

*info*SEGURA



INFOSEGURA

AN INNOVATIVE PROPOSAL
TO IMPROVE THE QUALITY
OF CITIZEN SECURITY
INFORMATION

in Central America and
the Dominican Republic.

United Nations Development Programme

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LIST OF ACRONYMS AND ABBREVIATIONS

OHCHR	Office of the United Nations High Commissioner for Human Rights
UNHCR	United Nations High Commissioner for Refugees
CEDIJ	Electronic Centre for Judicial Documentation and Information, Honduras
CENISS	National Social Sector Information Centre, Honduras
COMESCO	Inter-institutional Technical Commission for Statistics on Coexistence and Citizen Security, Costa Rica
CONOSE	Citizen Security Knowledge Network
DIA	Directorship for Information and Analysis, El Salvador
DIGESTYC	Directorate General for Statistics and Census, El Salvador
INAM	National Women’s Institute, Honduras
INAMU	National Women’s Institute, Costa Rica
INE	National Statistics Institute, Guatemala
INE	National Statistics Institute, Honduras
IUDPAS	University Institute for Democracy, Peace and Security, Honduras
MINEDUCYT	Ministry of Education, Science and Technology, El Salvador
MINGOB	Ministry of Governance, Guatemala
MJSP	Ministry of Justice and Public Security, El Salvador
SDG	Sustainable Development Goals
IOM	International Organization for Migration
OMCSC	Municipal Coexistence and Citizen Security Observatories, Honduras
NGO	Non-governmental organization
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
OSC-RD	Citizen Security Observatory, the Dominican Republic
PNC	National Civil Police, El Salvador
UNDP	United Nations Development Programme
SALVE	School Violence Warning System, El Salvador
SCGG	Secretary for General Government Coordination (Honduras)
SIPREVI	Integrated Information System for Violence Prevention, Guatemala
UNAH	National Autonomous University of Honduras
UNODC	United Nations Office on Drugs and Crime

BRIEF DESCRIPTION OF THE INFOSEGURA REGIONAL PROJECT

Internationally, the use of data and information in accurate and timely decision-making has been instrumental for improving public policies. Therefore, evidence is a fundamental element in designing and implementing effective public policies.

Historically, information in the region has been disperse and disconnected. Often, the lack of coordination between different data sources led to inconsistencies in data on the same phenomenon, crime or incident. In addition, different citizen security institutions tended to regard each other with mistrust, hindering the exchange and discussion of the information they generated. Moreover, the willingness to publish such data was almost non-existent. “In the not-too-distant past [it was] not uncommon for institutions in charge of generating and analysing data on citizen security to use manual methods for recording and classifying information. There were flaws and shortcomings and as a result, the analysis cast more shadows than light, and this hindered policy decision-making making it less timely and efficient.”

In 2014, the InfoSegura regional project was launched with the goal of improving the cycle of information management and analysis in national institutions in charge of citizen security in Central America and the Dominican Republic. InfoSegura is a UNDP project that specializes in evidence-based information management to strengthen the formulation and monitoring of public policies on citizen security. The project is implemented by the UNDP Regional Hub for Latin America and the Caribbean, and UNDP country offices in seven countries, with funding from the United States Agency for International Development (USAID). Its objective is to build State capabilities in the countries in the region, to promote the design of evidence-based public policies for citizen security with a gender-responsive approach.



“

In the not-too-distant past [it was] not uncommon for institutions in charge of generating and analyzing data on citizen security to use manual methods for recording and classifying information. There were flaws and shortcomings and as a result, the analysis cast more shadows than light, and this hindered policy decision-making making it less timely and efficient.”

”

InfoSegura coordinates with UNDP Country Offices in Central America and the Dominican Republic, based on a regional model implemented in the participating countries. Since its launch, the project has provided technical and strategic support in El Salvador, Guatemala and Honduras as a priority, and has undertaken additional activities in Belize, Costa Rica, Panama and the Dominican Republic. In alliance with various national offices¹, the project coordinates with the institutions that work in the areas of security and justice in the implementing countries. It approaches the phenomenon of violence and insecurity from a multidimensional perspective and vision, collaborating with the ministries of health and education, the social cabinets, women's institutes, national statistics institutes and presidential secretariats responsible for implementing the 2030 Agenda for Sustainable Development, and with universities, think tanks and other academic institutions in these countries.

The creation of the InfoSegura project has allowed the UNDP to develop tools and mechanisms to strengthen technical know-how and technological capacities in a variety of national and local government institutions. It has also promoted regional collaboration and fostered the creation of a regional community of knowledge on citizen security. As a result, the project has helped build government and civil society capabilities to analyse information on citizen security; it has promoted dialogue between public institutions and civil society; and it has informed evidence-based policy design and analysis with quality data



“

The creation of the InfoSegura project has allowed the UNDP to develop mechanisms and tools to strengthen the technical know-how and technological capacities in a variety of national and local government institutions. ”

¹ InfoSegura works mainly with governmental institutions and in some cases engages think tanks, universities and non-governmental organizations.

1 SYSTEMATIZING INFOSEGURA'S WORK

2014

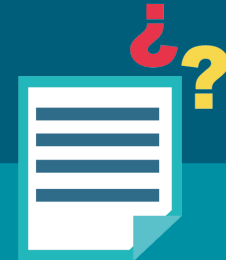


2021

This systematization of InfoSegura's work covers the period from the start of the project in 2014 through May 2021. This document takes a look at its performance, and how it was achieved, and serves to compile the primary lessons learned. The intent is that by taking a critical view and a transformative approach towards the review of the actions implemented, and by identifying challenges and opportunities, this will be a useful guide for the project's future work.

A variety of sources were used in preparing this paper, including InfoSegura's annual reports, its website, previous reports and other documents of interest provided by the project. In 2019, the donor engaged an external assessment team to carry out an independent midterm evaluation, which is also referenced. In addition, over 30 personal interviews were conducted with representatives of various government and civil society institutions in the seven participating countries (El Salvador, Guatemala, Honduras, Belize, Costa Rica, Panama, and the Dominican Republic); UNDP regional office and country office staff, and USAID staff (see annexes).

