



Àmbit social i criminològic

RESEARCH

In-house production, 2016

Evaluation of the Pilot Project of Care for Victims of Young Offenders

(EXECUTIVE SUMMARY)

Authors

Area of Social and Criminological Research and Training
Mediation and Technical Advice Service

2017

Evaluation of the Pilot Project of Care for Victims of Young Offenders

Authors:

CEJFE: Capdevila Capdevila, Manel (coordinator); Ferrer Puig, Marta; Framis Ferrer, Berta; Batlle Manonelles, Ares; López Izquierdo, Berta; Blanch Serentill, Marta; Escarré Borràs, Aïda.

SMAT: Ayora Mascarell, Lúdia (coordinator); Cima Mollet, Montse; Díaz Alonso, Mònica;

Presentation of the research

In November 2014, the Department of Penal Execution in the Community and Juvenile Justice (DGEPCJJ) set in motion the *Pilot Project of Care for Victims of Young Offenders*. This was run by people working for the Mediation and Technical Advice Service (SMAT) in coordination with the Care for the Victims of Crime Offices (CVCO), which are attached to the Department. The project starts from an integral view of the juvenile justice system, in which the aim is to take into account both offenders and victims in a balanced manner. Prior to this, the only intervention in relation to victims was an offer to participate in a mediation programme in those cases in which the offender met the stipulated conditions. Thus, contact with victims was dependent on the offender and was for the purpose of making reparations within a mediation process.

In this new project, contact with victims of crimes *against the person* and crimes *against property* (violent crime or involving force in their home) occurs in a proactive, personalised and individualised manner. During the pilot project, the target population consisted of the victims of offenders for whom the public prosecutor had requested the involvement of the technical team. The Pilot Project of Care for Victims of Young Offenders is run by the minors technical teams. The organisation of the project in each area is arranged in accordance with the available staff: in Barcelona and Girona, there is one member of staff per team working exclusively on this project; in Tarragona, Lleida and Terres de l'Ebre, every member of staff takes on victim cases while ensuring that the victim and offender involved in the same crime are dealt with by two different staff members. Victims are seen at the offices of the technical teams. If necessary, in those cases where victims are unable to travel, the member of staff responsible travels to the victim concerned.

The evaluation of the pilot project was designed by the SMAT with the support of the Centre for Legal Studies and Specialised Training (CEJFE) in the work format of the *Open Debate* programme, which consists of cooperative learning sessions run by professionals who have learned about the subject from an expert in order to come up with a specific product which will improve or make innovations in their everyday praxis.¹

Once the design was finalised, the evaluation research presented in this report was then conducted by the members of the SMAT and of the Research Unit of the CEJFE. For the first time in a systematised manner, the study defines a profile for the victims of young offenders, explains the nature of the interventions carried out with them, and details the opinions of the victims themselves and of the members of staff dealing with them. The research also reviews the working processes adopted during the project and evaluates the results of the interventions carried out in terms of their effectiveness (the degree to which the objectives were achieved). The conclusions drawn from this will make it possible to optimise resources and to fine tune staff actions in the full programme.

The study presents the results in three blocks:

INDEX FOR THE PRESENTATION OF THE RESULTS

Block 1	Description of the implementation of the project	<ol style="list-style-type: none"> 1. Population served 2. Description of the interventions <ol style="list-style-type: none"> 2.1) First contact 2.2) Immediate intervention 2.3) General intervention 2.4) Accompaniment at judicial proceedings 2.5) Accompaniment in restorative justice processes 2.6) Intervention times 3. Victims' perceptions (surveys)
Block 2	Results of the implementation of the project	<ol style="list-style-type: none"> 4. Evaluation of the working hypotheses 5. Evaluation of the intervention aims 6. Evaluation of the intervention procedure
Block 3	Conclusions and recommendations	<ol style="list-style-type: none"> 7. Conclusions and recommendations

SUMMARY OF RESEARCH CHARACTERISTICS

Territorial ambit	Catalonia
Research population	The victims of young offenders seen between November 2015 and June 2016, who provided data collected using instruments created for the purpose of the research. ³
Types of analysis	Descriptive data mining, data and control variable crossing Discussion groups (20.2.17) with all the staff in charge of the programme
Data source	Dossier 1: General data Dossier 2: First contact data Dossier 3: Data concerning the immediate intervention during the crisis phase Dossier 4: General intervention data Dossier 5: Data concerning the accompaniment at judicial proceedings Dossier 6: Data concerning the accompaniment at restorative justice processes A) Evaluation of the General Face-to-Face Intervention (telephone survey of victims) B) Accompaniment at judicial proceedings (telephone survey of victims) C) Accompaniment at restorative justice processes (telephone survey of victims)
Statistical processing	IBM SPSS Statistics 22.0 statistical package Discussion of the results at three levels: the project monitoring team; the CEJFE research team; the teams of SMAT staff.

The interventions with victims are explained in detail in the pilot project¹ in which a care circuit for the victims of young offenders is also defined. This executive summary contains a brief description of each of the interventions and the circuit followed (diagram 1).

First contact: Proactive contact through an information letter and a phone call to the victims of young offenders for whom the Juvenile Public Prosecutor's Office requests the intervention of the Technical Team.

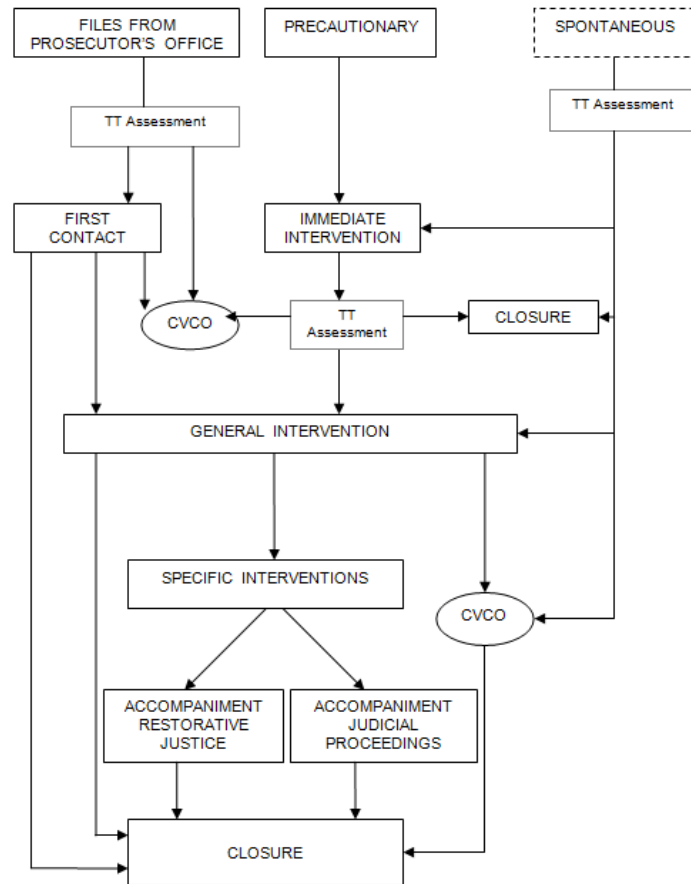
General intervention: Intervention in which information is provided (regarding the judicial proceedings, restorative justice and resources) and emotional support is given to victims who have requested this after the first contact or the immediate intervention.

Accompaniment at judicial proceedings: Intervention that consists of providing information concerning the scenario and the functioning of the legal proceedings, ensuring victims’ ability to cope with the proceedings and physically accompanying victims who have made the request after the first contact or the general intervention.

Accompaniment in restorative justice processes: Intervention aimed at victims that consists of providing information, support and accompaniment in dealing with restorative justice processes for those victims who request this after the initial contact or the general intervention.

Immediate intervention: Aimed at victims in a state of crisis to help them overcome their psychological distress and to provide them with adaptive coping strategies.

Diagram 1. Care circuit for victims



Interventions included in the study

Total number of victims included in the study:	1,347 victims.....	100.0%
Information letter has been sent.....	1,270 victims.....	94.7%
Total number of victims with whom <i>first contact</i> ⁴ was made.....	935 victims.....	69.4%
<i>General intervention</i>	329 victims.....	24.4%
<i>Accompaniment at judicial proceedings</i>	122 victims.....	9.1%
<i>Accompaniment in restorative justice processes</i>	3 victims	0.2%
<i>Immediate intervention</i>	7 victims.....	0.5%
Entry route: Public Prosecutor’s Office in the Service.....	1,128 victims.....	84.0%
Entry route: Public Prosecutor’s Office.....	104 victims.....	7.7%
Entry route: courts.....	19 victims.....	1.4%
Entry route: other bodies within the administration.....	27 victims.....	2.1%
Entry route: duty public prosecutor.....	65 victims.....	4.8%
Number of precautionary measures imposed on the offender:	111 cases.....	8.3%
Nature of the events: petty crime.....	369 victims.....	27.8%
Nature of the events: serious crime.....	958 victims.....	72.2%

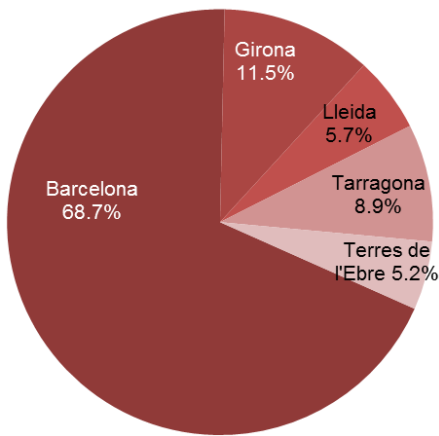
Distribution of cases by territory

Table 1. Link between the territory and types of intervention conducted

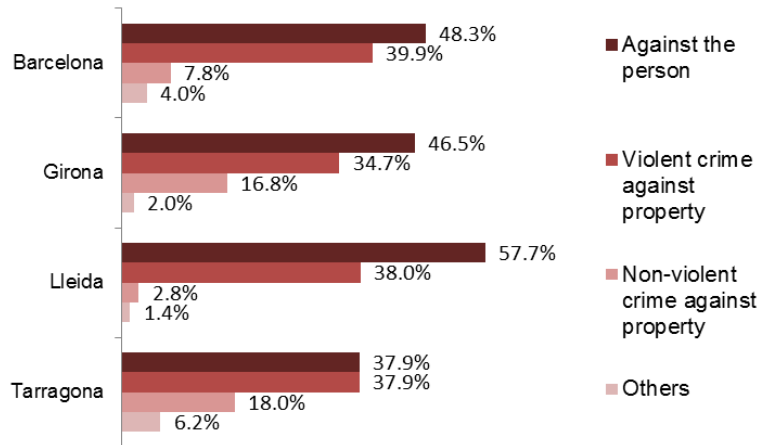
Territory	First contact		Immediate intervention		General intervention		Accompaniment judicial proc.		Accompaniment restorative justice	
	N	%	N	%	N	%	N	%	N	%
Barcelona	898	**72.9	5	71.4	227	68.8	31	**25.4	3	100.0
Girona	101	8.2	2	28.6	59	**18.0	40	**32.8	0	0.0
Lleida	71	5.8	0	0.0	20	6.1	17	**13.9	0	0.0
Camp de Tarragona	95	7.7	0	0.0	15	4.6	28	**23.0	0	0.0
Terres de l'Ebre	66	5.4	0	0.0	8	2.4	6	4.9	0	0.0
Total Catalonia	1,231	100.0	7	100.0	329	100.0	122	100.0	3	100.0

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

Graph 1. Province of intervention with the victim



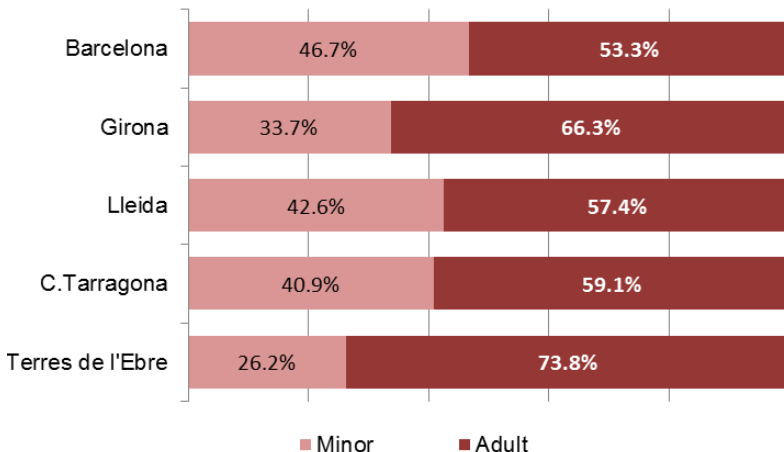
Graph 2. Main crime against the victim per province



Two out of every three cases dealt with are situated in Barcelona. In proportional terms, it is the province where most *first contacts* are made. In contrast, the proportion of *accompaniments to judicial proceedings* is very low in comparison with the other territories. Girona and the Camp de Tarragona deal with almost 10% of victims, while Lleida and Terres de l'Ebre see 5%.

If we look at the proportion of victims who have suffered violent crimes (the sum total of *crimes against the person* and *violent crimes against property*), Lleida is the territory that deals with most, amounting to 95.7% of its cases. Barcelona sees 88.2%, Girona 81.2% and Tarragona 75.8%.

Graph 3. Link between age of majority and territory



Terres de l'Ebre, Girona and Camp de Tarragona have, in descending order, a larger proportion of victims who have reached adulthood than other territories.

