritances/legacies from private individuals.
Victim Support, Ireland	We work in close co-operation with victim support organisations in other jurisdictions. 95% government funding – (Department of Justice, Equality and Law Reform). 5% external contributions.
Victim Support, Slovakia	In the framework of close co-operation with other NGOs (national and foreign as well) – mainly in the training areas and common projects. Main resources for working issues: Grants from different foundations (national and international). (At a lower financing level) – private sector; membership fees and subventions.
Victim Support, Finland	We do co-operate actively. 85% - Shlotmaskin Association. 10% - The State. 5% - Our own income.
Victim Support, Czech Republic	We have multiple resources, as far as financing is concerned. We get financial support from: The Ministry of Justice; the Ministry of Health; the Home Office; municipalities and private donors. Furthermore, the WCS is a civic association, so every member has to pay an annual contribution fee.



Associação Portuguesa de Apoio à Vítima, Portugal	<p>Human Resources Department – 11 staff members working in the Headquarters; 15 working in the victim supporting offices – a total number of 26 people working staff in the Organisation as well as 200 volunteers working within the psychological, law and social areas.</p> <p>APAV ‘s funding:</p> <p>Membership fees (singular and collective).</p> <p>Donations.</p> <p>The profits obtained with the selling of publications and the providing of services.</p> <p>Autarchies’ subsidies.</p> <p>Inter-ministerial protocol, signed by the Ministry of Internal Affairs, the Ministry of Justice and the Ministry of Labour and Social Security.</p>
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Internal Partnership: Advantages and disadvantages	
Victim Support, United Kingdom	<p>We work closely with a wide range of other organisations including statutory organisations such as the Police, The Crown Prosecution Service, local authorities and other voluntary organisations concerned with reducing the effects or extent of crime.</p> <p>Sometimes other agencies want us to undertake work, which is beyond our remit as a charity concerned with helping victims of crime. For example, wanting us to persuade victims to report crime, which is not our role.</p> <p>The advantages of partnership work are that we are able to influence statutory organisations to develop policy and practice, which is more sensitive to victims’ needs, and they are able to benefit from our experience of working with victims. Partnership also brings synergy – the achievement of more by working together than the sum of what could be achieved by organisations working alone.</p>
Victim Support, Belgium	<p>Our Ministry of Social Care, Health and Equality together with the ministry of Justice and Internal Affairs (important partners at National and Flemish levels).</p> <p>Local Social Care organisations, Police, Courthouse/Justice (Regional and local partners).</p> <p>By being a non-governmental organisation we can work autonomously, though in order to provide a good victim support, a lot of communication is necessary. All of our partners try to take part in it. Nevertheless there is still a lot of work to do.</p>
Victim Support, Germany	<p>Referrals to experts (lawyers, psychologists, etc.) To often pay lawyers fees, whenever the victim has to be represented by a lawyer so as to either assert his/her rights or make a compensation claim. In our country we sometimes assist state agencies with their crime prevention activities.</p>
Victim Support, Ireland	<p>Our work involves referrals to other voluntary organisations and specialist agencies.</p> <p>Advantage: victims of crime receive a seamless service.</p> <p>Disadvantage: competition for funding.</p>