It should be noted that InfoSegura project achievements are presented by country in the following order: Each section first states the initiatives, data and tools corresponding to El Salvador, the starting point and baseline for the work carried out by the project in other countries; then information is presented on Guatemala and Honduras, countries that have replicated some of the project's first actions, followed by information on Belize, Costa Rica and the Dominican Republic.



“

This document takes a look at its performance, and how it was achieved, and serves to compile the primary lessons learned so far. The intent is that by taking a critical view and a transformative approach toward the review of the actions implemented, and by identifying challenges and opportunities, this will be a useful guide for the project's future work.”

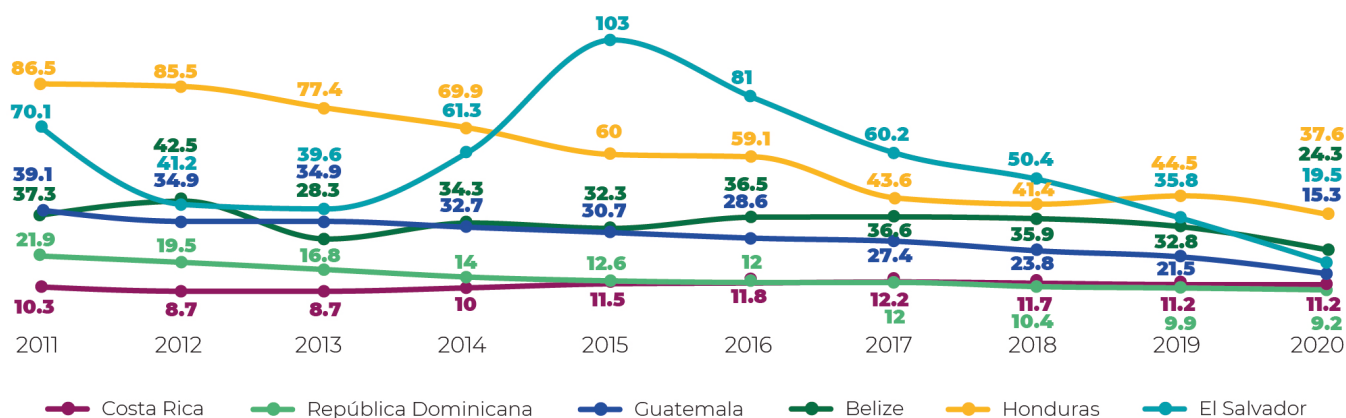
2 THE CONTEXT: SOME CITIZEN SECURITY INDICATORS IN CENTRAL AMERICA AND THE DOMINICAN REPUBLIC

In recent years, El Salvador, Guatemala and Honduras have registered high rates for homicide and violence. To a lesser extent, this is also the case in the other Central American countries. Crime and violence are compounded by other social problems such as inequality, poverty and increasing migration to the United States ².

In 2015, the homicide rate in El Salvador was above 100 homicides per 100,000 population, and the total number of homicides per month was higher than that recorded during the country's civil war, which ended in 1992. El Salvador and Guatemala, also register high rates of homicide among people under 19 years of age.

Nevertheless, homicide and femicide rates have been steadily declining in the region since 2015. Data published in Central American countries and the Dominican Republic indicates that there were 2,744 fewer homicides in 2020, as compared to the previous year. This has driven the subregion's homicide rate down to 18.5 homicides per 100,000 population, below the rate for Latin America (19.9) ³.

Graph 1 Homicide rate (per 100,000 population) in the countries of Central America and the Dominican Republic, 2011-2020



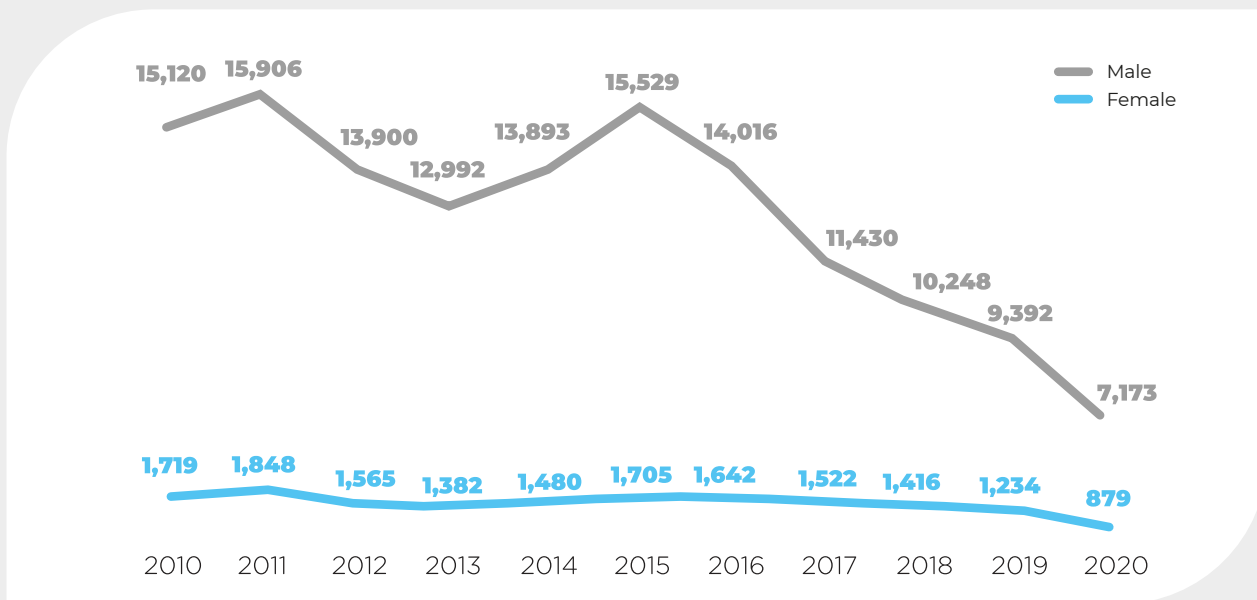
Source: UNDP-InfoSegura.