In contrast, Barcelona has a higher proportion of minors as victims. The differences are statistically significant.

All these territorial differences should be borne in mind when interpreting the data presented.

Block 1: Description of the project

1. Population served

Appendix 1 contains the tables giving all the results from this study. In this executive summary, we will draw attention only to the most significant data, which detail the profile of the victims of juvenile offenders, as well as the interventions carried out during the pilot project.

Type of main crime committed against the victim	Gender of the victim	Nationality of the victim
Crimes against the person 48.2%	Male.....66.0%	Spanish.....80.7%
Threats..... 6.9%	Female.....34.0%	Foreigner.....19.3%
Injuries..... 30.5%		
Crimes against freedom and moral integrity..... 4.8%	Victim on prior occasion	Relationship with the aggressor
Flouting authority..... 2.0%	Yes.....4.1%	Relative.....1.9%
Others..... 3.9%	(49 people)	Acquaintance.....40.2%
Crimes against property..... 48.7%	Vulnerability of the victim	No relation.....56.8%
With violence..... 35.6%	Disability..... 3.1%	Other.....1.1%
Without violence..... 2.4%	Minor43.6%	The 'Other' category includes educationalists, directors of centres
Theft involving force /burglary when at home 10.8%	Aged over 65.....5.1%	
Others..... 3.1%		

Victim's place of residence	Local census				Victim's age
	No. of victims	% of total victims	Population	% of total population of Catalonia	
Barcelona city	254	19.11 ↓	1,608,746	21.39	Minor.....43.6%
Hospitalet de Llobregat	63	4.74 ↑	254,804	3.39	Aged 18 to 22.....16.7%
Vallès Occidental	176	13.24 ↑	904,240	12.02	Aged 23 to 64.....34.6%
Baix Llobregat	151	11.36 ↑	809,883	10.77	> 65..... 5.1%
Other districts in Barcelona	306	23.02 ↓	1,965,007	26.12	
Lleida city and Segrià	35	2.63 ↓	208,881	2.78	
Other districts in Lleida	32	2.41 ↓	225,160	2.99	
Girona city and Gironès	60	4.51 ↑	186,178	2.47	
Other districts in Girona	74	5.57 ↓	567,398	7.54	
Tarragona city and Tarragonès	51	3.84 ↑	249,565	3.32	
Other districts in Tarragona	127	9.56 ↑	542,734	7.21	
Total	1,329	100.0	7,522,596	100.0	

Drawn up in-house based on data from IDESCAT. <http://www.idescat.cat/pub/?id=pmh>

Two out of every three victims are male.

Four out of every five are Spanish.

Almost half of the victims are minors. Almost half knew their attacker.

By place of residence, there are more victims from Hospitalet, Baix Llobregat, Vallès Occidental and Gironès than one would expect as a proportion of the population on the local census.

Half of the victims have suffered a crime against their person and the other half against their property.

4.1% (49 people) had been a victim on a previous occasion.

Table 2. Relation between the crime committed against the victim and the relationship with the aggressor

Main crime committed against the victim (9 categories)	Relationship with aggressor							
	Relative		Acquaintance		No relation		Other	
	N	%	N	%	N	%	N	%
Threats	5	**19.2%	60	**11.1%	24	3.1%	4	**26.7%
Injuries	3	11.5%	261	**48.2%	141	18.4%	7	46.7%
Crimes against freedom and moral integrity	6	**23.1%	50	**9.2%	7	0.9%	1	6.7%
Flouting authority	0	0.0%	10	1.8%	17	2.2%	0	0.0%
Other crimes against person	12	**46.2%	37	**6.8%	4	0.5%	0	0.0%
Crime against property with violence	0	0.0%	79	14.6%	397	**51.9%	3	20.0%
Crime against property without violence	0	0.0%	10	1.8%	22	2.9%	0	0.0%
Theft with force/burglary when at home	0	0.0%	13	2.4%	132	**17.3%	0	0.0%
Other	0	0.0%	21	3.9%	21	2.7%	0	0.0%
Total	26	100.0%	541	100.0%	765	100.0%	15	100.0%

If the victim knows the aggressor or is a relative, we find a higher proportion of cases related to violent crime against their person. If the victim does not know the aggressor and they are not relatives, there is a greater proportion of *violent crimes against property* and *theft with force or burglary when at home*.

This crossing of variables (link between the victim and aggressor with another crime committed) presents the highest statistical connection figures in the entire study.

Table 3. Relation between the crime committed against the victim and the victim's age group

Main crime committed against the victim (9 categories)	Victims by age group							
	Up to 17		18 to 22		23 to 65		Over 65	
	N	%	N	%	N	%	N	%
Threats	38	6.6%	10	4.5%	42	**9.2%	1	1.5%
Injuries	181	31.3%	96	**43.4%	130	28.3%	4	6.0%
Crimes against freedom and moral integrity	42	**7.3%	7	3.2%	13	2.8%	1	1.5%
Flouting authority	1	0.2%	0	0.0%	20	**4.4%	0	0.0%
Other crimes against person	28	**4.8%	13	**5.9%	9	2.0%	0	0.0%
Crime against property with violence	262	**45.3%	83	37.6%	115	25.1%	15	22.4%
Crime against property without violence	6	1.0%	7	3.2%	14	3.1%	3	4.5%
Theft with force/burglary when at home	3	0.5%	2	0.9%	99	**21.6%	38	**56.7%
Other	17	2.9%	3	1.4%	17	3.7%	5	**7.5%
Total	578	100.0%	221	100.0%	459	100.0%	67	100.0%

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

Victims who are minors or young adults are proportionally subject to far more violent crimes against their person than other age groups. Notable among minors is the proportion of crimes related to *bullying* and *thefts with violence or intimidation*; among young adults, the proportion of *injuries* is particularly striking; and among older adults *thefts with force or burglary when at home*.

Table 4 Relation between the crime committed against the victim and the victim's gender

Main crime committed against the victim (9 categories)	Gender			
	Male		Female	
	N	%	N	%
Threats	44	5.0%	49	**10.7%
Injuries	294	**33.1%	117	25.6%
Crimes against freedom and moral integrity	22	2.5%	42	**9.2%
Flouting authority	21	2.4%	6	1.3%
Other crimes against person	10	1.1%	43	**9.4%
Crime against property with violence	364	**41.0%	115	25.2%
Crime against property without violence	15	1.7%	17	**3.7%
Theft with force/burglary when at home	96	10.8%	48	10.5%
Other	22	2.5%	20	**4.4%
Total	888	100.0%	457	100.0%

Female victims suffer proportionally more emotional violent crimes and psychological abuse (*threats, against their freedom and moral integrity and other crimes against their person*) than male victims, who are subject to proportionally more crimes of physical violence (*injuries*) and *violent crimes against property*.

Table 5. Relation between the crime committed against the victim and the intervention territory

Main crime committed against the victim (9 categories)	Territory where the victim lives									
	Barcelona		Girona		Lleida		Tarragona		Terres de l'Ebre	
	N	%	N	%	N	%	N	%	N	%
Threats	65	7.0%	14	9.1%	3	3.9%	6	5.0%	5	7.1%
Injuries	300	**32.5%	42	27.3%	28	36.4%	27	22.5%	14	20.0%
Crimes against freedom and moral integrity	47	5.1%	6	3.9%	8	**10.4%	0	0.0%	3	4.3%
Flouting authority	24	**2.6%	2	1.3%	1	1.3%	0	0.0%	0	0.0%
Other crimes against person	37	4.0%	9	5.8%	5	6.5%	1	0.8%	1	1.4%
Crime against property with violence	335	36.3%	51	33.1%	23	29.9%	57	**47.5%	12	17.1%
Crime against property without violence	25	2.7%	1	0.6%	0	0.0%	1	0.8%	5	**7.1%
Theft with force/burglary when at home	70	7.6%	29	**18.8%	9	11.7%	27	**22.5%	10	14.3%
Other	21	2.3%	0	0.0%	0	0.0%	1	0.8%	20	**28.6%
Total	924	100.0%	154	100.0%	77	100.0%	120	100.0%	70	100.0%

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

The breakdown by territory also reveals very marked differences in relation to the type of crime committed against the victim. In Barcelona, there is a much higher proportion of *injuries*; in Girona of *theft with force/burglary when at home*; and in Tarragona *against property*.

As in the case of the relationship between the victim and the aggressor, this is another variable that is significant in the statistical analysis.

Between them, the four tables presented above that group the crimes committed against the victims show that the type of crime has a strong influence on the profile of the other variables.

1.1. Characteristics of the victims according to the intervention carried out

Of the five types of intervention evaluated in this research, which we will analyse in greater detail in the following section, the proportion in which they are applied varies depending on the variable controlled. Presented below are the differences by gender, nationality, age and the nature of the crime suffered by the victim.

Table 6. Relation between the intervention and gender

Interventions carried out with victims	Sex			
	Male		Female	
	N	%	N	%
First contact	620	*66.4%	314	33.6%
General intervention	192	**58.4	137	41.6
Immediate intervention	1	14.3	6	**85.7
Accompaniment at judicial proceedings	75	61.5	47	38.5
Accompaniment in restorative justice processes	1	33.3	2	66.7

In the case of male victims, the *first contact* interventions are in proportion with their presence in the general population. In contrast, under *general intervention*, 41.6% of women receive this, whereas they account for 34% of the victims. They would be over-represented in this group, as is also the case in *immediate intervention*.

The *accompaniment* interventions are in the expected proportions by gender.

Table 7. Relation between the intervention and nationality

Interventions carried out with victims	Nationality			
	Spanish		Foreigner	
	N	%	N	%
First contact	764	82.0	168	**18.0
General intervention	271	82.9	56	17.1
Immediate intervention	6	85.7	1	14.3
Accompaniment at judicial proceedings	111	**91.0	11	9.0
Accompaniment in restorative justice processes	3	100.0	0	0.0

There is a higher proportion of Spaniards among those who are *accompanied to judicial proceedings*. In contrast, there is a higher proportion of foreigners in the *first contact* category. This means that there is contact with more foreigners than would be expected given their presence in the study sample. While the difference may seem small, it is significant.

Table 8. Relation between the intervention and age

Interventions carried out with victims	Age groups							
	Up to 17		18 to 22		23 to 65		Over 65	
	N	%	N	%	N	%	N	%
First contact	430	46.4	144	15.6%	303	**32.7	49	5.3%
General intervention	161	*49.4	62	19.0	95	29.1	8	2.5
Immediate intervention	3	50.0	2	33.3	1	16.7	0	0.0
Accompaniment at judicial proceedings	57	46.7	24	19.7	34	27.9	7	5.7
Accompaniment in restorative justice processes	2	66.7	1	33.3	0	0.0	0	0.0

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

* Values with statistically significant differences in relation to the total; $p \leq 0.05$

The average age of victims is 27.33 years. In the *general intervention* category, we find a higher proportion of victims attended to who are minors and people who have suffered crimes *against their person* (see the

following table), whereas in the *first contact* category, there is a higher proportion of people aged between 23 and 64 and who have suffered *violent crimes against property*.

Table 9. Relation between the intervention and the crime

Interventions carried out with victims	Main crime committed against the victim (4 categories)							
	Against the person		Violent crime against property		Non-violent crime against property		Other	
	N	%	N	%	N	%	N	%
First contact	439	47.0	368	**39.4	95	10.2	32	3.4
General intervention	204	**62.0	102	31.0	15	4.6	8	2.4
Immediate intervention	6	85.7	1	14.3	0	0.0	0	0.0
Accompaniment at judicial proceedings	52	42.6	59	48.4	9	7.4	2	1.6
Accompaniment in restorative justice processes	3	100.0	0	0.0	0	0.0	0	0.0

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

2. Description of the interventions carried out

2.1. First contact

Table 10. Descriptions		N	%
Type of first contact	Proactive telephone call	861	63.9
	Spontaneous telephone call	52	3.9
	Spontaneous online contact	3	0.2
	Spontaneous face-to-face contact	19	1.4
Victims not located	Not located	412	30.6
Reasons for no telephone contact (recoded)	Impossible to contact	206	50.0
	Accord Barcelona Centres Consortium	10	2.4
	Other	196	47.6
Person with whom first contact was made (recoded)	Victim	420	44.9
	Relatives	456	48.8
	Other accompanying person	30	3.2
	Victim and relatives	29	3.1
Was a request made?	Yes	378	41.4
	No	536	58.6
Was any action taken?	Yes	628	67.3
	No	305	32.7
Was information about resources provided?	Yes	79	12.6
	No	549	87.4
Was information about the workings of the judicial process provided?	Yes	601	95.7
	No	27	4.3
Was information about the restorative justice process provided?	Yes	273	43.5
	No	355	56.5
Was information about the possibility of emotional support provided??	Yes	40	6.4
	No	588	93.6
Was the first contact interview script followed to the letter?	Yes	348	37.9
	No	571	62.1
Was additional information provided?	Yes	198	22.0
	No	702	78.0
Additional information supplied (recoded)	On accompaniment to judicial proceedings	11	0.9
	On appointments with the medical examiner	22	1.8
	On the judicial process, documentation and other issues	81	6.6
	On referrals and contact with other services	15	1.2
	On protective measures	41	3.3
	On mediation and restorative justice	24	1.9

Information regarding effects on victims		N	%
Does the victim show impact?	Yes	241	29.0
	No	590	71.0
Has the victim been seen by any service?	Yes	120	17.5
	No	566	82.5
Type of service	Psychological	59	49.2
	Medical	13	10.8
	Social	2	1.7
	Legal	8	6.7
	Seen by more than one service	24	20.0
	Other	10	8.3
Victim's attitude in response to the first contact call	Rejection	19	2.1
	Indifference	93	10.3
	Gratitude	790	87.6

Note: for reasons to do with the presentation of the table, the DK/NA answers have been excluded.