Victim Support, Slovakia	<p>Police, local authorities, private societies, mass media. Their responsibility is in specific contributions (articles, presentations, projects and realisation).</p> <p>The cooperation ways are in permanent development and depend on the involvement of specific people. It is mostly under our “direction” and depends on our activity and leadership, which is quite hard most of the times.</p>
Victim Support, Finland	<p>Responsibilities are to coordinate regional offices and local service points as well as to be provided with their know-how. To support us in applying for funding.</p> <p>Advantages: To avoid overlapping work and unnecessary competition. To use each other’s know-how, to share and to cooperate. To have a stronger possibility of influencing decision taking.</p> <p>Disadvantages: A bit hard from time to time (lots of meetings and paper work going around).</p>
Victim Support, Czech Republic	<p>We cooperate with several parties, though it is not a tight cooperation. There are no strict rules and it has been create in a mostly ad hoc way. Among our partners we may mention: shelters, crisis centres, telephone hotlines, etc.</p> <p>Advantages: we gather a lot of information; have an influence on changing, a possibility to comment on proposals as well as the possibility to provide multidisciplinary services to clients.</p> <p>Disadvantages: it takes much of our time (conferences, seminars, etc.).</p>
Associação Portuguesa de Apoio à vítima, Portugal	<p>Security Forces (Public Security Police, National Republican Guards and Judiciary Police); Shelter Homes; Social Security Services; National Health Services; Schools and Universities, among others, in order to help us develop and implement the crime victim supporting process.</p> <p>Advantages: To enable the supporting process to be carried out in a quicker way; a higher degree of efficiency and a multidisciplinary type of approach.</p> <p>Disadvantages: The absence of sensitivity towards the victimizing problematic issues on the part of some of the co-partners.</p>

External Partnership: Advantages and Disadvantages	
Victim Support, United Kingdom	We are involved in a number of joint projects with European partners, although I am not aware that any of these concern crime reduction at present.
Victim Support, Belgium	The S.A.W. victim support department is a member of the European Forum and works together with several other countries.
Victim Support, Germany	Member of the European Forum.
Victim Support, Ireland	Active member of the European Forum of victim services and willing participant with other states.
Victim Support, Slovakia	All members of the EFVS are our potential partners. INAVEM is actuall our first foreign partner, though in other areas of work (organisation, structuring of services and so on.).
Victim Support, Finland	EFVS and the Nordic and Baltic Cooperation.
Victim Support, Czech Republic	The WCS is an independent organisation. It is a member of the EFVS.
Associação Portuguesa de Apoio à Vítima, Portugal	European Forum for Victim Services; European Forum for Victim-Offender Mediation and Restorative Justice; World Society of Victim log Developing quality patterns; innovating procedures regarding the support be provided to the victims; exchanging experiences; developing multidisciplinary joint projects including some which have to do with studying and investigating.

Articulation with the Governmental Structures	
Associação Portuguesa de Apoio à Vítima, Portugal	In the supporting processes by exchanging information and proceeding to the referrals of the victims. There is a Governmental budget, exclusively attributed to the Security Forces. The national budget does not contemplate Organisations of the ONG and IPSS type.
Victim Support, United Kingdom	We are able to maintain some independence of central government, which enables a healthy vigour in our campaigning work. Some victims may find it reassuring that we are not part of the police of the criminal justice system. Regular, systematic liaison with the Home Office and other criminal justice agencies. We have a service level agreement with the Home Office and we are required to demonstrate each year that we are fulfilling our commitments to it in order to obtain our funding. Victim support receives most of its funding from central government.
Victim Support, Belgium	The S.A.W. victim support department meets the government in meetings and negotiations. The important advantage is the autonomy. The services and the S.A.W. victim support department get subsidies from the government.
Victim Support, Ireland	Advantage: being able to advocate on behalf of victims of crime in an independent manner. Close links with key personnel in relevant government departments. Disadvantage: constant instability in relation to funding. There isn't a national budget. Various government departments provide funding.
Victim Support, Slovakia	The services are much more flexible than it would be possible in state bureaucratic structures. Disadvantage: the uncertainty of the subsistence of the organisation. Through the State Council of Criminality Prevention, as well as the Ministries, the regional and local authorities, the police, etc.



Victim Support, Finland	It is important to keep the service independent. It is easier to work on the victims' behalf by looking at the situation from the victims' point of view, than it would be if it were an authority. The most important financing source of the NGO as far as victim support is concerned is the Slotmaskin Association. For the funding to be provided, you must apply for it on a yearly basis. The Ministry of justice, the Social and health work Ministry and the Ministry of Internal Affairs finance some of the work.
Victim Support, Germany	The main advantage is independence. We are free to take our own decisions and do not have to depend on state funding. There is no national budget available, though some of the organisations are funded by budgets provided by German regional states ("lander").
Victim Support, Czech Republic	The greatest advantage is being independent from the government. The main disadvantage is, having to deal with the difficulties concerning finance claiming from the government and the tiring bureaucratic procedures we must go through. We have a good relationship with the governmental agencies due to our long qualified provided service. There is only one non-governmental organisation working in the victim support area. However this type of organisations are partly financed by the state. The organisations may apply for grants to be provided by the authorities, which in turn decide whom they should financially support, as well as the extent of that provided support.