2 Datosmacro.com, "Sube el número de emigrantes de El Salvador", n. d., date of search: June 22, 2021.

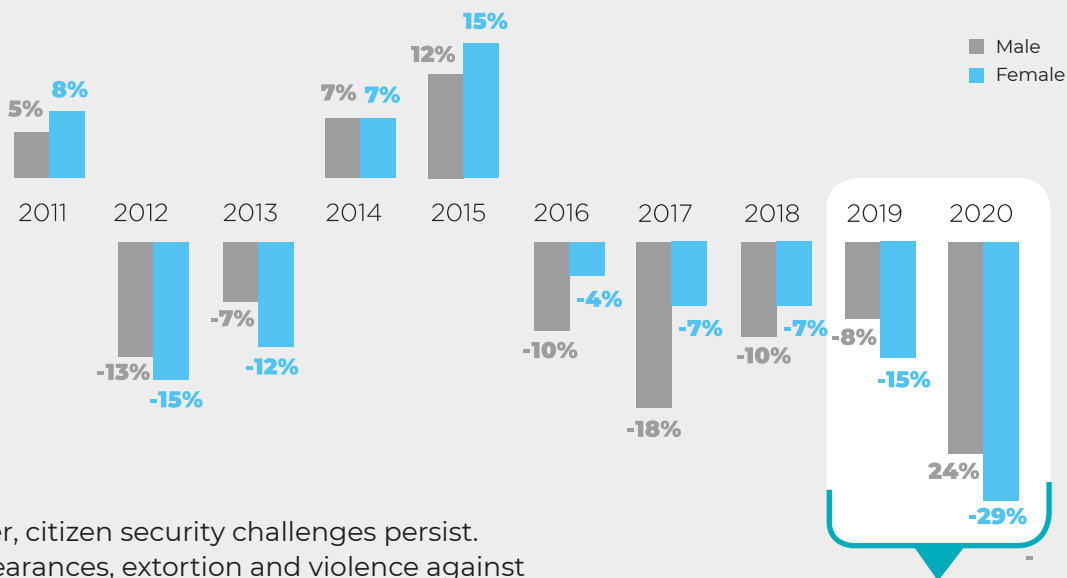
3 UNDP-InfoSegura, "Central America and the Dominican Republic: Citizen Security in 2020", 10 June 2021, date accessed: June 22, 2021.

Data on femicides exhibit a similar trend, with both the number and rate of female homicides decreasing in 2020; and for the second consecutive year the percentage reduction in the number of female homicides surpassed that of male homicides, something unseen since 2013.

Graph 2 Evolution of total homicides according to the sex of the victim in Central America, 2010-2020.



Graph 3 Percentage change in the number of homicides according to the sex of the victim in Central America by sex, 2011-2020.



However, citizen security challenges persist. Disappearances, extortion and violence against women and girls persist in Central America and the Dominican Republic. Violence and crime are the result of different factors, including gangs, drug trafficking and human trafficking.

Years in which the reduction in the number of female homicides was greater than the reduction in the number of male homicides.

3 THE CONCEPTUAL FRAMEWORK UNDERPINNING INFOSEGURA'S WORK

Since 2014, the InfoSegura regional project has been promoting information management in matters of citizen security to support countries in their efforts to achieve the goals and targets of the 2030 Agenda for Sustainable Development in Central America and the Dominican Republic. It promotes comprehensive citizen security policies with a gender approach and territorial focus, within a framework defined by the three fundamental pillars of **development, human security and human rights.**

The UNDP considers human development as a process of expanding people's choices and opportunities, and strengthening their capabilities to realize their full potential and lead productive and creative lives in accordance with their needs and interests. "The human development approach extends far beyond a country's economic growth and is based on the firm belief that the true wealth of a nation is its people."

Against this backdrop, the concept of human security emerges as a fundamental condition for human development, based on strengthening democratic institutions and the rule of law, providing people with conditions for their personal, family and social development, namely, freedom from fear, freedom from want and the freedom from indignity. Based on the principles of multisectorality, comprehensiveness, prevention and contextualization, human security protects people from threats, both chronic and sudden, such as hunger, disease, environmental degradation, drug production and trafficking, human trafficking, ethnic disputes, gender-based violence, social and criminal violence or international terrorism, among others.

“
The human development approach extends far beyond a country's economic growth and is based on the firm belief that the true wealth of a nation is its people. ”



CITIZEN SECURITY

During the 1990s, complex political, institutional and economic circumstances in Latin America opened spaces for rethinking traditional and militarized ideas on safety, mainly linked to national defence, giving rise to new approaches towards citizen security, with UNDP at the forefront of this new trend. The new concept of citizen security gradually consolidated around the main objective of the protection of citizens, traditional paradigms were overcome, reordering of State capabilities and the decision was made to focus on the well-being of people.

Citizen security has been the guiding concept implemented in the region for over three decades, with varying rates of coverage, different challenges and results. This concept of protection encompasses people's physical and moral integrity, their individual and collective fulfilment, their duties, rights and individual freedoms in contexts characterized by harmony and respect for established norms. In this approach, citizen security is conceived as a public good, as a human right, as a condition for development and as a dimension of human security.

As a public good, citizen security implies a citizen's unrestricted access to civil rights and recognizes the legitimate state monopoly over the use of force. It also implies the implementation of actions and shared responsibilities in managing security, in response to growing citizen demands in this matter. On the other hand, insofar as States are the guarantors of people's security, it is understood that the aim of citizen security policies is to protect the lives of all individuals against violent or criminal incidents, in consideration of the victims as well as the perpetrators, pointing to the need to strengthen legal and regulatory frameworks and the relevant public policies.