An information letter³ was sent in advance to 1,270 cases, 94.7% of the possible cases. This letter was not sent to the remaining victims as they had accessed the service via other channels (duty advisers, the courts or prosecutors).

In most cases (69.4%), subsequent contact was made by telephone and at the request of the administration. In half of the calls, the discussion was with the victim, in the other half with relatives.

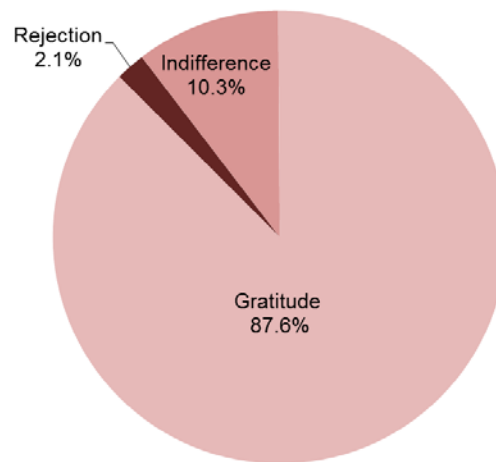
During this *first contact*, most of the action taken was to provide information. Four out of every ten made some type of request and in a very small number of cases (6.4%) it was deemed necessary by the staff member to provide information on the possibility of receiving emotional support.

The call during this first contact followed a protocol and there was a supplied script to follow that consisted of ten points.

Three out of every ten victims stated they had been affected by the events they had suffered. 17.5% had been dealt with prior to this intervention by some service for this reason, almost half of whom received psychological support.

A large majority of victims (87.6%) expressed gratitude for the support offered them.

Graph 4. Victim's attitude in response to the first contact call



2.2. Immediate intervention

Table 11. Descriptions		N	Total no. of interventions	7	
Access channel	Public Prosecutor's Office	2	Victim's state	Shock (hyperactivation)	1
	Adviser	1		Fear of imminent threat (blocking)	5
	Other (specialist staff)	4		Don't know	1
Has the victim regained control?	Yes	7	Further contact agreed with victim?	Yes	4
	No	0		No	3
Actions carried out	Contact and approach	5	Actions carried out	Practical assistance	2
	Safety and alleviation	5		Connection with social support	1
	Stabilisation	3		Info on how to deal with adversity	1
	Information gathering	4		Links with other services	2

The number of immediate interventions in the study as a whole was too small to be able to draw conclusions (5 in Barcelona and two in Girona). Nevertheless, it is worth noting that in all cases there was a perception that the victim had stabilised and regained control of the situation at that time.

In six of the seven cases, the victims were: Spanish, women, and the subject of a crime *against their person* (the other victim had suffered a *violent crime against property*). In three cases, the victims were minors.

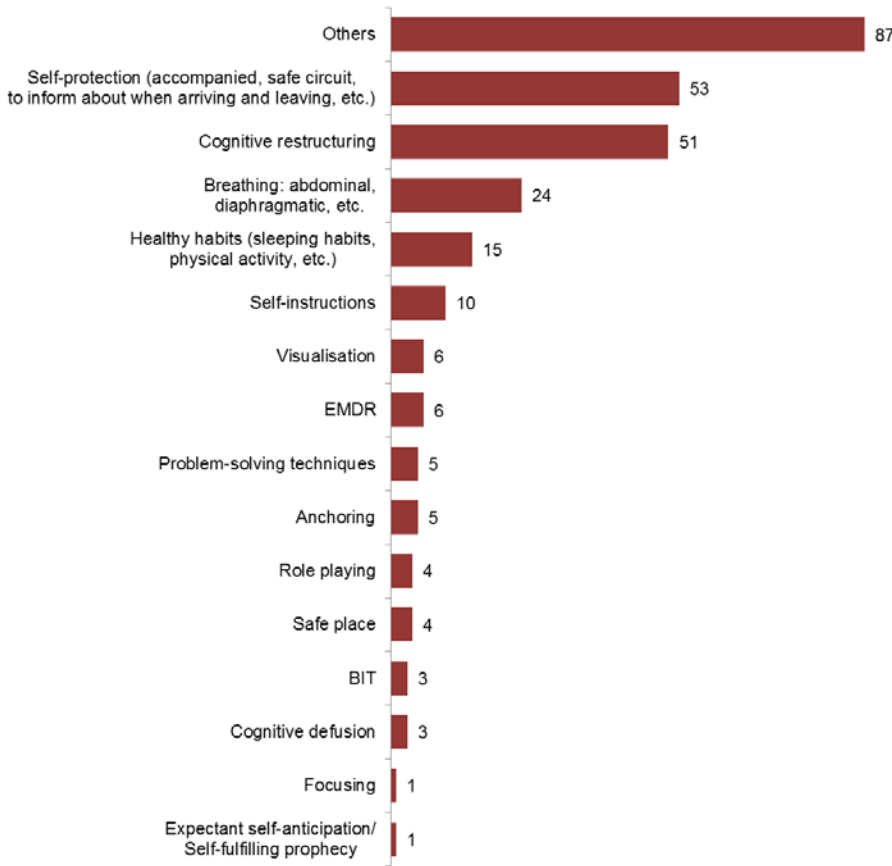
2.3. General interventions

Table 12. Descriptions		N	%
Total general interventions performed		329	100.0
Type of interview	Telephone	76	23.1
	Face-to-face	253	76.9
Number of total interviews	1 interview	239	72.6
	2 interviews	50	15.2
	3 interviews	21	6.4
	4 interviews	10	3.0
	5 interviews	9	2.7
Average of total interviews	Total average: 1.48 interviews	SD:	0.944
Number of face-to-face interviews	1 face-to-face interview	219	82.3
	2 face-to-face interviews	30	11.3
	3 face-to-face interviews	11	4.1
	4 face-to-face interviews	1	0.4
	5 face-to-face interviews	5	1.9
Average of face-to-face interviews	Face-to-face average: 1.28 interviews	SD:	0.732
Place where interviews conducted	SMAT	202	80.8
	Social Services	3	1.2
	Judicial offices	40	16.0
	Other community services	5	2.0
Who was involved?	Victim	144	43.8
	Victim and relatives	106	32.2
	Victim and others	8	2.4
	Victim, relatives and others	3	0.9
	Relatives	52	15.8
	Others	16	4.8
What type of actions were promoted?	Information about resources	26	8.5
	Information about judicial proceedings	243	89.4
	Emotional support	105	42.2
	Guidance given	29	9.1
	Information about restorative justice	152	47.7
Was any type of technique used during the intervention?	Yes	144	45.6
	No	172	54.4
Was a referral made?	Yes	19	5.9
	No	302	94.1
Where was the referral to?	Legal guidance	3	
	Care for the Victims of Crime Offices*	4	
	CSMIJ	5	
	Public Prosecutor's Office	1	
	Social Services	3	
	Specific support bodies	3	
Were they dealt with at the place referred to?	Yes	10	52.6
	No	9	47.4
If not, why not?	They did not attend	2	
	Waiting list	3	
	Other	4	

* Referred to the CVCO once the intervention had begun and a level of affectedness that required their intervention was detected

In 79.3% of cases, direct intervention with the victim was pursued. In the remaining cases, the intervention was conducted with relatives or guardians. The most frequent intervention was the provision of information about the functioning of judicial proceedings (89.4%). The second most frequent intervention was the provision of information concerning their possible participation in mediation with the offender or other restorative justice processes (47.7%). In half of the cases, emotional support was given and/or guidance was provided on how to cope with the personal process of victimisation they had suffered.

Graph 4b. Techniques worked on with victims during the general intervention



More than one technique could be employed with the victims seen.

The number alongside each bar in the chart represents the total number of victims with whom that technique was used.

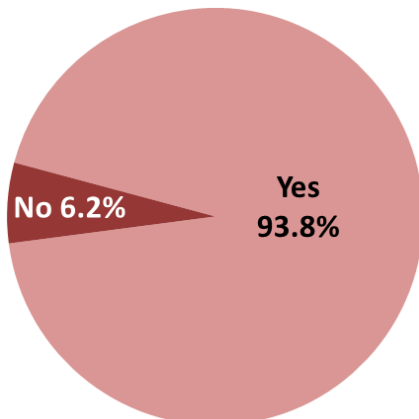
The techniques are grouped according to whether they are physiological (safe place, breathing, visualisation and anchoring), behavioural (self-protection and healthy habits), other (role playing) or cognitive emotional (other techniques) in nature.

There were techniques which, though they were envisaged in the pilot project, were not employed during the period in question.

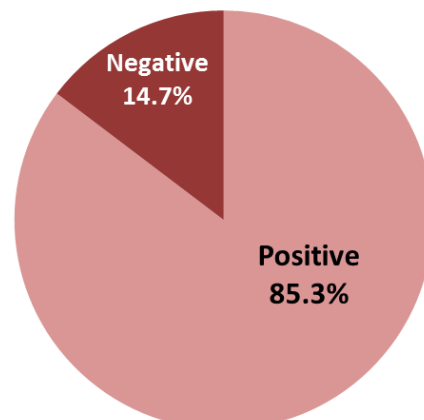
This information was gathered from 144 people.

In most situations (94.1%), the intervention closed the matter. In other words, neither the staff member nor the victim or their relatives regarded a more specialist referral as necessary and the situation was deemed concluded. Staff gave the attention process a very good evaluation, as can be seen in graphs 5 and 6. This evaluation is compared with the assessment of the project in block 2.

Graph 5. Were the aims of the intervention achieved (staff's perception of their own effectiveness)



Graph 6. Case resolution (staff's satisfaction)



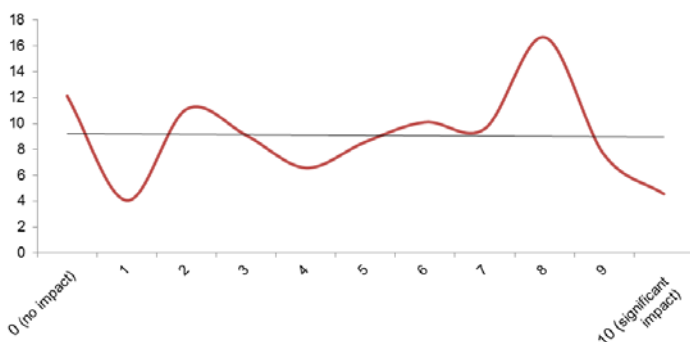
2.3.1. Impact on victims

Table 13. Descriptions: data concerning impact on victims

		N	%
Interference in their daily lives	Yes	120	48.0
	No	130	52.0
Was it possible to assess the presence of symptoms?	Symptoms were present	209	68.3
	Symptoms were not present	97	31.7
Type of symptoms: cognitive problems	Recurrent thoughts	23	11.0
	Poor concentration/attention deficit	20	9.6
	Difficulty making decisions	14	6.7
	Disorientation/confusion	6	2.9
	Memory disorders	4	1.9
Type of symptoms: emotional problems	Fear	105	50.2
	Distress/anxiety	93	44.5
	Anger	90	43.1
	Powerlessness	63	30.1
	Sadness	39	18.7
	Guilt	16	7.7
	Emotional instability	12	5.7
Type of symptoms: physiological problems	Hypervigilance	35	16.8
	Sleep disorders	23	11.0
	Eating disorders	10	4.8
Type of symptoms: behavioural problems	Avoidance behaviour	70	33.5
	Loss of autonomy	25	12.0
	Isolation	13	6.2
	Aggressiveness	13	6.2
	Impulsiveness	5	2.4
Social problems	Lack of social support (formal and informal)	3	1.3
Aspects that aid recovery	Family, social and professional support	88	54.0
	Personality traits	45	27.6
	Specialist support	19	11.7
	Physical separation from aggressor	11	6.7
Elements that hinder recovery	Personality traits	42	40.4
	Ongoing contact with aggressor	13	12.5
	Impact on the family and immediate circle	28	26.9
	Abuse/harassment	14	13.5
	Physical or psychological sequelae	7	6.7

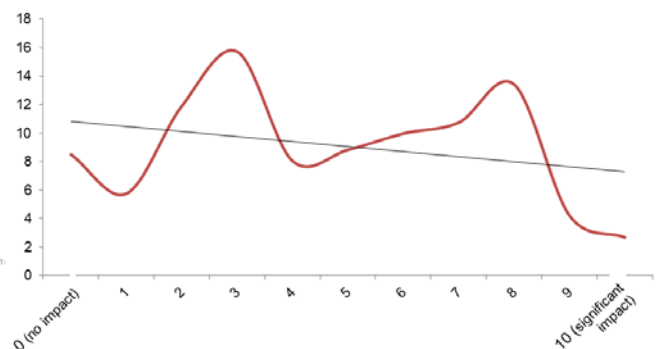
What has the impact on the victim been as a result of the crime? Graphs 7 and 8 respectively present the victim's subjective self-assessment and the perception of the staff member at the first interview, with 0 indicating no impact and 10 indicating significant impact.