Degree of representation of the organisation	
Associação Portuguesa de Apoio à Vítima	The organisation is represented on the Victim Support Offices at national level.
Victim Support, United Kingdom	A range of statutory organisations consults us. We are always asked to comment on government documents proposing legislative change where it could impact on victims. We are frequently represented on steering groups and working parties of government and voluntary organisations, and we provide victim awareness training to a range of statutory and voluntary services.
Victim Support, Belgium	<p>The Victim support services are mostly partners in negotiations and meetings, at a local and regional level.</p> <p>The S.A.W. victim support department represents the Flemish services for victim support at a Flemish and national level, as well as representing them abroad.</p>
Victim Support, Germany	It is a well- known organisation with a nationwide coverage. There are 400 small branch offices spread all over Germany.
Victim Support, Ireland	Representation on many national government bodies and other major players in the criminal justice system.
Victim Support, Slovakia	Member of the State Council of Criminality Prevention, regional and local comities as well as working groups organised by official representatives.
Victim Support, Finland	Our service is recognised locally, regionally and nationally as being the only organisation in Finland supporting victims of crime in general.
Victim Support, Czech Republic	<p>The WCS has its main office in Prague. The administrative agenda concerning the organisation as a whole is concentrated in this office.</p> <p>This one provides service to the remaining 5 counselling centres, once it has paid staff, as well as a WCS president and an office manager. Each counselling centre has its own director.</p>

CRIMINALITY AND VICTIMIZATION; NOTION, INDICATORS AND STRATEGIES

The notion of crime and the victim of crime	
Associação Portuguesa de Apoio à Vítima, Portugal	<p>Crime: any act against the law and liable to be punished by the penal code.</p> <p>Victim of crime: anyone who has been affected by any act liable to be punished in accordance with the penal code.</p>
Victim Support, United Kingdom	<p>The Victim Support Service is available to anyone who has been affected by crime and who wants support. Our aim is to help people cope with crime.</p> <p>We accept referrals from the police of victims of all crime except car crime, child abuse and commercial crime.</p>
Victim Support, Belgium	The victim support Services focus on all victims of criminal offences, their survival and the one of their relatives and witnesses, as well as surviving relatives of suicide and fatal traffic accidents and any victims of catastrophes. All these people are subject to police and judicial oriented approaching contexts.
Victim Support, Germany	Deliberate act, punishable by law, causing damage to health or property of another individual.
Victim Support, Ireland	Somebody affected by crime as it relates to the criminal justice system.
Victim Support, Slovakia	(It has not answered)
Victim Support, Finland	Any victim of crime, anyone close to the victim or anyone who has witnessed a crime.
Victim Support, Czech Republic	<p>We work in accordance with the definition used by the criminal procedure act and the criminal code. Crime being any illegal act considered dangerous to the society and against certain values as defined in the criminal code. Each crime has its body of crime act as defined in the criminal code.</p> <p>Victim of crime is anyone who has suffered damage (as far as health, property, personal freedom, etc. are concerned) as the result of a crime. It is not relevant whether the victim has claimed for damages. The affected party may not necessarily be the victim of the crime exclusively. Close relatives may also be considered as such, under certain circumstances.</p>