In fact, without citizen security, people are hindered from fully developing their capabilities or contributing to the well-being of their families, communities or institutions ⁴. In this conception, citizen security consists of more than actions to reduce crime and violence rates, and constitutes “a public good to which all people have a right” ⁵, it is a comprehensive policy outcome for:

- I** Enhancing the quality of life.
- II** Promoting community engagement in crime and violence prevention.
- III** Ensuring accessible, agile and effective justice
- IV** Promoting education for social cohesion, peaceful coexistence, respect for the law and tolerance.



“
[...] citizen security does not consist only of actions aimed at reducing crime and violence rates, but constitutes ‘a public good to which all people have a right.’”

Improving citizen security requires strengthening public institutions and promoting citizen engagement through effective governance, which involves suitable, responsive, inclusive and transparent government systems (see Box 1). The UNDP sees democratic governance as comprising the mechanisms, processes and institutions that determine the way power is exercised, how decisions on matters of public interest are made, and the ways citizens coordinate their interests, exercise their rights, fulfil their obligations and solve their differences. Effective governance is underpinned by efficient institutions and an economic-political context where there are effective public services, fair rules, as well as transparent and accountable institutions. Democratic institutions must ensure the protection of human rights and political freedoms, and guarantee the full development of all people ⁶.

4 United Nations Development Programme (UNDP), Regional Human Development Report 2013-2014. Citizen Security with a Human Face: Diagnosis and Proposals for Latin America, New York, 2013.

5 Ibid., page 9.

6 United Nations Development Programme (UNDP), A Guide to UNDP Democratic Governance Practice, New York, May 2010.

Box 1

FUNDAMENTAL CITIZEN SECURITY NEEDS

Since its beginnings, the InfoSegura project engaged the representatives of national institutions and civil society organizations in the countries where it is implemented. These participatory efforts identified gaps in the information gathering processes and citizen security actions, namely:

- No standard conception of citizen security.
- Security policies were not multidimensional and focused only on crime control.
- No coordination between local, national and regional information systems.
- Institutional information-management operations were unpractical, and were unempowered by decision makers at ministerial, vice-ministerial or managerial level.
- Information was scattered and the different data sources were disconnected. Poor coordination and great distrust in- and among agencies responsible for generating information on the different aspects of citizen security, with limited sharing of information.
- Gaps affected the quantity and quality of existing information on citizen security.
- Significant political and institutional challenges, such as the sensitive nature of the subject and the difficulties resulting from changes in administration and constant turnover of institutional staff.
- No priority for gender approach and human rights approach in formulating citizen security policies.
- Partial progress in the measurement and validation of homicide cases.
- Tools for analysis and data collection were precarious and manual.
- Little or no disaggregation of information.
- Statistical data that could support decision making was not shared and in many cases lacked credibility.
- Lack of clear guidelines for collecting, analyzing and using data.
- Building capacity for information management not a priority for decision-makers.
- Limited training to specialize in information management.
- Mistrust and lack of coordination between public institutions and civil society think tanks.
- Universities, think tanks and non-governmental organizations had limited training, and did little research and advocacy.
- Infrequent citizen participation in discussions on citizen security.

Source: Prepared by the authors.

4 AN INNOVATIVE MODEL TO ADDRESS CITIZEN SECURITY

InfoSegura's work is based on the premise that having quality, timely, reliable and relevant information on citizen security puts governments and institutions -national or local- in a better position to design and implement effective and efficient public policies to reduce violence and insecurity.

Inferentially, it is not enough to count in order to understand, rather, it is also necessary **to understand in order to act** swiftly, implementing appropriate, evidence-based public programmes and policies.

“

[...] The approach the project proposes, represents a qualitative leap in the way institutions have been addressing the issue of citizen security in the region (See box 2).”

Box 2

WHAT DOES INFOSEGURA'S INNOVATIVE MODEL PROPOSE?

- Generate information for public policy.
- Actions at every stage in the information management process: production, analysis, use and dissemination.
- Promote the development of data ecosystems.
- Further the multidimensional analysis of trends and relationships between variables, in order to advance from counting to understanding, and from understanding to acting.
- Improve data quality in terms of disaggregation, georeferencing, periodicity and integration.
- Promote groundbreaking procedures, practices, tools and methodologies, as well as digital and technological innovation.
- Expedite coordination between governmental institutions for joint action at local, national and regional levels.
- Facilitate joint work between public institutions, think tanks and civil society organizations.
- Foment effective incorporation of the gender approach in public policies.
- Promote access to information based on the open data approach.
- Encourage the use of timely and reliable data to inform public policy.
- Increase sustainability by institutionalizing tools and protocols.
- Facilitate cross-country exchange of information and knowledge.

Source: Prepared by the authors.

InfoSegura works to improve four interrelated elements in the information management cycle on citizen security (see infographic 1):

I Production.

Generate relevant, timely and comparable information on the different dimensions of citizen security, its magnitude and impact.

III Use and leveraging.

Available data for reporting on the state of citizen security in a region or country, and to inform effective public policy design, formulation, creation and monitoring.

II Analysis.

Systematize evidence to inform strategic decision-making in public policy, using different tools: Indexes, reports and georeferencing and others.

IV Dissemination.

Reporting on public policy implementation, impact, and sharing practices, knowledge and experiences.

Infographic 1



Source: UNDP-InfoSegura Project, "InfoSegura Overview".

InfoSegura reinforces this approach by:

- I** Building national, local and regional institution capacities to generate information on citizen security.
- II** Generating spaces for inter-institutional coordination
- III** Building alliances.
- IV** Promoting the coordination among institutions involved in knowledge management.

In addition, the project supports countries efforts to advance in implementing and monitoring the 2030 Agenda for Sustainable Development, with particular emphasis on Sustainable Development Goals (SDG) 5 and 16⁷.