Graph 7. Victim's subjective view of impact (self-assessment)



Average self-assessment of impact: **4.97** T.D.: 3.080

Graph 8. Impact on victim as perceived by staff member



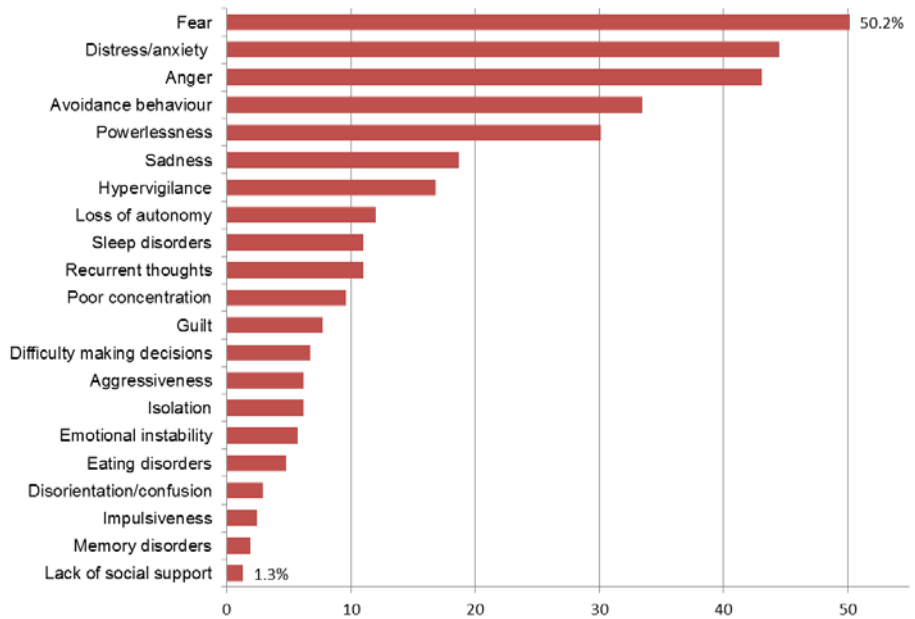
Average perceived impact: **4.62** T.D.: 2.792

The straight black line shows the trend. In the case of the victim's own assessment of the impact on them, we can see an evident uniformity in the percentages of the people who answer at every impact level. In the case of the impact perceived by the staff member, we can see that the trend at the upper impact levels heads down and hence they perceive that there are fewer people affected to a high degree.

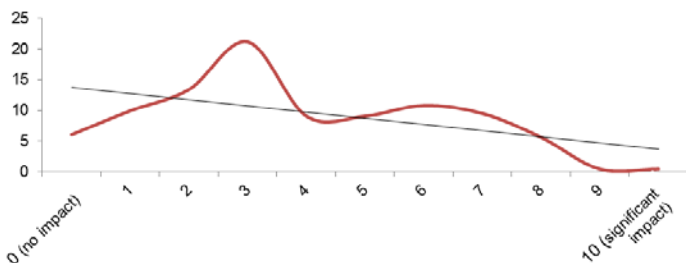
The average score stands at around 5 for both victims' self-assessments and staff members' perceptions. In 57.9% of cases the victim and the member of staff concur in their perceptions of the level of impact. In those cases in which the perceived impact differs, 9.1% of victims have a lower perception of the degree to which they are affected than the staff member, while 33% of victims perceive the impact to have been higher than the member of staff.

In half of the victims who had a face-to-face intervention, **staff** believed that the crime interfered in victims' day-to-day lives. Some type of symptoms of this impact were identified in two out of every three cases. Symptoms related to emotional problems were the most present in percentage terms. Family, social and professional support were the factors most mentioned as aiding recovery. The shock of the effects of the victimisation shared by the family and the immediate circle was itself also mentioned as a factor that hindered recovery. A similar effect is caused by personality traits, which for some can be helpful and for others a distorting element.

Graph 9. Classification of the symptoms of the impact on victims

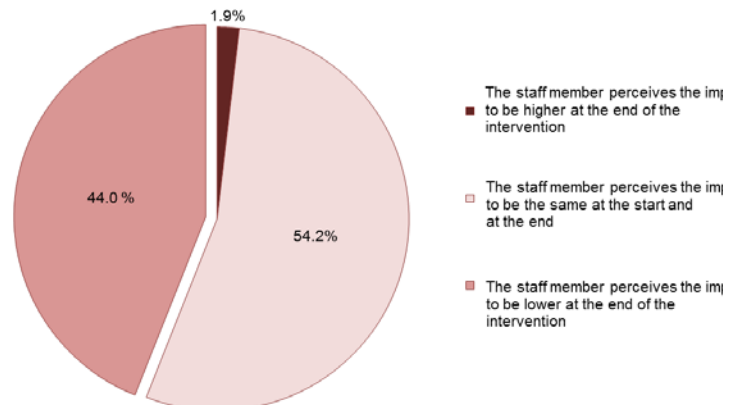


Graph 10. Impact on the victim as perceived by the staff member at the end of the intervention



Average perceived impact: 3.84 T.D.: 2.32

Graph 11. Difference perceived by the staff member at the start and end of the intervention



In just over half of the cases (54.2%), the staff member believes the impact on the victim to be the same at the start and end of the intervention. In contrast, 44% see an improvement. The average impact drops almost 1 point (from 4.62 at the start of the intervention to 3.84 after the intervention).

The cases in which the staff member perceives the impact to be less at the end of the intervention are the ones in which the intervention consisted of *emotional support* for the victim. No improvements were seen in the other interventions (the provision of information on resources or about the judicial proceedings or restorative justice, or the giving of guidance).

2.4. Accompaniment at judicial proceedings

		N	%
Total accompaniments at judicial proceedings		122	100.0
Type of interview at first meeting	Telephone	5	4.1
	Face-to-face	117	95.9
Type of interview at second meeting	Telephone	16	13.1
	Face-to-face	12	9.8
Place where interview was held (*)	Technical Team's offices	22	18.0
	Public Prosecutor's Office	11	9.0
	Courts	86	70.5
	No information given	12	9.8
Type of accompaniment (*)	Declaration before judicial agents	20	16.4
	Identity parade	8	6.6
	Medical examiner	5	4.1
	Accompaniment at the trial	91	74.6
	No information given	12	9.8
Were protective measures employed?	Yes	58	47.5
	No	61	50.0
	No information given	3	2.5
What protective measures?	Screen	19	35.2
	Videoconference	6	11.1
	CCTV	3	5.6
	Aggressor in another room	11	20.4
	Accompaniment in court	2	3.7
	More than one measure	13	24.1
	No information given	4	
Were techniques for the victims' self-protection employed?	Yes	64	52.5
	No	58	47.5

(*)Note: The percentages exceed 100% because the venues for the two interviews have been added together. Public Prosecutor's Office. The courts include the courtroom, visiting room, juvenile court, palace of justice and special measures witness room.

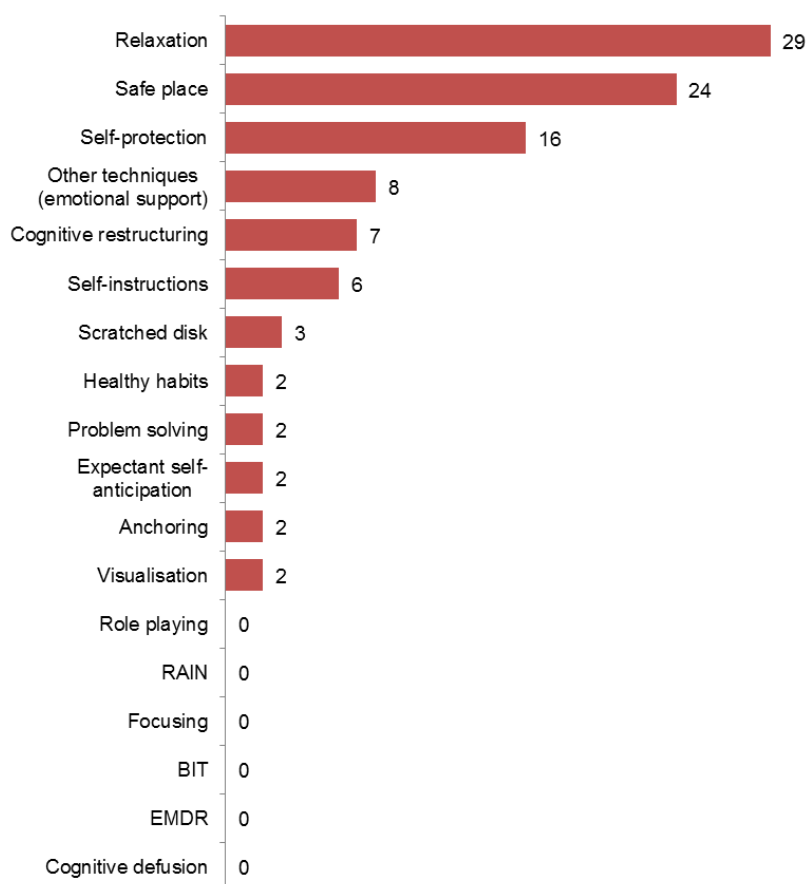
Table 15. Distribution of the accompaniments by province where intervention took place

Were accompaniments done?	Province											
	Barcelona		Girona		Lleida		Tarragona		Terres de l'Ebre		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	31	3.4%	40	**26.0%	17	**22.1%	28	**23.3%	6	8.6%	122	9.1%
No	893	**96.6%	114	74.0%	60	77.9%	92	76.7%	64	91.4%	1,223	90.9%

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

Accompaniment to judicial proceedings stands out as being very different in terms of the proportion of its employment as an intervention in Barcelona and the other territories.

In half of the cases, the most frequently used interventions were physical measures to protect and spatially isolate the victim from the aggressor. In addition, victims' self-protection was boosted by means of various techniques which are detailed and grouped according to the frequency with which they were used by victims (graph 12).

Graph 12. Self-protection techniques worked on with victims

More than one technique could be employed with the victims seen. The number alongside each bar in the chart represents the total number of victims with whom that technique was used.

The techniques are grouped according to whether they are physiological (safe place, breathing, visualisation and anchoring), behavioural (self-protection and healthy habits), other (role playing) or emotional (other techniques) in nature.

There were techniques which, though they were envisaged in the pilot project, were not employed during the period in question.

The number of cases from which this information was drawn is modest and caution is required when interpreting the data (No. = 64 people).

2.5. Accompaniment in restorative justice processes

Only three cases agreed to participate in restorative justice processes, making it impossible to draw any conclusions or relevant data.

The three cases are in Barcelona.

Two are women, one is a man.

All three are Spanish.

Two are minors and the one adult was in the 18-30 age bracket.

All three were victims of crimes *against their person*: one was a victim of *threats* and the other two of crimes *against their physical integrity*.

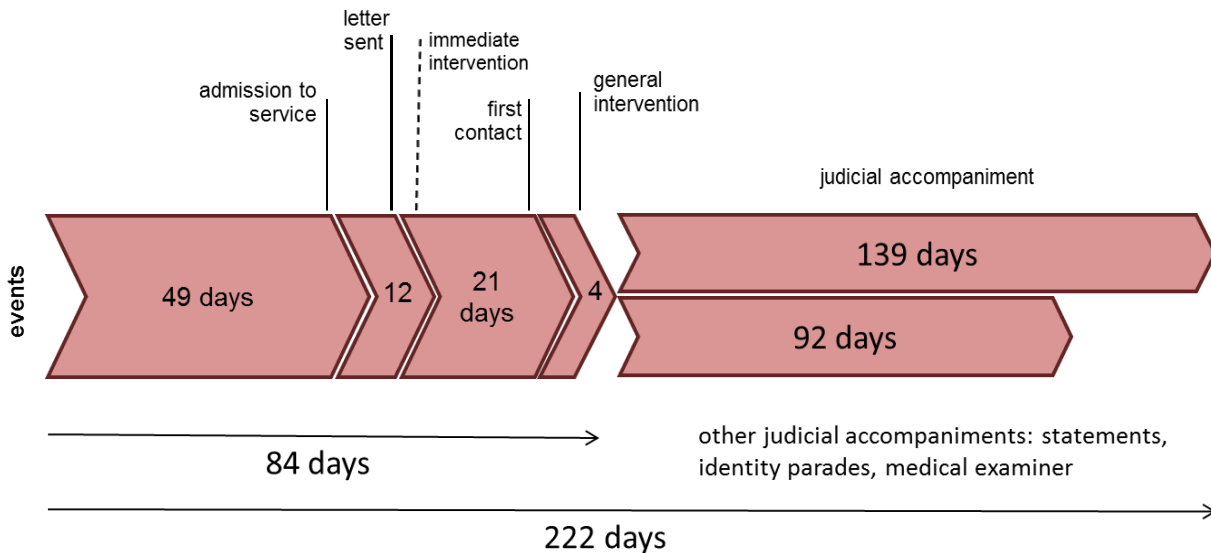
In addition, it was possible to question two of the three victims who took part in the restorative justice process. The results of their evaluation of this process are as follows:

- One victim believed the intervention was **quite useful** for her (*provision of information, emotional support from the staff member and physical accompaniment*). The other victim interviewed felt that the intervention was of **little use**.
- In response to the question whether the member of staff's intervention had helped to instil a sense of *calm and tranquillity, safety and confidence* in them, both victims interviewed said it had been **quite useful**.
- In response to the question whether *they would recommend this service to other people in their situation*, they both stated that it had been **very useful**.