<i>The evolution of crime in the last three years</i>	
<i>Associação Portuguesa de Apoio à Vítima, Portugal</i>	<i>There has been an increase in the number of victim supporting processes in the last three years, at local, regional and national level. The significant increase has to do with crimes against people/humanity and domestic violence. There has been a slight reduction regarding crimes involving non-provided help when requested and racial discrimination. The data has been gathered by APAV services.</i>
<i>Victim Support, United Kingdom</i>	<i>During the past year there has been a significant increase in the number of referrals of violent crime (up from 319,694 in 2000 to 352,250 in 2002). The number of referrals of property crime (burglary, theft, etc.) has reduced by a similar proportion. Referrals of victims of domestic violence rose 89%, probably mainly as a result of increased reporting of these offences.</i>
<i>Victim Support, Belgium</i>	<i>There are no recent figures on criminality available, nevertheless the services have experienced an evolution in the referring of victims by the police. The referred facts are becoming more complex and serious. This has an influence on the needs for support: more intense and longer processes.</i>
<i>Victim Support, Germany</i>	<i>Our organisation has no reliable data at hand regarding the increase and/or decrease of certain types of crime.</i>
<i>Victim Support, Ireland</i>	<i>There has been an 83% increase in personal assaults. More youth crime. Murder and sexual crime has also increased.</i>
<i>Victim Support, Slovakia</i>	<i>(It has not answered)</i>
<i>Victim Support, Finland</i>	<i>Registration of victims has increased in general. About 70% of these, are female victims of violent crimes.</i>
<i>Victim Support, Czech Republic</i>	<i>Criminality has increased since the change of regime in 1989. The structuring of the criminality has also changed, as we have been dealing with a new phenomenon (trafficking of women, weapons and drugs). We have mostly been dealing with victims of crime committed against the health, life, property and personal freedom. Criminality involving property has been seriously increasing in the last few years so has the brutality of the crimes committed against health and life. The offenders have been using more brutal ways in what concerns torturing and murdering their victims.</i>

DEVELOPED ACTIVITIES IN WHAT CONCERNS CRIME PREVENTION AND URBAN SAFETY

<i>Crime Prevention methodologies</i>	
<i>Associação Portuguesa de Apoio à Vítima, Portugal</i>	<i>Juridical, psychological and social support. Multidisciplinary work.</i>
<i>Victim Support, United Kingdom</i>	<i>Our Strategy has been to work with the police and local authorities through Crime Reduction Partnerships, which were set up under the provisions of the 1998 Crime and Disorder Act.</i>
<i>Victim Support, Belgium</i>	<i>We do not provide nor take part in crime prevention programmes. We do not work on prevention of secondary victimization and exceptionally take part in training programmes for crime offenders.</i>
<i>Victim Support, Germany</i>	<i>Brochures and booklets on crime prevention. Signs put up in public places raising awareness of crime. Supporting crime prevention projects.</i>
<i>Victim Support, Ireland</i>	<i>Youth awareness programme – information previously sent by e-mail. Working with mid teenagers most at risk group, in a positive effort to divert them from crime.</i>
<i>Victim Support, Slovakia</i>	<i>Safe Behaviour programme containing different ways of dealing with public or communicating principles on prevention of victimization, basic information on the services provided by the police and on how to get in touch with them, information on technical safety measures, information on assuring possibilities and conditions. The approaching ways are: individual and group counselling, lectures, articles, brochures, radio and TV broadcasting, helping with the building up and up-keeping of “safe home” projects including technical support and living ways. Contacting people in every possible way – individually, in small groups, by means of mass media approach.</i>
<i>Victim Support, Finland</i>	<i>According to Marc Groienhujsens’ s position paper for EFVS in the annual meeting in 2002, our methods follow the tertiary prevention methodologies. The crime victims’ supporting services provide support, advice, information, etc.</i>