InfoSegura was made possible by the participation of the regional UNDP governance teams and the country offices where the project is under way. This enabled InfoSegura to take advantage of the pre-existing spaces and relationships of trust previously built by UNDP. The alliances that the project generated with other UNDP and United Nations initiatives, such as the Spotlight Initiative or the Peacebuilding Fund's Trilateral Response for Dignified, Peaceful and Inclusive Human Mobility in Northern Central America, are some examples.

The joint and sustained work InfoSegura carries out with the institutions has improved data quality and strengthened valuable bonds of trust.

⁷ SDG 5 concerns achieving gender equality and empowering all women and girls, and SDG 16 is about promoting just, peaceful and inclusive societies (United Nations, "General Assembly adopts 2030 Agenda for Sustainable Development," September 25, 2015).

5 MAIN INFOSEGURA PROJECT OUTCOMES 2014-2021

“

The work carried out by the institutions of the countries of Central America and the Dominican Republic with support of InfoSegura has strengthened national capacities to:

- I Generate and manage information.
- II Ensure that this information is comparable.
- III Integrate it into databases.
- IV Publish it in open data portals, contributing to transparency and accountability. ”

The work carried out by the institutions of the countries of Central America and the Dominican Republic with support of InfoSegura has strengthened national capacities to: 1. generate and manage information, 2. ensure that this information is comparable, 3. integrate it into databases, and 4. publish it in open data portals, contributing to transparency and accountability. There was also a shift in the way information management is conceived, from a rationale of counting the acts of violence to a multidimensional conception of analysis, which is a broader

and more complex way of understanding and transforming the factors that cause violence.

InfoSegura also encouraged alliances between the different agencies responsible for information management. Trust grew as the organizations worked more closely with each other, facilitating the exchange of information, advancing in the construction of data ecosystems and promoting the implementation of various initiatives.

Inter-institutional work has achieved (see table 1) the following:

I

Dissemination of information on various aspects of citizen security through analyses, studies, statistical compendiums, infographics and open data platforms

II

Reinforced bridges between various State agencies and institutions and civil society, through the Citizen Security Knowledge Network (CONOSE)

III

Enhanced capacities for the collection and analysis of information on violence against women.

Table 1

MAIN INFOSEGURA PROJECT ACHIEVEMENTS 2014-2021

1

Strengthening organization and coordination among different institutions

- Established inter-institutional agreements and workspaces.
- Strengthened trust and information exchange between institutions, giving rise to data ecosystems for multidimensional analysis.

2

Improving information management

- Built up capacity in the technical units of institutions responsible for citizen security.
- Achieved a leap in the quality of the information and raised awareness regarding the importance of having timely and reliable data.
- Enhanced the analytical capacity of technical unit staff at ministries and law enforcement institutions responsible for gathering and processing information on citizen security.
- Developed automated tools.
- Simplified data display to facilitate its visualization.
- Achieved the adoption of an inter-institutional and multidimensional approach to citizen security.

3

Promoting information transparency

- Supported the creation of observatories.
- Promoted the use of open data.
- Enhanced institutional capacity to use websites and portals to disseminate information.

4

Establishing new spaces and agendas

- Developed various tools and analyses and contributed to designing and monitoring national and local public policies.
- Supported the work of the national statistics institutes, violence observatories and other statistics producing institutions.

5

Promoting a regional approach

- A knowledge network was created, linking universities and think tanks in the region to generate inputs for public policies.
- Encouraged the exchange of experiences.

Source: Prepared by the authors.

5.1

STRENGTHENING INSTITUTIONAL ARCHITECTURE

The fact that InfoSegura has built a strong working relationship with institutions in charge of citizen security, justice and prevention, and gained their trust is reflected in increased and improved access to statistical information on citizen security in the project countries.

The technical openness exhibited by the institutions has been reinforced by establishing and consolidating intra- and inter-institutional coordination spaces, as well as implementing training and capacity-building programmes in a

wide range of areas, including the use of statistical software tools, georeferencing, the inclusion of the gender perspective, data production and analysis, enhanced data visualization and presentation.

The training programmes and courses for security and justice institutions strengthened technicians and analysts' capacities for developing and using indicators (El Salvador and Guatemala); criminology and criminal analysis in priority areas (Honduras); information management on citizen security, violent deaths of women and feminicides (El Salvador, Honduras and Panama); and the use of statistical analysis systems (Belize). The technical units were also provided with infrastructure, technological equipment, software and networks (see Box 3).

Box 3

SPECIALIZED TRAINING AND EDUCATION

- Information management courses on citizen security and gender (kit) (El Salvador, Guatemala, Honduras, Belize, Costa Rica and Panama).
- Certificate course in citizen security and criminal analysis (Guatemala and Honduras).
- Certificate course in prevention and citizen security, regional scope (CONOSE).
- Capacity-building course in the use of technical tools for information management and visualization (Guatemala).
- Capacity-building course in the use and management of databases (Guatemala).

Source: Prepared by the authors.

In addition to strengthening coordination, the institutional architecture for information management was reconfigured, particularly in the countries of Northern Central America. In El Salvador, InfoSegura contributed to consolidating the data of the Directorship for Information and Analysis (DIA) at the Ministry of Justice and Public Security (MJSP), while in Honduras the project helped the Secretariat of Security, the Technical Inter-Institutional Coordination Unit (UTECI) (under the aforementioned Secretariat), the Public Ministry and the Justice System to develop the physical and technical capacities for collecting, processing and disseminating crime data. It was then possible to expand and improve official statistics; although in 2014, three indicators were considered, currently information on 11 types of violent incidents is collected and analysed at the national and local levels. Inter-institutional information exchange protocols were also developed.