2.6. Intervention times

How long was it between the victimisation and each of the intervention phases?

Graph 13a. Average time from the victimisation to each intervention

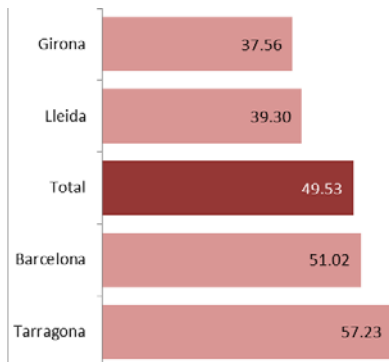


It took an average of 82 days before *first contact* with the victim occurred. 60% of this time was taken up by the referring services that take action before the SMAT.

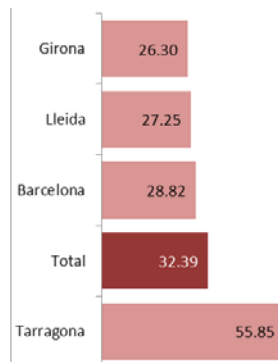
The timespan between *first contact* and the *general intervention* interview (in cases where this was required) was four days. If a victim was accompanied to court, it took on average 7.4 months before the accompaniment occurred. There were other judicial accompaniments, such as attendance when victims were making statements and at identity parades and medical examinations, in which the time taken was shorter, amounting to less than six months for the entire process. It is impossible to comment on the immediate intervention due to the small number of cases (7).

Do all the territories take the same time? No. Tarragona and Barcelona take the longest to receive notification of the case and to undertake the *accompaniment to judicial proceedings*. Tarragona takes the longest to make *first contact*. These differences are the only ones that are statistically significant.

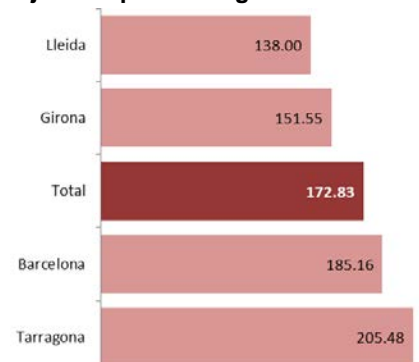
Graph 14. Average number of days between events and admission to the service



Graph 15. Average number of days between admission to the service and first contact



Graph 16. Average number of days between events and accompaniment to judicial proceedings



Appendix 1 details intervention times broken down by the crime suffered by the victim and records whether the victim was an adult or a minor and whether they knew or were related to the aggressor. If we look at *first contact*, the intervention applied to most cases, we find statistical differences in some variables when we compare the time from the moment the person suffered the crime.

<p>Are there differences in the time that has elapsed depending on the type of crime?</p> <p>Yes. The intervention is quicker in cases of crimes <i>against the person</i>.</p> <p>C. person: 77 days C. property violent: 86 days C. property non-violent: 86 dies Others: 90 days</p>	<p>Are there differences in the time that has elapsed depending on the legal age of the victim?</p> <p>No. Interventions occur in the same timespan.</p> <p>Minors: 82 days Adults: 82 days</p>	<p>Are there differences in the time that has elapsed depending on the relationship between the victim and the aggressor?</p> <p>Yes. The intervention is quicker if they knew each other or are relatives.</p> <p>Relatives or acquaintances: 78 days No relationship: 86 days</p>
---	---	---

These prioritisations are determined by the technical teams of the SMAT. When cases arrive via the duty public prosecutor, the Public Prosecutor's Office or the courts (referrals), there are no significant differences in the variables mentioned above.

Graph 13b. Average number of days that have elapsed in cases referred by the duty public prosecutor



As graph 13b and a comparison between it and graph 13a show, if the action occurs during an advice session with a duty prosecutor (65 cases in total), the SMAT action is much quicker than the overall average. In contrast, if the case goes to trial and the victim is accompanied, this takes far longer, amounting to almost a year.

3. Victims' perceptions (surveys)

3.1. General face-to-face intervention

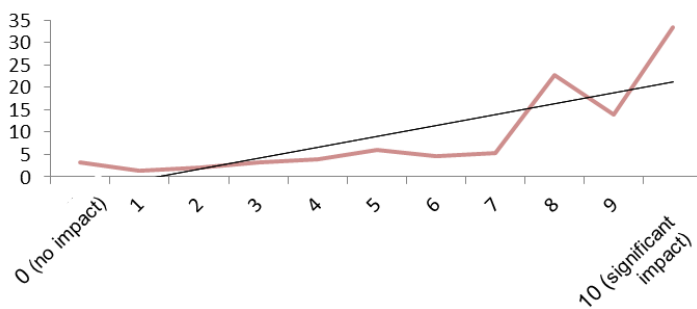
A total of 55% (181 people) of the victims with whom a *general face-to-face intervention* was conducted agreed to be interviewed. Of these, 162 people (89.5%) were located and agreed to take part in the telephone interview. The form completed by the SMAT staff member indicated whether victims could be telephoned or not. The main reasons for refusal were: 1) Not without further explanations; 2) A considerable time had elapsed and it was deemed inappropriate to question the victim again; 3) The victim was not receptive and was overwhelmed by the intervention of the justice system.

Consequently, this is not a random sample and may be biased both as regards the general intervention and the accompaniment to the judicial proceedings. This bias may be positive (those who have the best perception of the service provided) or negative (those who may have been most displeased at their situation). The phone call was made approximately two weeks after confirmation was received from the SMAT staff that their action was fully completed. The call was made from the CEJFE offices at a time to suit the victim if this was expressed. Five attempts were made at a range of times to call victims who could not be located. As a result, the response level was high from the point of view of the fieldwork.

The survey form was standardised and agreed³ with the collaboration of experts at the CEO (Centre of Studies and Opinion). The people conducting the survey were given prior specific training at the outset. The survey took approximately five minutes, though the interviewer adapted to the interviewee's need to be listened to.

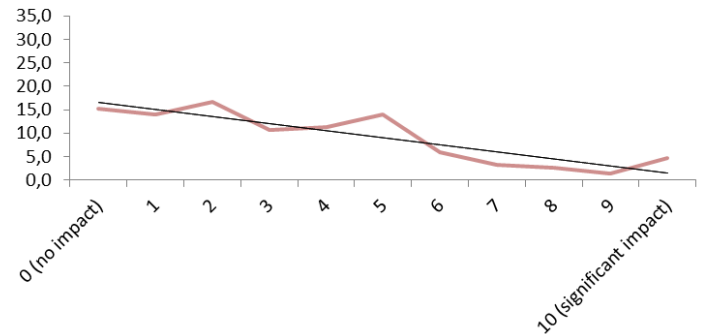
The first two questions made reference to the level of impact perceived by the victims at two particular moments in time: immediately after the events and the moment of the survey (15 days after the entire process of the SMAT's intervention was completed). Graphs 13 and 14 show the differences.

Graph 17. How did you feel after the events?



Average self-assessed impact; 7.67 T.D.: 2.68

Graph 18. How do you feel now?



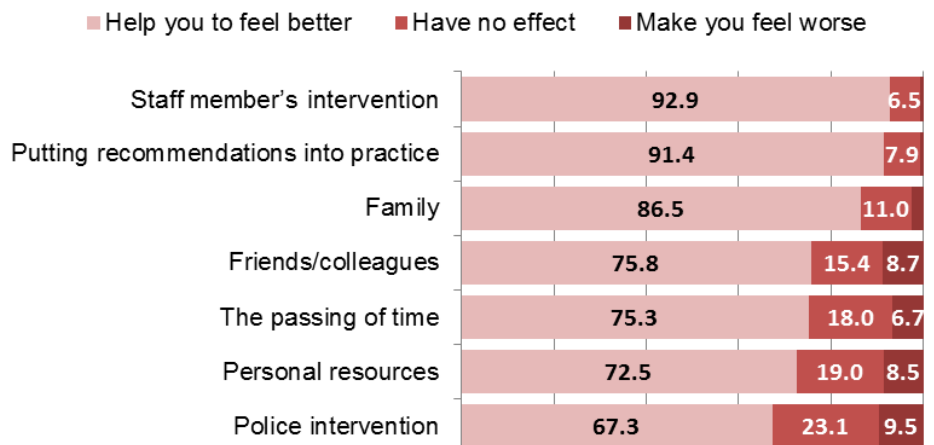
Average self-assessed impact; 3.34 T.D.: 2.69

As can be seen, the level of impact has reduced considerably, with high levels reduced to a very few cases. **The differences are significant and indicate that victims' attributions to the member of staff's interventions, but also to family or friends (see graph 19), have helped to diminish the impact.**

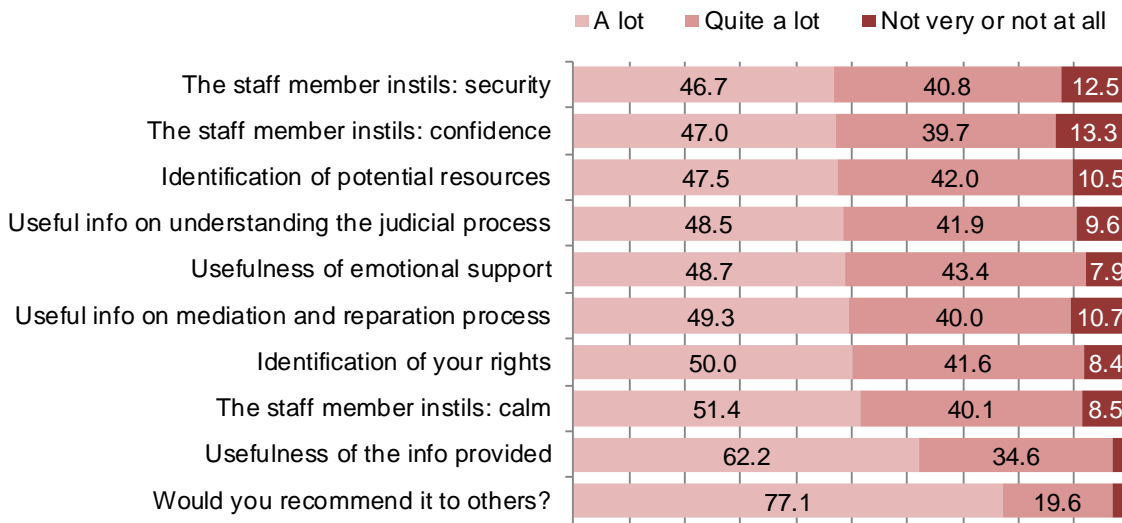
We have not found that variables such as gender, type of crime, territory or age made any difference to the level of impact.

Graph 19. Who has helped you most and who least?

In general, the victim regards all the agents around him and their efforts to help him feel better as very important, though the intervention of the SMAT staff member and the recommendations given by him to address the victimisation were the supports singled out by a high percentage of victims, even above their own family, their close circle and their own resources.



Graph 20. Victims' views of the usefulness of staff members' information and action



The assessments are presented in descending order, as determined by the victims. The combined scores of "a lot" and "quite a lot" exceed 80% in all cases.

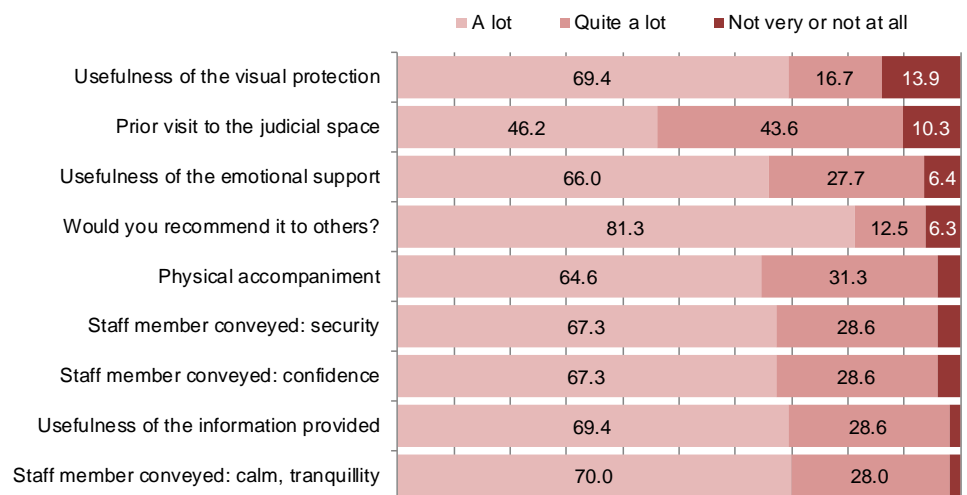
In the final question, 96.7% agree that they would *recommend the service to other people*. In addition, 96.8% agree that the *information provided* is very or quite useful.

3.2. Evaluation survey on accompaniment to judicial proceedings

A total of 42.6% (52 people) of the victims who were *accompanied to judicial proceedings* and who agreed to be interviewed were surveyed at the end of the intervention. Victims' reasons for not taking part in the survey were the same as those outlined in *general intervention*. Of the victims who gave their consent, 50 were located and agreed to participate in the phone interview.

Accompaniment to judicial proceedings was highly valued by victims, with acceptance and recognition results that exceed 90%, especially in situations that gave rise to emotional unease. They valued that the intervention had helped to convey a sense of calm, tranquillity, safety and confidence. They also valued highly the information provided and the physical accompaniment to the court. 93.7% would recommend it to other people as a useful or very useful resource.