Victim Support, Czech Republic	<p>Our organization focuses strictly on the victims of crime, their relatives, friends and/or witnesses. We categorically reject helping the offenders.</p> <p>As far as crime prevention is concerned, we focus on the society as a whole, yet mainly on the most endangered target groups – children, women and elderly people.</p> <p>As far as the education activity is concerned, we focus on helping the professionals – namely the health care takers, the lawyers, prosecutors, judges, etc.</p>
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Crime Prevention: Strategies and Priorities	
Associação Portuguesa de Apoio à Vítima, Portugal	<p>“Nascer” project, to be implemented in the basic compulsory learning schools by the Victim Support Offices; intervening in the social communication; getting to know campaigns to be promoted by the Institution. This type of activities is to be considered within the primary intervention approach. The secondary and tertiary intervention approaches are to be carried out in the developing of the victim supporting processes, namely in terms of the provided juridical, psychological and social support, as well as in the strategies which are to be used, so as not to aggravate or to try to eradicate the victimization. The crime prevention represents 20% of the work carried out by the Institution.</p> <p>Our priorities are focussed on the victims of maltreatment, namely victims of domestic violence and sexual abuse.</p>
Victim Support, Germany	(It has provided no information)
Victim Support, Belgium	(It has provided no information)
Victim Support, Czech Republic	<p>Primary – information and advice (seminars, awareness campaigns using the media, brochures, etc.).</p> <p>Secondary – Training the professionals involved in these issues.</p> <p>Tertiary – Counselling, direct contact with the victims; extraordinary services (weekend psychotherapeutic stays.).</p> <p>Crime prevention is not our priority, though we have been partly dedicating ourselves to this issue for more than ten years. We are financially limited. We focus on children, elderly people and women.</p>
Victim Support, Slovakia	<p>Our activities in primary prevention have been caused by the acknowledgement that most people are not informed about simple principles such as “safe behaviour” and many crimes happen because of that. The dealing with victims logically brings about the prevention type of activity.</p>



Victim Support, Finland	We have absolutely no more available resources to take on more activities than the ones we are carrying out in what concerns the tertiary crime prevention approach and those to avoid re-victimization.
Victim Support, Ireland	The youth awareness programme was presented to (approx.) 2,500 students in the last school year. Our primary and core concern is supporting victims following crime. Work in the area of crime prevention is complementary to this.
Victim Support, United Kingdom	Limited, through involvement with local crime reduction partnerships. We have also had recent involvement with a central government initiative on reducing repeat victimization. Our priority is to provide emotional support and practical help to victims of crime. Our involvement in crime prevention must always be secondary to that.

SUMMARIZED TABLE OF CONTENTS

Characterization of the Organisation	
Organisation	All of them are non-governmental organisations.
Aims and Objectives	To provide support to the victims of crime
Internal Structure	Each of the organisations has a different internal structuring system, depending on the purposes they have been set up for, as well as the specifications of the countries they pertain to and operate in.
Target Population	That of the countries and places they have been implemented in, namely victims of crime (male and female of all sorts of ages).
Funding	The central government; membership fees, donations and any other resources provide their financial resources.
Internal Partnership: Advantages and Disadvantages	Proximity work with every public and private entities directly or indirectly involved in this problematic issues. This contributes towards a multidisciplinary approach and a stronger inter-institutional cooperation. The disadvantage is sometimes the slow resolution capability.
External Partnership: Advantages and Disadvantages	Members of the European Forum for Victim Support and other European networks. The main advantage, which has been pointed out, is the exchanging of experiences and the possibility of having partaking projects in these areas.
Articulation with the governmental structures	There seems to have a good articulation in most cases, namely because of the autonomy and independence involved. On the other hand there are some organisations with financial problems. Belgium: gets subsidies from the Flemish community and fund raising campaigns. United Kingdom: mostly central government funding. Germany: no budget to contemplate the German regional “lander”. Ireland: no national budget; several governmental department funding Finland: several government department funding and programme financing. Czech Republic: partly financed by the government. Portugal: no national budget for ONGs
Degree of representation of the organisation	At local, regional and national levels.

Criminality and victimization: notion, indicators and strategies	
The notion of crime and the victim of crime	<p>Every inquired Victim Support Entity has defined crime in accordance with the justice and penal code systems of their own countries.</p> <p>Regarding the victim of crime it is anyone who has been affected by any act liable to be punished in accordance with the penal code.</p>
The evolution of crime in the last three years	<p>Belgium: an evolution in the referring of victims by the police.</p> <p>United Kingdom: significant increase in violent crime, property crime and domestic violence.</p> <p>Germany: no reliable data regarding this.</p> <p>Ireland: increase in personal assaults, more youth crime, murder and sexual crime.</p> <p>Finland: increase in violent crime.</p> <p>Czech Republic: criminality has increased in general since the change of the political regime in 1989. Increase in violent crime, trafficking of women, weapons and drugs.</p> <p>Portugal: significant increase in crimes against people/humanity and domestic violence.</p>