In terms of coordination, issue-specific working groups were created or consolidated, with different institutions sending representatives to analyse and validate data and indicators on crime, violent deaths, domestic violence or sexual crimes, to name a few. In Honduras, for instance, the UTECI supervises the Working Group for the Validation of Violent Deaths, bringing together representatives of

the public agencies that collect data on citizen security like the National Police of Honduras, the Office of the Public Prosecutor, the Directorate of Forensic Medicine and the National Registry of Persons, with representatives of civil society, such as the National Violence Observatory of the University Institute for Democracy, Peace and Security (IUDPAS). In Costa Rica, the work of the institutions that come together in the Inter-institutional Technical Commission for Statistics on Coexistence and Citizen Security (COMESCO) was promoted. InfoSegura worked with COMESCO to strengthen 10 data-collection technical units in Costa Rica. This enhanced the Commission's capacity to provide analyses to inform public policy, gaining legitimacy with government and ministerial decision-making teams.

Developing human capital ensured that capacities were installed at the institutions in charge of collecting and analysing data on citizen security, contributing to a transformative shift in the work culture and promoting the sustainability of the initiative. Inter-institutional technical teams were formed⁸, building personnel capacities in the police and the Ministries of the Interior and Security, as well as the technical teams of various educational, health, gender and justice institutions. This has led to a qualitative leap in data analysis on citizen security in the region.

⁸ These are spaces that bring together the representatives of various institutions responsible for the generation of data on citizen security. Given that violence is a multidimensional phenomenon, different ministries come together to establish methodologies, definitions and data collection processes.

5.2

IMPROVING THE QUALITY OF INFORMATION AND DATA ANALYSIS

The project's work complies with international standards for measuring and analysing information on citizen security. The high standard of rigour and quality has encouraged institutions in various countries to undertake similar steps.

5.2.1. Further data

The project initially sought to improve the quality and quantity of available data on citizen security and, subsequently, to promote the development of georeferenced and multidimensional analyses of the issue. This involved developing a variety of tools to inform strategic public policy decision-making (see Box 4).

“

The project initially sought to improve the quality and quantity of available data on citizen security and, subsequently, to promote the development of geo-referenced and multidimensional analyses of the issue. This involved developing tools to support strategic decision making in public policy. ”

Box 4

STRENGTHENING ADMINISTRATIVE RECORDS

- Built a catalogue of 22 citizen security and gender indicators homologized by government institutions in charge of information management.
- Compiled Sustainable Development Goal indicators, particularly SDG 16.
- Developed information exchange protocols and logbooks.
- Established variables and georeferencing.

- Compiled integrated and automated national databases in El Salvador, Guatemala, Honduras, Belize, Costa Rica and the Dominican Republic.
- Created an integrated regional database.
- Enhanced data quality and output tables; cleaned and revised police databases; worked with gender-based violence victim care units and community prevention units; and strengthened the technical capacities in the ministries and secretariats of security and justice of El Salvador, Guatemala and Honduras.
- Digitized files of the Public Ministry of Honduras.

Fuente: Elaboración propia.



Supported the Directorate General for Statistics and Census (DIGESTYC) in El Salvador with the implementation of the National Survey on Violence against Women and the National Survey on Sexual Violence, the first of its kind in the country and in the region. Supplemented the data and objective information on citizen security produced by the statistics and census institutes in Guatemala, by supporting the design and implementation of the

first National Survey on Perception of Public Safety and Victimization in 2018. In addition, supported Costa Rica⁹ and the Dominican Republic in their efforts to implement a module on victimization in household surveys. InfoSegura also helped implement surveys on resilience, vulnerabilities and youth in the north of Central America, as well as a survey on cybercrime, knowledge and institutional trust at the regional level.

⁹ The victimization module covers crimes against property, crimes against life and crimes considered within the framework of the Latin American and Caribbean Crime Victimization Survey (VICLAC-LACSI), undertaken with the United Nations Office on Drugs and Crime (UNODC) Center of Excellence for Statistical Information on Governance, Public Security, Victimization and Justice.

El Salvador, a pioneer in terms of territorial prioritization and targeting in the region, developed an index with nine citizen security indicators and three risk factors to classify citizen security in the municipalities according to five levels: 1. very low, 2. low, 3. medium, 4. high, and 5. very high. This made it possible to identify the 50 municipalities where implementing citizen security actions is a priority.

In El Salvador, also provided support for a school prioritization index to identify and classify public schools according to their level of insecurity. This new tool was used to guide strategic actions and public policies undertaken by the Ministry of Education and the MJSP. The experience of the school prioritization index was subsequently documented and shared in Honduras, where the Ministry of Education applied it to identify schools with the highest risk and insecurity factors, and to inform policies and strategies, to prioritize needs in the schools, in order to improve school safety and coexistence.

A third tool developed in El Salvador was the National Civil Police Advanced Crime Analyser, which allows the population to query different types of crimes reported and registered on the police database: extortion, homicide, different kinds of robbery and theft, injuries, kidnappings and instances of rape. Since its launch in August 2017 through May 2021, this police platform registered some 130,000 visits, that is, 33,800 visits per year and over 2,800 visits per month, on average. This open data initiative contributes to transparency.



In Guatemala, InfoSegura supported the Third Vice Ministry of Crime Prevention of the Ministry of the Interior (MINGOB) as it developed the territorial prioritization index to identify the municipalities to be covered in the National Violence and Crime Prevention Strategy. The territorial prioritization index can be queried on the Integrated Information System for Violence Prevention (SIPREVI).



In Honduras, a municipal prioritization index was designed to analyse the status of violence, based on four dimensions: 1. Homicides, 2. reported robberies and thefts, 3. domestic violence, and 4. injuries with firearms, blunt and sharp weapons, as well as other related factors. The municipal prioritization index uses a multidimensional approach to identify the municipalities with the highest levels of crime and violence. Based on the results of the prioritization index, Honduras created 30 new Municipal Coexistence and Citizen Security Observatories (OMCSC), in addition to the 30 that already existed.