Graph 21. Victims' views of the staff member's information and actions



With regard to the open question concerning which aspects victims believed *had to be improved in accompaniment to judicial proceedings*, the most frequent response in relation to the attention received from the staff member was: I would change nothing because everything went well (27 answers). The other answers detail improvements that are not directly to do with the content of the programme: *The visual protection at the court was insufficient* (three answers); *Having to wait in the same room as the aggressor at court* (three

answers); *I did not like that I was not allowed to enter the trial* (two answers); *That the aggressors were able to listen to the victim but not the victim the aggressors* (two answers); *When they sent letters, we didn't fully understand the information*; and *A long time till the trial, two years. A waste of time after all that time* (one answer).

The survey results broken down by different variables

We wanted to know whether the surveyed victims (both *general intervention* and *accompaniment to judicial proceedings*) gave different scores to the SMAT actions if they were grouped by territory, according to the crime they suffered, depending on their relationship with the aggressor, and depending on their legal age or the time the intervention took. We looked at the statistical inference (significance) and the summarised results are as follows:

Do the victims we interviewed give different scores depending on the territory where they were seen?

No. They give the same scores and in both types of interventions. There is the occasional question for which the score given in Tarragona is lower than elsewhere.

Do the victims we interviewed give different scores depending on the crime they suffered?

No. They give the same scores and in both types of interventions. The category of the crime has not made victims feel treated differently.

Do the victims we interviewed give different scores depending on the relationship between them and the aggressor?

No. They give the same scores and in both types of interventions. The only difference is to be found in physical accompaniment to judicial proceedings, in which victims who know their aggressor or are related to them give a higher score than those who have no relationship with their aggressor.

Do the victims we interviewed give different scores depending on their legal age?

No. They give the same scores and in both types of interventions. Being an adult or a minor has not made victims feel treated differently.

Do the victims we interviewed give different scores depending on the length of time that has elapsed?

There are some differences that do not seem to follow any pattern that would explain them. It is important to note that the impact on the victim after the effects and the impact at the end of the intervention does not vary depending on how long it took to initiate the intervention. The victims give the same score regardless of whether they were seen before or after the average timespan.

The data supporting all these statements can be consulted in detail in sections 3.1.1 and 3.2.1 of Appendix 1.

Summary of the level of impact depending on who is measuring and when the measuring is done

Victims were asked about the impact of the crime on five occasions. Table 16 details the average degree of impact depending on the moment the information was requested.

Table 16. Summary of the level of impact on the victim depending on the different moments when measured

Moment when the impact is measured and who does it		Level of impact	
		N	Average impact
Before the intervention	Self-assessed by the victim in the questionnaire	198	4.97
	Perceived by staff member in the questionnaire	260	4.62
	Self-assessed by the victim during the survey	150	7.67
After the intervention	Perceived by the staff member in the questionnaire	221	3.84
	Self-assessed by the victim during the survey	150	3.34

Block 2: Evaluation of the project

4. Evaluation of the working hypotheses

Hypothesis 1

Time has an impact on primary victimisation: the closer the intervention to attend to victims occurs to the date of the events, the more the impact will be reduced

Table 17 details the level of impact on victims at two different moments: prior to the intervention and after the intervention. It also records the same information requested in two different spaces: during the technical intervention by the SMAT and in the telephone survey conducted by the CEJFE 15 days after the full completion of the intervention.

The table compares the levels of impact perceived by the victim and the staff member in cases when the general intervention is done before 60 days (all the international literature mentions this period as the most effective for achieving good results) and when the time taken to intervene exceeds this timespan of 60 days.

The conclusions that can be drawn from table 17: there are no significant differences in the level of impact between the group in which it took less than 60 days to intervene and the group in which it took longer to intervene; and this is the case for both measurement times (before and after the intervention).

The average impact level has dropped after the intervention at the two assessment moments (in the staff member's perception and the survey).

Table 18 compares the levels of impact among victims who have received judicial accompaniment only after the intervention and assessed by means of the survey. Given that the intervention period is longer, the cases have been divided into two groups: those in which it took less than six months to intervene and those in which it took longer.

Table 17. Level of impact on the victim depending on the time it took to intervene in the general intervention

Impact moment	Time taken to intervene			
	Less than 60 days		More than 60 days	
	No.	Average impact	No.	Average impact
Prior to the intervention (victim's self-assessment)	67	5.22	110	4.69
Prior to the intervention (staff member's perception)	87	4.82	147	4.37
Prior to the intervention (self-assessment during survey)	43	7.63	90	7.98
After the intervention (staff member's perception)	77	3.81	122	3.80
After the intervention (self-assessment during survey)	43	3.42	90	3.23

Table 18. Level of impact on the victim depending on the time it took to intervene. Accompaniment to judicial proceedings

Impact moment	Time taken to intervene			
	Less than 6 months		More than 6 months	
	N	Average impact	N	Average impact
Prior to the intervention (self-assessment during survey)	11	6.0	6	9.0
After the intervention (self-assessment during survey)	11	3.6	7	2.0

The results do not allow any certain conclusions to be drawn given the small number of cases. There are no significant differences between the two groups. It is possible to identify a lower level of impact after the intervention in both groups, but we stress the limited reliability of the data due to the limited number of cases included in the analysis.

We have attempted to assess whether the intervention cases referred by the duty public prosecutor or in which the intervention included emotional support show a different level of impact depending on when the intervention occurred (before or after 60 days in the case of the general intervention, and before or after six months in the case of accompaniment to judicial proceedings). However, the small number of cases arising from these crossings does not allow any data to be extracted.

In conclusion, then, we cannot say that the hypothesis is shown to be true. There is no proof that intervening more quickly is a decisive variable for reducing the level of the crime's impact on victims.

Hypothesis 2

The type of crime is related to the type of intervention carried out

We have already seen in table 9 that only crimes *against the person* are over-represented in the *general intervention* (more of these are done that would be expected in the light of the total number of cases). In the other interventions, the proportions are similar in all the groups.

Table 19. Relation between the grouping of crimes and the intervention

Grouping of crimes	General intervention		Accompaniment to judicial proceedings	
	N	%	N	%
Threats	35	**10.6%	5	4.1%
Injuries	119	**36.2%	31	25.4%
Crimes against freedom and moral integrity	24	**7.3%	9	7.4%
Flouting authority	4	1.2%	0	0.0%
Other crimes against person	24	**7.3%	8	6.6%
Crime against property with violence	96	29.2%	53	43.4%
Crime against property without violence	5	1.5%	2	1.6%
Theft with force/burglary when at home	16	4.9%	12	9.8%
Other	6	1.8%	2	1.6%
Total	329	100.0%	122	100.0%

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

If we look more closely at the breakdown of the types of crimes (rather than the four groups presented we use those that group the crimes into 9 categories), we see other significant differences, shown in table 19.

The same significance that we saw in table 9 as regards the *general intervention* is maintained. All the crimes broken down *against the person* present a higher proportion of cases seen except those of *flouting authority*.

In the general intervention, when **emotional support** is given to victims, we find that:

- If they are minors, they receive it in a higher proportion, significantly so if they have suffered crimes *against their freedom or moral integrity*.
- If those who have suffered crimes of *theft with force or burglary when at home* are over 65, they receive it in a higher proportion.
- If the victim and aggressor know each other, more emotional support is given to those who have suffered *injuries, crimes against freedom or moral integrity* or other *crimes against the person*.
- If there is no relationship between the victim and the aggressor, those victims who have suffered *violent crimes against property* receive more emotional support.
- By gender, neither men nor women receive proportionally more emotional support in any of the groups of crimes.
- More interviews are conducted with those who suffer injuries or crimes against their freedom or moral integrity, but the number of interviews is not statistically significant.

To conclude, as seen in tables 2, 3 and 4, the type of crime is not the only variable that determines the type of intervention, as posited in the hypothesis, but it is the combination of the type of crime suffered by the victim and victim's age, and the nature of the relationship between the victim and the aggressor.

Hypothesis 3

Most victims have no need of any intervention beyond the first proactive contact

This statement is correct in view of the results detailed in table 20.

During this first contact, a quarter of the victims requested a *face-to-face general intervention*. One in ten cases have been supported by *accompaniment to judicial proceedings*, though the proportions vary between Barcelona and the other territories.

Both the *immediate intervention* and *accompaniment to restorative justice processes* were rare during the study period.

Table 20. Interventions with victims	Study	
	1st half of 2016	
	N	%
Total no. of victims	1,347	100.0
Proactive first contact	935	69.4
General intervention	329	24.4
Accompaniment to judicial proceedings	122	9.1
Immediate intervention	7	0.5
Accompaniment in restorative justice processes	3	0.2

Hypothesis 4

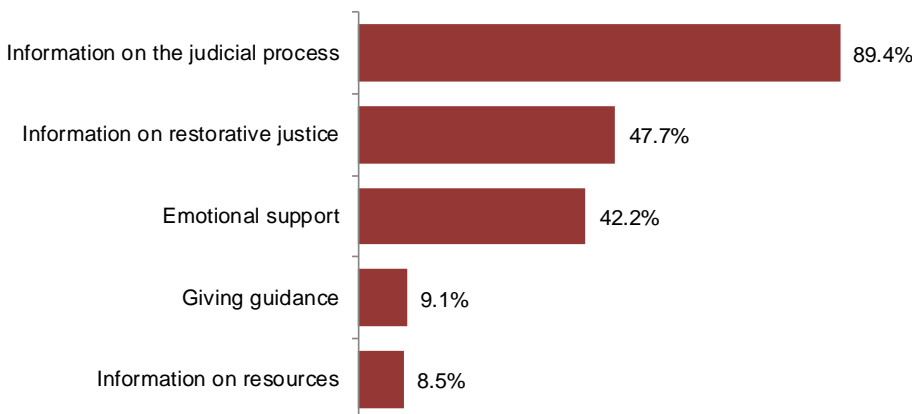
The methodology of the proactive first contact is not followed to the letter

As we commented earlier in point 2.1 in this report, the phone call in this contact is defined in a standard protocol and there is a script to be followed that consists of ten points or questions. Staff members adapt each interview in accordance with what they believe it is necessary to ask the victim. Consequently, the interviewers do not adhere strictly to the script, but it was followed in 37.9% (348) cases. In those instances in which it was not followed, there was no answer in 77.9% of the cases to questions 8, 9 and 10, which were part of the protocol to be followed in the case of victims who are minors and which deal with the staff member's availability throughout the intervention and how to measure out the supply of information that is more than the victim can cope with.

Hypothesis 5

The most frequent general intervention focuses on the information side

Graph 22. Types of action

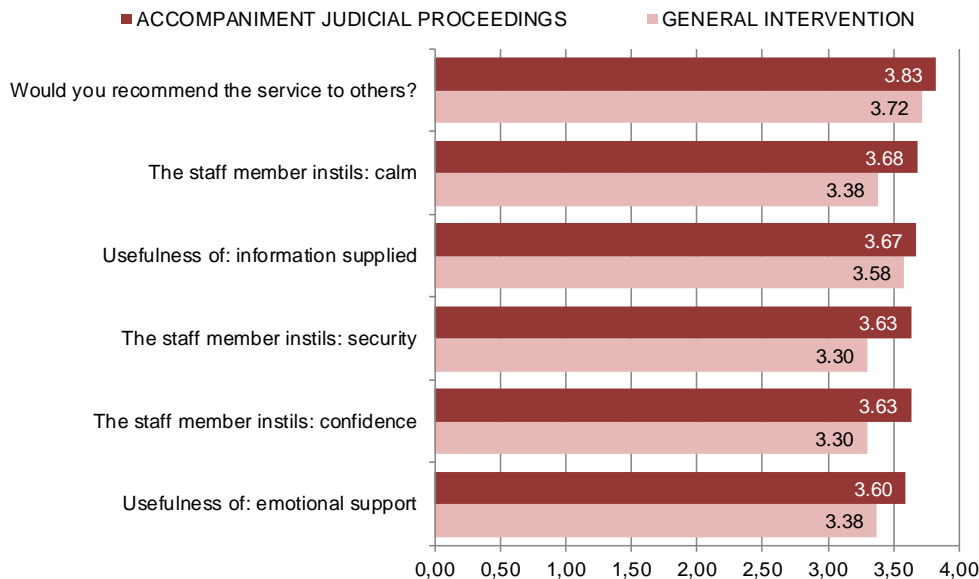


Information is a substantial element of the *general intervention*. It should be noted, moreover, that the provision of information was the second action most highly rated by victims in the satisfaction survey. This clearly confirms the hypothesis, then. By territories, Girona stands out significantly from the others on *information on the judicial process*. The other territories are within the average percentages presented. It should, however, be borne in mind that despite the fact that information is important, in 51.3% of cases other aspects that are extremely important in empowering the victim were also worked on (emotional support and giving guidance).

Hypothesis 6

Accompaniment to judicial proceedings is the intervention most highly rated by victims

Graph 23. Comparison of victims' evaluations



If we compare the evaluation scores for *accompaniment to judicial proceedings* with *general intervention*, we can clearly see that the hypothesis is borne out: the victims give higher scores to accompaniment to judicial proceedings in the six evaluations they are asked to give. Victims' assessments are high and similar and are highest for accompaniment to judicial proceedings if we analyse them by territory, by crime, by the victim's legal age, by the relationship between the aggressor and the victim and by the time elapsed between the victimisation and the first contact.