Developed activities in what concerns Crime Prevention and Urban Safety	
Crime Prevention methodologies	<p>Belgium: exceptional participation in training programmes for crime offenders.</p> <p>United Kingdom: work with police and local authorities through Crime Reduction partnerships.</p> <p>Germany: support and development of campaigns and projects in the crime prevention area.</p> <p>Ireland: development of youth awareness programmes.</p> <p>Finland: tertiary prevention</p> <p>Czech Republic: development of crime prevention programmes aiming at children, women and elderly people, training of professionals (health care takers, lawyers, prosecutors, judges, etc.).</p> <p>Portugal: juridical, psychological and social support as well as multidisciplinary work.</p> <p>Slovakia: development of the safe behaviour programme aimed at crime prevention.</p>
Crime Prevention Strategies and Priorities	<p>United Kingdom: involvement in local crime reduction partnerships as well as a central government initiative on reducing repeat victimization. The involvement in crime prevention is always secondary to providing emotional support and practical help to victims of crime.</p> <p>Ireland: Youth awareness programmes; supporting victims following crime; working in crime prevention is secondary to that.</p> <p>Finland: tertiary crime prevention approach and those avoiding re-victimization.</p> <p>Czech Republic: Development activities at primary, secondary and tertiary levels, though crime prevention is not to be considered a priority.</p> <p>Portugal: development of primary, secondary and tertiary activities, in what concerns crime prevention.</p> <p>Slovakia: primary crime prevention activities, though victim support is to be considered their priority.</p>

FINAL CONSIDERATIONS

Having analysed the answers provided by the European organisations involved in crime prevention and urban safety, as well as those committed to the victim support, with the exception of Área Metropolitana de Lisboa, which has no statutory and technical competence as far as these issues are concerned, one concludes that it is quite important to develop and implement national partnerships involving the police authorities, the courts, central and regional government departments as well as the victim supporting services, in order to further continue working on such important issues.

Crime prevention aims at maintaining and increasing the level of safety within the societies and the states. It is therefore up to the society and every state to get together and gather all the essential social forces. Crime prevention and urban safety has to be understood as a challenge to the society as a whole.

Based on the work, which has been developed by several organisations in what concerns this issue, here are some ideas and proposals to be further developed within each state and possibly within Europe as a whole.

The necessity to cooperate in the crime prevention area at a European level, by analysing commonly experienced situations and by setting up common intervening programmes;

Building up accurate evaluating tools in what concerns the crime prevention issues, so as not to be exclusively dependant on the statistical data regarding criminality. Socio-economic data, information and research as far as the feelings of insecurity and victimization of population are concerned should also be considered;

Setting up a crime prevention website, including a forum for the local, regional and national organisations, which have been carrying out studies in the areas of criminality and victimization, to exchange valuable information as well as to implement common strategies in what concerns this particular issue;

Implementing the coordination on prevention and safety at local level, in order to promote a local integrated oriented prevention policy;

The necessity to set up a local, regional and national network to complement the European one;

Setting up long term crime prevention programmes;

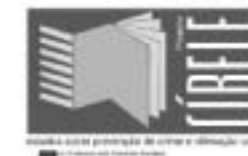
Local and territorial proximity;

Networking, that is promoting the cooperation between local social services and supporting ones, the public and private or non governmental services, clearly defining what each one is expected to do;

Having an integrated repression and prevention type of approach, that is between the police intervening actions and the socially preventive measures.

ANNEX 1

Questionnaire



The Questionnaire on Crime Prevention Structures of the CÍBELE Project – Studies on Crime Prevention and Urban Victimization, which is co-financed by the European Commission under the HIPPOKRATES Programme.