In 2019, to move forward with implementing and monitoring the 2030 Agenda for Sustainable Development, Honduras used 12 sources of information to collect data to understand the progress made towards achieving SDG 16+, as reported in [Evidence for the 2030 Agenda and SDG 16+](#): Inclusive and Peaceful Societies in Honduras. The study examines a likely timeline and gaps for obtaining information, and covers the most appropriate mechanisms for collecting the data that is already available in the country's current administrative structure. Honduras' focal point for the 2030 Agenda, the Secretary-General for Government Coordination (SCGG), used the study to measure and report on SDG 16+ in Honduras, collecting institutional information and creating a baseline for that SDG.

At the regional level, the Comprehensive Violence Prevention Index was created to measure the way violence evolves and its impact on the lives of citizens from a multidimensional perspective, with a rights- and gender-based approach, and it is consistent with the 2030 Agenda and the achievement of the SDGs. The Index covers three dimensions: 1. Insecurity and the impact of violence on people's lives, 2. institutional effectiveness and governance, and 3. socioeconomic opportunities and vulnerabilities. The Comprehensive Violence Prevention Index is a framework that enables United Nations agencies to have a common approach, work towards a shared target, and build a baseline to measure progress going forth.

5.2.2. Better data

The different sources of information, territorial prioritization indexes, advanced analysers, along with the publicly accessible platforms and websites, all contribute significantly to the quality of data and its transparency. The improvements in data collection and processing, and the fact that much of the data is public, have prompted institutions to maintain high standards of information quality. At present, journalists, researchers, academics, think tanks, and experts in citizen security, and others can more quickly and easily examine up-to-date national and local data on citizen security in the different countries of Central America and the Dominican Republic.

InfoSegura also achieved a qualitative shift in understanding what is happening in the territories, by promoting a broader analytical perspective with integrated and multidimensional citizen security analysis. This involves looking beyond crime rates at other risk factors, providing a more accurate and broader view of the state of citizen security, i.e., an image where subtleties emerge. Applying a broad analysis while

using territorial prioritization indexes helps in targeting actions and applying measures in the territory, establishing warning systems for the most complex or urgent problems, preventing crime by identifying risk factors and, ultimately, promoting the design of more comprehensive public policies that are aligned with the 2030 Agenda for Sustainable Development.

In addition, the new automated tools and integrated databases created by the institutions responsible for information management have added value to the data by improving the quality and timeliness of the information. On the one hand, these tools provide national and municipal authorities with a more comprehensive view of the issue, and, on the other hand, expedite the process of data query and cross-referencing multifactor variables.

InfoSegura also emphasized the need to simplify data query and visualization, to help both the general public, and the public policymaking teams access information on issues that are complex in a format that is more reader-friendly.

The robust quality of the data goes a long way towards increasing institutional sharing of information on citizen security. The quality of the data and its validation by various institutions, has encouraged wider publication of official information, facilitating the work of institutions and agencies that address issues in the matter of citizen security.

Although much still remains to be done in this regard, there are signs that governments are beginning to have a favourable outlook on the value of reliable data and a process of quality information management, elements that allow for making better decisions when developing public policies.

5.2.3. Open data

The use of open data promotes institutional transparency, it contributes to citizens being more- and better informed, and makes for better government institutions.

From the outset, InfoSegura has used open data on the project web platform and promoted the adoption of this approach among the institutions with which works (see Box 5). Open data enables citizens to freely access, use and distribute information on citizen security.

“
The use of open data promotes institutional transparency, it contributes to citizens being more- and better informed, and makes for better government institutions.”

The generation of quality data to inform accurate and reliable analyses and the design of evidence-based public policies, has gone hand in hand with a communication and dissemination strategy that has publicized the progress achieved as a result of the public policies that have been implemented. Likewise,

the project has promoted the transfer of practices and experiences.

The use of open data by the institutions responsible for generating and sharing information on citizen security has led to the design and development of digital spaces to query and visualize public information on citizen security in the different countries where InfoSegura operates (See Box 5).

“
The generation of quality data to inform accurate and reliable analyses and the design of evidence-based public policies, has gone hand in hand with a communication and dissemination strategy that has publicized the progress achieved as a result of the public policies that have been implemented. Likewise, the project has promoted the transfer of practices and experiences.”

Box 5

COUNTRY PORTALS AND OBSERVATORIES DEVELOPED WITH INFOSEGURA SUPPORT

- [Belize Crime Observatory, Belize](#)
- [Violence Observatory, Costa Rica](#)
- [Directorship for Information and Analysis \(DIA\), El Salvador](#)

- [National Civil Police Transparency Portal, El Salvador](#)
- [Missing Persons Portal of the National Civil Police \(PNC\), El Salvador](#)
- [Integrated Information System for Violence Prevention \(SIPREVI\), Vice Ministry for Prevention of Violence and Crime, Ministry of Governance \(MINGOB\), Guatemala](#)
- [Integrated Information System for Policies of Coexistence and Citizen Security, National Social Sector Information Center \(CENISS\), Honduras](#)
- [Citizen Security Observatory \(OSC-RD\), The Dominican Republic.](#)

Source: Prepared by the authors.

The Police Transparency Portal in El Salvador may very well be the most complete digital space for public information on citizen security. The site enables users to look up the institution's regulatory framework, its administrative strategy, its budget, as well as up-to-date indicators on different crimes, such as homicide, extortion, injuries, vehicle theft, rape and others. The site also links to an advanced analyser, which provides wide access to the police database, allowing users to cross reference data disaggregated by municipality, year, type of crime or type of weapon, for instance.

Since 2017, the El Salvador MJSP DIA website provides statistics and updated information for other public institutions, the academic community and the media. For instance, the site offers standardized statistics on crimes against life, violence against women and human trafficking, and also provides tools used in prioritizing territories and schools. The DIA platform also includes a dedicated space to query indicators and reports on acts of violence against women, as well as El Salvadoran Institutional Policy on Gender Equality and Equity. It also links directly to the DIGESTYC Gender Statistics Observatory.