Hypothesis 7

A higher percentage of women ask for an intervention

Women account for 34% of the population attended to, in other words, one in every three victims. In contrast, the percentage of women asking for an intervention stands at 41.6%. This difference is statistically significant if we wish to view it as validating the hypothesis.

However, the proportion of men who ask for an intervention is higher than those who do not (table 6).

If we look at the type of action undertaken in the *general intervention*:

- Men and women receive information on resources, on the judicial process and on restorative justice in a similar manner (no significant differences)
- Women receive more emotional support (51.8% compared with 48.2% of men)
- Men and women receive equal behavioural guidance (50%)

The only intervention in which women are over-represented is the *immediate intervention* (six out of every seven victims).

In *accompaniment to judicial proceedings*, women are in the proportion one would expect to see.

Hypothesis 8

Teenagers and young adults form the largest group among the victims

The population up to 22 years old accounts for 60.3% of the victims. This confirms the hypothesis.

In addition, it should be remembered that the crimes suffered by this group are violent.

Among the teenagers, there is a greater prevalence of crimes *against freedom and moral integrity* and also of *violent crimes against property* and *against the person*.

Among young adults (the 18-22 age group), there is a higher proportion of *injuries* and *other crimes against the person*.

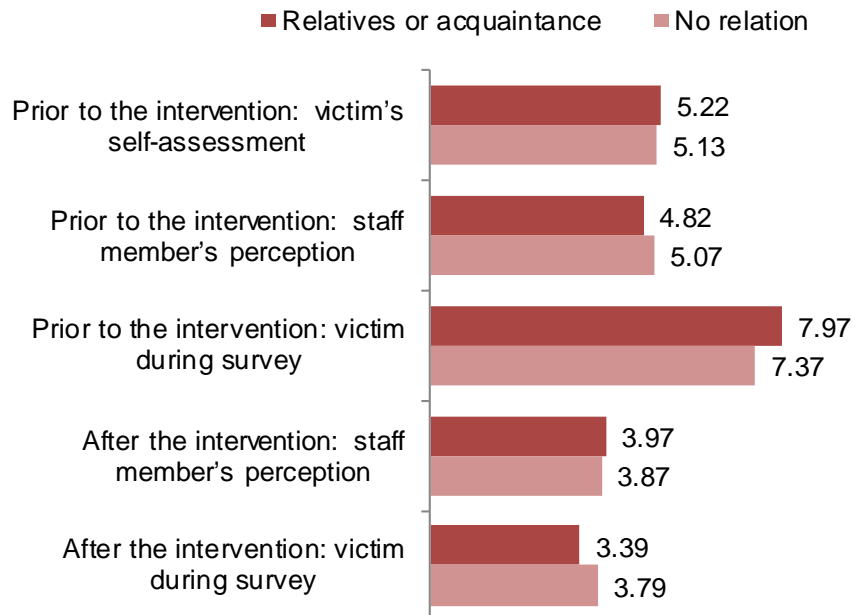
Hypothesis 9

The victims of violent crimes who knew their attacker or who are related with them are, in general, more affected than victims who have suffered the same type of violent crimes but are not acquainted with their aggressor

This hypothesis is not borne out by the results.

We compared the victims who did not know or are not related to their attacker with those who are related or do know their attacker, expecting to find that this connection may prolong the sense of victimisation, particularly in the case of crimes *against the person* (threats, injuries, against freedom, against moral integrity and other crimes against the person). The level of impact on the victim has only been analysed in these types of crimes.

Graph 24. Level of impact in violent crimes depending on whether the victims knew their attacker or not



As can be seen in graph 24, the average levels of impact at each measurement (three prior to the intervention and two after) are very similar and there is no statistical significance. Consequently, this can be taken to mean that the relationship between the victim and the aggressor is not in itself a factor that explains why one group or another is more or less affected by the crime.

Even though this hypothesis is not proven, there is one piece of information that has not been specifically reported thus far and which we present here. It is to do with the reduction in the impact on victims depending on the moment when this is measured. The conclusion to be drawn from it is that **the support intervention carried out through the Pilot Project of Care for Victims of Young Offenders reduces the impact of the crime on victims**. This is true in every assessment in which the levels of impact on the victim prior to the intervention and after the intervention are compared.

Table 21 on the next page shows the average level of impact in the five types of measurement of this datum. This average impact on victims is broken down according to the nine groups of crimes that they may have suffered.

The results show, firstly, that the average impact (compared in rows) is always lowest after the intervention. Secondly, they tell us that there are no statistically significant differences in the average levels of impact in any of the groups of crimes (compared in columns). It should be borne in mind that there are few cases in some of the variable crossings studied and this means that the differences, though they may seem sizeable, cannot be regarded as relevant.

Thirdly, if we consider the average impact levels by groups of crime, no stable pattern emerges that would enable us to conclude that there is a type of crime that systematically causes a greater impact than the others.

Table 21. Comparison of impact on victim depending on the type of crime and moment when asked

Groups of crimes	Prior to intervention						After intervention			
	Victim's self-assessment		Staff member's perception		Victim during survey		Staff member's perception		Victim during survey	
	N	Average	N	Average	N	Average	N	Average	N	Average
Threats	20	5.75	27	5.37	13	7.77	21	4.43	15	2.80
Injuries	72	4.75	95	4.61	63	7.90	81	3.83	62	4.06
Crimes against freedom and moral integrity	12	6.17	20	5.25	11	7.73	18	4.22	11	2.09
Flouting authority	3	5.00	4	4.00	3	8.00	4	2.75	3	5.67
Other crimes against the person	15	5.33	16	4.75	6	7.67	13	3.38	6	1.83
Violent crimes against property	62	4.82	78	4.40	42	7.71	67	3.90	42	2.95
Non-violent crimes against property	2	3.50	4	3.75	1	2.00	3	3.33	1	0.00
Theft with force/burglary when at home	9	5.00	12	4.08	5	7.60	8	3.25	5	2.40
Other crimes	3	2.67	4	3.25	6	5.50	6	2.83	5	4.00
Total	198	4.97	260	4.62	150	7.67	221	3.84	150	3.34

Hypothesis 10

The victims that request emotional support need longer intervention time than that planned for in the project

We have analysed the number of interviews conducted with victims and whether there is any connection between them and the type of action taken by staff members. This connection was indeed found: the victims who did not require more than one interview are over-represented in the actions involving the provision of information (on the judicial process and restorative justice).

In contrast, those people given *emotional support* or who were *given guidance* on coping with their victimisation are over-represented to a greater degree among the group of victims who needed more interventions (61.1% of those who received emotional support needed between two and five interviews, whereas only one interview was conducted with 35.1% of those who received emotional support).

Table 22. Relation between emotional support action and the number of interviews conducted

Actions taken during the general intervention	Number of interviews conducted with the victim					
	1 interview		2-5 interviews		Total	
	N	%	N	%	N	%
Information on resources	23	9.6	5	5.6	28	8.5
Information on the judicial process	219	*91.6	75	83.3	294	89.4
Emotional support	84	35.1	55	**61.1	139	42.2
Provision of guidance	17	7.1	13	*14.4	30	9.1
Information on restorative justice	132	**55.2	25	27.8	157	47.7

** Values with statistically significant differences in relation to the total; $p \leq 0.01$

* Values with statistically significant differences in relation to the total; $p \leq 0.05$

Note: the percentages refer to the number of cases in which this action was taken, as opposed to those in which it was not taken. Each victim may have participated in more than one action, as a result of which the percentages exceed 100%

The hypothesis is borne out.

Hypothesis 11

Accompaniment to restorative justice processes is a rarely used intervention

This hypothesis is borne out, as only three of the 1,347 victims included in this report on the first half of 2016 were accompanied to restorative justice processes.

5. Evaluation of the intervention procedure

5.1. Data on first contact

These are staff members' assessments, collected in the questionnaire devised for the purpose.
Victims' satisfaction: 87.6% express gratitude.

How would you improve first contact?

What would you eliminate?	Informative explanations if there is already a subsequent interview
What would you add?	Email contact An answerphone service to enable victims to leave messages Send location via WhatsApp A more private place for making the call A work mobile phone number that can be given out so victims can locate the staff member
What would you change?	Earlier intervention because four months have already passed since the events when I call It would have been useful to make contact earlier as the situation was more uncertain for the victim in the immediate aftermath of the events It would be useful to improve co-ordination with Education and to consider actions (sanctions, limits, expulsions, procedure in response to bullying)

5.2. Data on the general intervention

Victims' satisfaction: 96.7% would recommend this service to other people who found themselves in the same situation

Staff members' satisfaction: effectiveness (perception that the aims of the intervention have been achieved)
Yes: 93.8%

Positive feeling regarding the resolution of the case: 85.3%

Were the planned techniques employed?

The answer to this was yes in 45.6% of cases, but it was also stated that the techniques were used in an uneven manner. Those most employed were, in this order: self-protection (going out and about in the company of others, safe route, telling others of arrival and departure times, etc.); cognitive restructuring; breathing exercises; practising healthy habits. Even though it was not identified as a technique, emotional support was frequently mentioned. In contrast, there were other techniques given as possible resources to be employed which were never used (scratched disk, RAIN, tension-relaxation, progressive relaxation, quick heart coherence).

How would you improve the general intervention?

What would you eliminate?	The maximum of four emotional support sessions
What would you add?	The possibility of more emotional support sessions; the member of staff to travel around the territory; the use of email as a tool for working with victims
What would you change?	The facility to travel to where the victim lives; increase the number of emotional support sessions; time to study the process and to attend to the victim in an unhurried manner

5.3. Data on accompaniment to judicial proceedings

Victims' satisfaction: 93.8% would recommend this service to other people who found themselves in the same situation

In what percentage of cases were accompaniment techniques employed? These techniques were used in 52.5% of cases and in an uneven manner. Those most used were, in this order: relaxation; safe place; self-protection; and emotional support. As in the general intervention, there were techniques given as possible resources to be employed that were never or almost never used (cognitive defusion; EMDR; BIT; focusing; RAIN; role playing; expectant self-anticipation/prophecy; problem solving; visualisation; and anchoring)

How would you improve accompaniment to judicial proceedings?

What would you eliminate?	The long waits prior to making statements generates considerable anxiety, stress and fear
What would you add?	Information leaflets explaining the services Entitlement to speak to lawyer Questions appropriate to the victim's age and ability to understand
What would you change?	Have staff members specialise in particular programmes Ability to access information on adult aggressors Leaving the trial: allowing the victim to leave the court before the end of the trial

6. Evaluation of the intervention aims

AIM 1. The general intervention conducted by the staff member helps the victim to reduce the impact of the crime

- The subjective impact assessed by victims prior to the general intervention stood at 4.97 on average, and dropped to 3.35 after the intervention (assessed by the victims during the survey). Members of staff saw a reduction in the perceived impact from 4.64 prior to the intervention to 3.84 afterwards.
- 42.2% of victims with whom a general intervention was conducted received emotional support.
- The victims surveyed scored emotional support as quite or very useful (92.1% of cases).
- Victims believed that staff members' interventions helped them to feel better (92.9%).
- Victims were helped to feel better by what they were told firstly by staff members (91.4%) followed by their families (86.5%), friends (75.8%), the passage of time (75.3%), their own personal resources (72.5%) and the police intervention (67.3% of cases).
- In the surveys, victims stated that the general intervention was quite or very useful in instilling in them a sense of calm (91.4%), safety (87.5%) and confidence (86.7%).
- During the surveys, victims mentioned staff members by name and expressed their gratitude for the work they had done and a wish that this should continue.
- Some victims declared that the intervention had ended too soon and they felt alone again.
- Staff members stated that in some cases an intervention lasting four sessions was too short.

Evaluation: Based on the data collected, the assessment of the degree to which the aims were achieved is HIGH.

AIM 2. To identify the project of Care for Victims as a service where victims can find information, support and accompaniment throughout the process

- The letter was sent in 94% of cases and telephone contact was successfully made with 69.4% of victims. The main reasons why *first contact* was not made are to do with the other channels whereby cases entered the service, such as the duty advisers, the courts or the Public Prosecutor's Office, which moved straight to the *general intervention* or *accompaniment in judicial proceedings*. There is a small group of cases in the study from the months of November and December 2015 that joined the sample once they

were already in motion and hence at the time the data was collected they were at a different intervention phase.

- During the course of this first contact, 41.4% of the victims made their own requests related to the interventions done through the project.
- In addition, even where no explicit request was made, information was provided on the judicial process (95.7%), restorative justice (43.5%) and resources (12.6%), while 6.4% were informed about the possibility of receiving emotional support.
- 24.4% of victims requested attention after the proactive first contact.

Evaluation:

The dissemination of the programme was very high and victims had the opportunity to identify what care was on offer via the project. It seems that staff members placed most emphasis on the information aspect, in particular on the judicial process, and that most requests made by victims were in relation to this. The support and accompaniment side was more of a secondary issue.

In general, the descriptive data obtained indicate that the aim was achieved to a HIGH degree.