The CÍBELE Project is currently being developed by Associação Portuguesa de Apoio à Vítima, with the cooperation of the Instituto Superior de polícia Judiciária e Ciências Criminais, Gabinete de Política Legislativa e Planeamento do Ministério da Justiça, Área Metropolitana de Lisboa, and Pelouro da Habitação e da Segurança das Pessoas e Bens da Câmara Municipal de Lisboa as national partners and of the European Forum for Urban Security, Crime Prevention Council of the Hanseatic City of Lübeck (Germany) and Northumbria Community Safety Strategy (England) as European partners.

This particular questionnaire aims to study European crime prevention structures, namely by assessing the activities undertaken in relation with crime prevention, the strategies which have been worked out and already used in this field, as well as the results obtained by using them.

When filling in this questionnaire, please make sure that you follow these instructions:

1. You may fill in this questionnaire directly (in its printed form) or you may use its copy in word format (preferable). If you use the first option, please make sure you use capital letters. If on the other hand, you choose the second option, please do not change the existing format.
2. Please, answer in a brief and clear way to facilitate the analysis of the questionnaires. Nevertheless, if relevant, you may send additional information and documentation by e-mail, fax or post.
3. You may return this questionnaire using the following options:
 - a. E-mail (preferable):
apav.sede@apav.pt
 - b. Post:
Associação Portuguesa de Apoio à Vítima
Att. Daniel Cotrim or Faye Farr
Rua do Comércio, 56 – 5º
1100-150 Lisboa
Portugal
 - c. Fax:
+351.218.876.351

If you have any questions or need any additional information, please do not hesitate to contact Daniel Cotrim, Project Manager (direct +351.218.854.096) or Faye Farr, Project Adviser (direct +351.218.854.092).

Criminality and Unsafety: notions, indicators and national strategies

1. What definition of crime and of crime victim does your agency use? Which are the assumptions used by your agency to define and limit the abovementioned concepts?

2. What does your agency understand by urban safety and unsafety? Which are the assumptions used by your agency to define and limit the abovementioned concepts?

3. Characterise the evolution of criminality occurred during the last 3 years, at a local, regional and national level? Indicate the type of crimes and offences which have increased or decreased in that period of time. State the indicators used to register crime rates.

4. Are there any defined policies or strategies nationwide, as far as crime prevention and urban safety are concerned, or do those depend on the actuation of local or regional agencies which deal with the abovementioned issues?

5. If these nationwide policies or strategies do exist, are they focused on a yearly intervention or are they preventive and safety strategies designed to support the whole community and to cover different types of crime and of victims?

6. Does the national budget contemplate the different agencies working in the field of crime prevention and urban safety? In which way may the abovementioned agencies have access to it?

Characterisation of the Agency

1. Whose initiative was it to set up your agency? When and why was it set up?

2. Which are its main aims and goals?

3. Which is the agency's internal structure?

4. Which main target groups does your agency focus on?

5. Which methodologies has your agency been following in terms of crime prevention and urban safety?

6. Which strategies has your agency been using?

7. Does your agency have access to funding? In which way?

8. How is you agency financed?

9. Does your agency's work involve other partners? Which have been their responsibilities?

10. Which are the main advantages and disadvantages of working with the above mentioned partners?

11. Does your agency have partners or is it a partaking member of similar organisations abroad? This being the case, which and why?

12. If your agency is a non-governmental organisation, state the advantages and disadvantages of holding such a statute

13. How does your agency articulate with governmental organisations?

14. Does your agency have present reports? If so, state to whom, if necessary making a distinction between reports submitted to agencies with different statutes – governmental or non-governmental)

15. What degree of representation does your agency have at a local, regional and/or national level?

16. Are there any clear necessities as far as the activities developed by your agency are concerned?

17. How does your agency measure the success and unsuccess of the undertaken activities?

18. Considering the activities undertaken by your agency, state those which were considered successful and unsuccessful?

Activities developed in the field of Crime Prevention and Urban Safety

1. Are there any procedures pre-established by your agency, so as to deal with criminal incidents/offences?

2. Is there registered data on criminal incidents/offences?

3. Are the activities undertaken by your agency in connection with criminal incidents/offences supervised in any way? If so, by whom (name the agency and/or person)?