AIM 3: To understand the judicial and/or restorative processes in which victims could take part or which affected them

- During the first contact, some type of information was supplied to 67.3% of victims. 95.7% were given information about the workings of the judicial process.
- During the general intervention, information was provided on the judicial process (89.4%). The staff member's intervention to provide insights into the judicial process was deemed by victims to be quite or very useful (90.3%).
- After being accompanied to a judicial proceeding, 95.8% felt it had been quite or very useful.
- Information on restorative processes was given to 43.5% of victims.
- During the general intervention, 47.7% of victims were informed about restorative justice. The staff member's intervention in providing insights into the restorative process was deemed by 89.3% of victims to be quite or very useful.
- Staff members point out that victims' emotional state has an impact on their ability to absorb information, particularly if they believe there to be injustices in the system.
- One difficulty with regard to arriving at an understanding of the actions and processes that affect victims could be language. Staff members explain that in the main this occurred with people who speak Arabic or Chinese. In these cases, alternatives were sought during the first contact, for example, using someone in the victim's immediate circle who speaks Catalan or Spanish (such as children, neighbours, etc.). In those cases where victims were seen at the service's own offices, there was always an interpreter.

Evaluation:

Based on the data obtained, staff members' opinions and the results of the surveys with victims, the degree to which this aim was achieved is assessed as being MIDDLE-HIGH.

Particularly notable is the understanding of judicial proceedings, an aspect in which considerable effort was made. In contrast, the understanding of restorative processes (even though the victims surveyed give high scores on the usefulness of the information as a way to understand mediation) is more uncertain since only around 50% of victims are informed.

AIM 4. To identify the rights and assistance and psychosocial resources available depending on victims' needs

- 91.6% of the victims surveyed after the general intervention believed that the information given them by the staff member helped them quite a lot or a lot to identify their rights.
- This percentage is 89.8% of the victims surveyed after the accompaniment to judicial proceedings. In these cases, it was also possible to evaluate the demands for protection measures: some protective

measure (screen, the aggressor in a different room, videoconferencing, accompaniment by a staff member in the court or other room, etc.) in 47.5% of accompaniments, and this could indicate that people were familiar with this right.

- With regard to the identification of assistance and psychosocial resources, information regarding resources was given in 12.6% of cases during the first contact and in 8.5% of cases during the general intervention. During the general intervention, 5.9% of victims were referred to a range of resources.
- When victims were asked once the general intervention was complete to what degree they felt the information provided by staff members had helped them to identify resources they might be able to use, 89.6% stated that it was quite or very useful.
- Staff members stated that victims receive a large amount of information and documentation from various institutions, in particular on their rights, and very often these are explained in a style of language that is difficult to understand. Contrary to the intended goal, this volume of information generates more unease than benefits. The contribution made by the staff member in putting all this information in order is regarded as one of the strengths of the service.
- In the cases in which victims present cognitive and/or psychological difficulties, or in which parents have not collaborated, there have been difficulties in achieving this aim. One complicated situation raised is when the victim is also an aggressor.

Evaluation:

The degree to which this aim is achieved is MIDDLE-LOW.

Staff members believe that if victims are asked in the survey about rights or resources in general, which they have been told about, then victims tend to answer that they have been well informed in general terms. In contrast, if they are asked to mention a particular right or resource that they have newly learned about, then perhaps the result would be different.

It should be noted that there are no indicators that cover the specific information given about victims' rights during the intervention.

The indicators regarding the information on resources and rights are difficult to evaluate. It is possible that staff members' intervention suits victims' needs and demands. In the case of the resources which they can access, it is possible that victims are already being dealt with in other services or that most do not need further psychosocial attention.

AIM 5. Accompanying victims to judicial proceedings instils a sense of calm, security and confidence in engaging in them

- The victims surveyed after the judicial accompaniment gave a very or quite useful rating to: the specific information provided (98%); the staff member's emotional support (93.7%); the prior visit to the space where the court proceedings were to take place (89.8%); the physical accompaniment (95.95); and the use of visual screening measures (86.1%).
- The victims believed that the staff member conveyed considerable or quite a lot of security in 96.9% of cases, calm in 98% and confidence in 96.9%.
- In their open comments, those surveyed gave a high score to the fact that they were accompanied in person by staff members to the trial, regarding this as an intervention in which staff involved themselves over and above their responsibility, that they worked to ensure victims' wellbeing and that they conveyed empathy. In contrast, some staff members believed the waiting at the courts to be an unnecessary waste of time that can cause the victims anguish, stress and fear.

Evaluation:

The degree to which this aim is achieved according to the data obtained in the surveys is HIGH.

The actions taken help victims to understand how the court works, alleviates uncertainty and helps them to cope calmly with the proceedings.

7. Conclusions

1. The intervention of the pilot project of Care for Victims of Young Offenders is recognised as effective and serves to reduce the impact on victims in most crimes. The perception expressed by the surveyed victims is very positive as regards the intervention done and they are grateful for the attention given them.

The intervention serves to reduce the level of impact felt by the victim by giving them more information and an understanding of the working of the courts, as well as equipping them with coping techniques, personal empowerment and the support resources they can use to deal with the processes that come after the crime.

Victims place a high value on the accompaniment, listening and the provision of information given as strategic elements that have helped them to restore their sense of calm, tranquillity, security and confidence.

The baseline level of impact prior to the intervention was 4.97 on average (the victim's self-assessment which they conveyed to staff members), 4.62 (as assessed by staff members) and 7.67 (victim's self-assessment in the survey).

The level of impact after the intervention was 3.84 on average (assessed by staff members) and 3.34 on average (victims' self assessment in the survey conducted 15 days after the end of the pilot project).

Caution is required when interpreting these data given that there could be a bias in the selected sample. One limitation in the research is that the people who answered the survey are those who consented to be called after the intervention of the justice system and who we were able to locate. In the end, 212 victims were surveyed (162 who engaged in the *general intervention* and 50 who were *accompanied to the court proceedings*) out of a total of 451 (329 who engaged in the *general intervention* and 122 who were *accompanied to the court proceedings*). In other words, those surveyed amounted to 47% of the total. It could be that those who agreed to take part were more receptive or favourably predisposed towards the project, and those who did not wish to participate were those who suffered the greatest impact or who wished to have no further contact with the justice system.

Together with this empirical evaluation obtained from the analysis and crossing of the data and the evaluation of the project aims, there is a subjective recognition on the part of victims towards the staff members who dealt with them in a service they had no knowledge of and which they regard in a very positive light.

2. The pilot program presents a very homogeneous and compact level of implementation

Few differences have been found in the implementation of the programme across the territories. The most notable variant is that the increased accompaniment to court proceedings is much lower in percentage terms in Barcelona.

Other than that, the statistical analyses show a uniform distribution of the control variables used (gender, nationality, legal age, relationship between the aggressor and victim, and the time taken to intervene), with few significant differences found. The percentages regarding the action in the first contacts and the selection of groups at risk for who the intervention needs to be continued are high and efficient.

3. The level of attainment of the aims of the project is middle/high according to the overall evaluation

Not all the victims require professional intervention, but the proactive offering of this service to the victims of young offenders is regarded as positive. Victims express gratitude and demonstrate that they are well informed; the justice system pays them attention other than that given to the offender; and new interventions are detailed in a quarter of the cases that request subsequent support.

The intervention most highly rated by victims is *accompaniment to judicial proceedings*.

Based on their experience in the intervention, staff members point to a series of aspects in the workings of the system that could cause unease among victims, such as long waiting periods, itineraries that would

avoid them ever having to meet the offender, more effective visual screening in the court rooms, etc. The involvement of court officials is necessary to improve these shortcomings.

4. The pilot project seeks to prioritise interventions that will help both to prevent secondary victimisation as well as to reduce primary victimisation

The type of intervention carried out, the priorities established and the specialisation given to each of the cases are related not only to the nature of the crime (as posited in hypothesis 2) but also to the age of the victim and the relationship between them and the aggressor, as well as to certain types of crimes (*threats, crimes against freedom and moral integrity, and other crimes against the person*) and gender.

The intervention is prioritised in crimes *against freedom and moral integrity, other crimes against the person* and *violent crimes against property* when the victim is a minor or the victim and the aggressor know each other or are related. It is also prioritised when the victim is a woman (the crimes of *threats* are also added); in the case of young victims (aged between 18 and 22) when there are *injuries* or other *crimes against the person* and the aggressor is an acquaintance; and in cases where the victim is over 65 years old, has suffered a *theft with force/burglary when at home* and is unrelated to the aggressor.

This prioritisation in the intervention takes the form of earlier intervention (in comparison with the average intervention time), more interviews than the average (1.48) and, as a preferential action, giving more emotional support and/or passing on cognitive, emotional or behavioural patterns to victims for their self-protection.

5. The time that it takes to intervene varies considerably, but it cannot be shown that this had an impact on the degree to which victims said they were affected by the crime

It took an average of 82 days to make *first contact* after the victim suffered the crime. If a more specific *general intervention* was required, this is done within a timespan of four days. If *accompaniment to court proceedings* is necessary, the intervention extends to 222 days (7.4 months).

Once of the criticisms made by victims in the questionnaires and in the surveys was the time taken to contact them.

In cases referred as urgent (duty adviser), the intervention time fell to 56 days on average, though if *accompaniment to judicial proceedings* was required, it extended to 353 days (almost a year).

When we looked to see if the speed of the intervention had an effect on the level of impact of the crime on victims at the five measurement moments used in this research (three prior to the intervention and two after it), the results did not show any significant difference in either the *general intervention* or *accompaniment to judicial proceedings*. It has not been proven, then, that intervening more quickly is a determining variable to reduce the degree to which victims are affected by the crime.

6. The research has generated primary data of a very high added value

Considerable resources were deployed to gather data and evaluate the pilot programme. Six dossiers were drawn up expressly to obtain specific data to evaluate the research, as well as three distinctive types of surveys that were passed in a personalised manner to each of the victims who agreed to take part. As a result, we have obtained a total of 480 direct and constructed variables that have made it possible to establish the basis on which to continue areas of research and work on the intervention.

The SMAT members who participated and the research team of the CEJFE made considerable effort on their coordination and joint effort. This has made it possible to ensure the reliability of the data and the systematisation of the results, something that is rarely the case of evaluation research on intervention programmes in our country.

Lastly, it should be noted that the research was itself constituted as an investigation/initiative so that it would serve not only to gather data and evaluate the results based on the analysis, but has also involved recommendations for changes or the systematisation of staff members' working procedures and standards that were identified as weak points in the programme during the data gathering process and which have been modified in order to improve their usage.

7.2. Recommendations

1. In the light of the high satisfaction scores given by victims to accompaniments to judicial proceedings, mechanisms should be found to increase this, particularly in the territory of Barcelona. There needs to be an evaluation to determine whether the *immediate attention* and *accompaniment to restorative justice processes* interventions should be maintained given the small number of cases. If they are continued, strategies to improve their usage should be studied.
2. The proactive model of contact with victims should be maintained and extended to the victims of violent crimes by offenders currently on probation or serving a sentence on work release or in centres.
3. Efforts must be made to study how to cut the time delay from the moment the SMAT becomes aware of the victimisation to the making of *first contact*.
4. With regard to staff training, further knowledge is required on self-protection techniques for victims, and regular refresher courses are needed to share knowledge on how other institutions work and to understand victims' rights and help them to exercise these rights. One request was for advice from a jurist for those cases that require it.
5. The satisfaction survey of victims should be continued on a biannual basis, as should the gathering of data from the dossier in a considerably shortened form. This could be conducted among a sample of the people who pass through the service over the course of the year (for example, all those seen during the second quarter of the year). This would make it possible to gather a large volume of information at an acceptable cost and would enable an ongoing evaluation to be done. At the same time, it is another moment for providing attention to victims that is highly welcomed.
6. These results should be disseminated among the various legal figures within the system, as well as in other ambits of the social media. In the case of certain crimes (such as those connected with bullying), staff and victims alike raise the importance of working with the educational system. There is a need to evaluate whether this dissemination should lead to some type of specific training for particular groups of professionals or to the monitoring and evaluation of other projects that provide care to victims.
7. In the light of this, it is recommended that the final project should contain a new objective: to raise awareness within the judicial system of how its actions affect victims and of how to improve its impact while respecting judicial proceedings and compliance with guarantees associated with trials.

Notes and bibliographical references

Notes:

¹ *Projecte Pilot d'Atenció a Victims de Menors Infractors*. Mediation and Technical Advice Service. October 2014. Unpublished SMAT document: Lídia Ayora; Mònica Díaz; M^a Pilar Fuertes; Cristina García; Francisco Jodar, Juan Antonio Matilla; Elena Olivo; Màrius Martínez

² See Appendix 2

³ See Appendix 3

⁴ The main reasons why *first contact* is not made are to do with cases arriving by other channels, such as via the duty public prosecutor, the court or Public Prosecutor's Office. These cases go directly to *general intervention* or *accompaniment to judicial proceedings*. There is a small group of cases dating from November and December 2015 that was added to the sample once they were already in motion and consequently at the moment the data was collected they were already in another of the intervention ambits.

Appendix 1 gives a breakdown chapter-by-chapter of all the tables related to the results presented to enable the reader who wishes to do so to study this executive summary in greater depth.

Legal notice



This work is subject to a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 Licence](https://creativecommons.org/licenses/by-nc-nd/4.0/deed.en) with no adaptations permitted, the full text of which is available at <https://creativecommons.org/licenses/by-nc-nd/4.0/deed.en>

Consequently, the reproduction, distribution and public communication of the material is permitted so long as the authorship of the material and the Centre d'Estudis Jurídics i Formació Especialitzada (Catalan Department of Justice) is cited and on condition that it is not used for commercial purposes or transformed to generate a derived work.