4. How is the crime prevention issue handled by your agency?

5. In which way does your agency deal with issues concerning primary, secondary and tertiary crime prevention?

6. What is the magnitude and extend of the work which your agency has been carrying out in what concerns crime prevention?

7. How does your agency set priorities in terms of intervention in the field of crime prevention and urban safety (related to the type of crime, focussing on victimised/liable to be victimised groups or on perpetrators)?

8. Which types of initiatives and/or campaigns has your agency developed as far as crime prevention is concerned?

9. Is there any articulation with other local, regional or national in terms of initiatives or campaigns undertaken by your agency in the field of crime prevention and urban safety?

10. Should this be the case, specify the type and how often is this inter-agency articulation carried out. Give examples of measures or implemented activities which have been carried out in this manner in the last 3 years.

11. From the above-mentioned measures or implemented activities, which did your agency consider successful/unsuccessful as far as crime prevention and urban safety are considered? Why?

European Model: Anticipating a future approach

1. Taking into account the work which has been developed by your agency, which European model, as far as crime prevention and urban safety are concerned, would you propose?

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The CÍBELE Project is currently being developed by Associação Portuguesa de Apoio à Vítima, with the cooperation of the Instituto Superior de polícia Judiciária e Ciências Criminais, Gabinete de Política Legislativa e Planeamento do Ministério da Justiça, Área Metropolitana de Lisboa, and Pelouro da Habitação e da Segurança das Pessoas e Bens da Câmara Municipal de Lisboa as national partners and of the European Forum for Urban Security, Crime Prevention Council of the Hanseatic City of Lübeck (Germany) and Northumbria Community Safety Strategy (England) as European partners.

This particular questionnaire aims to study the role of victim support organisations in the field of crime prevention, namely by assessing the activities undertaken by national victim support organisations in relation with crime prevention, the strategies which have been worked out and already used in this field, as well as the results obtained by using them.

When filling in this questionnaire, please make sure that you follow these instructions:

1. You may fill in this questionnaire directly (in its printed form) or you may use its copy in word format (preferable). If you use the first option, please make sure you use capital letters. If on the other hand, you choose the second option, please do not change the existing format.
2. Please, answer in a brief and clear way to facilitate the analysis of the questionnaires. Nevertheless, if relevant, you may send additional information and documentation by e-mail, fax or post.
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Criminality and Unsafety: notions, indicators and national strategies

1. What definition of crime and of crime victim does your agency use? Which are the assumptions used by your organisation to define and limit the abovementioned concepts?

2. Characterise the evolution of criminality occurred during the last 3 years, at a local, regional and national level? Indicate the type of crimes and offences which have increased or decreased in that period of time, according to your organisation's registration of clients.

3. Is there a national budget which contemplates the different organisations working in the field of victim support? In which way may the abovementioned organisations have access to it?

Characterisation of Victim Support Services

1. Whose initiative was it to set up your organisation? When and why was it set up?

2. Which are its main aims and goals?

3. Which is the organisation's internal structure?

4. Which main target groups does your organisation focus on?

5. Which methodologies has your organisation been following in terms of crime prevention and urban safety?

6. Which strategies has your organisation been using?

7. Does your organisation have access to other resources (human or financial)? If so, which and how?

8. How is your organisation financed?

9. Does your agency's work involve other partners? Which have been their responsibilities?

10. Which are the main advantages and disadvantages of working with the above mentioned partners?

11. Does your agency have partners or is it a partaking member of similar organisations abroad? This being the case, which and why?

12. Being is a non-governmental organisation, state the advantages and disadvantages of victim support services holding such a statute.

13. How does your organisation articulate with governmental agencies?

14. What degree of representation does your agency have at a local, regional and/or national level?



10. Which are the main advantages and disadvantages of working with the above mentioned partners?

11. Does your agency have partners or is it a partaking member of similar organisations abroad? This being the case, which and why?

12. If your agency is a non-governmental organisation, state the advantages and disadvantages of holding such a statute

13. How does your agency articulate with governmental organisations?

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