In Honduras, the National Social Sector Information Centre (CENISS) web portal includes a Citizen Security Module that is another clear example of progress towards greater institutional transparency in disseminating public information. This tool processes citizen security information by period, type of crime and overall crime incidence, allowing users to perform detailed situational analyses of different aspects of citizen security.

The Statistics Unit at the Electronic Centre for Judicial Documentation and Information (CEDIJ) in Honduras has an Information System that collects and records over 43,000 judicial files, improving data quality and facilitating the implementation and development of different justice mechanisms. This tool contains statistical information on criminal matters provided by four jurisdictional bodies, as well as data on children and adolescents at the national level provided by various courts and tribunals around the country.

The use of information technology to improve the design and implementation of public policies is a milestone for evidence-based decision-making in the region.

5.3

BETTER PERFORMANCE: THE IMPORTANCE OF EVIDENCE-BASED PUBLIC POLICIES

The project supported the development of processes and technological tools that have laid the groundwork for designing and monitoring evidence-based public policies. This is the case of the territorial prioritization and targeting methodology embraced in public policies in the three countries in Northern Central America.

The municipal prioritization index was initially developed in El Salvador. It served as a key input for the design of the governmental El Salvador Seguro citizen security plan. It made it possible to identify and characterize municipalities with the highest rates of violence, and contributed to the design of the Plan's monitoring system, which used data from the victimization survey to track 10 out of the 80 indicators related to central aspects of the Plan, and also used police data to assess progress in other indicators. Also in El Salvador, a tool was developed to prevent violence in schools (see Box 6).

“

The project supported the development of processes and technological tools that have laid the groundwork for designing and monitoring of evidence-based public policies. This is the case of the territorial prioritization and targeting methodology, embraced in public policies in the three countries in the North of Central America. ”

In Honduras, the Secretariat of Security, through the Subsecretariat of Inter-Institutional Affairs, and in alliance with CENISS, promoted the Integrated Information System for Coexistence and Citizen Security, with three main tools, a territorial prioritization index, a situational analyser and an advanced analyser. The system integrates seven institutions' databases, enabling territorial analysis and other automated analyses, with data series from 2013 to the present, showing the evolution of the data and calculating trends. In the first half of 2021, the Integrated System site had 1,185 visits, an average of 197 visits per month. This system and the territorial prioritization index have been critical in setting up municipal observatories and informing local security and coexistence plans in key Honduran municipalities.

Box 6

INFORMATION PREVENTS VIOLENCE IN SCHOOLS IN EL SALVADOR

Another innovative tool supported by InfoSegura is the **School Violence Warning System (SALVE)**, which enhances violence prevention and monitoring in schools and communities, and is administered by the Ministry of Education, Science and Technology (MINEDUCYT) of El Salvador.

SALVE detects acts of violence that affect the educational community, such as sexual and street harassment, bullying, sexual violence, threats, extortion, theft or the sale and use of drugs in or near the school. During the COVID-19 pandemic, the system was adapted and received more than 13,000 reports of school-related violence, while the remote school modality was implemented during the health emergency.

Implemented in 2019, SALVE alerts generate data for analysis to inform public policy design, strategy and plan development, contributing to violence prevention and reduction in education institutions and the communities they engage.

Source: Prepared by the authors.

5.4

KNOWLEDGE MANAGEMENT

InfoSegura has worked with national institutions developing information-analysis mechanisms and tools, which provide reliable and useful data to guide decision-making processes, adding value at all stages of the information management cycle:

- I Data production using primary and secondary sources.
- II data processing with database integration and digitization.
- III Data storage.
- IV knowledge products, such as automatic reports, public access data portals and georeferenced maps, among others.

Project countries made progress in graphic data visualization and information analysis, facilitating the interpretation of information and the calculation of statistical trends in various indicators of citizen security, the results of which are presented in the form of infographics and other simplified visual resources. Joint production of infographics with various government institutions, include a series on homicides in El Salvador, Guatemala and Honduras, a specialized infographic analysis of the state of citizen security in El Salvador and Guatemala, and a retrospective analysis of homicide cases in El Salvador, Guatemala, Honduras, Belize, Costa Rica and the Dominican Republic covering the period 2010-2020. The project also produced digital publications on different security-related issues, quarterly crime bulletins and organized e-learning sessions to strengthen technical capacities in the aforementioned countries.

The studies, research, reports, graphic analyses and statistical trends the InfoSegura project produced jointly with government institutions have also been disseminated through the project's regional platform, an open-access online space where information can be viewed, shared and analysed. The **InfoSegura web platform** provides access to data, studies, analyses and other documents of interest produced at the national and regional levels within the framework of the project. In addition to the security situational analyses, there are knowledge products on violence against women and girls, human mobility, citizen security and development in Central American countries, and on the phenomenon of **internal forced displacement in Guatemala**, offering elements to analyse the impact in the region and promote comprehensive public policies to address these issues.



DATACCION

DATACCION has run for 4 seasons, with 42 episodes and 1,132 participants from 36 countries in Latin America, the Caribbean and Europe. More than 117 institutions have participated in over 56 hours of exchanges, with 100+ knowledge products, and presentations shared by more than 68 specialists, 66% of them women.

In addition, the project strategy for communications and knowledge management also includes DATACCION, an innovative digital community of practice implemented since the beginning of the COVID-19 global pandemic. InfoSegura coordinates this space, bringing together the work of a variety of public institutions, think tanks, universities and UNDP country offices in the region, with contributions from the Governance and Peacebuilding Cluster of the UNDP Regional Hub for Latin America and the Caribbean, and the Gender Cluster, Inclusive Growth Cluster and SDG Integration Cluster. The DATACCION community of practice and knowledge management has generated:



Weekly webinar.



Series analysis on human mobility, citizen security and sustainable development, as well as.



Information briefs on social media covering the latest and most relevant citizen security issues and related factors.

It bears noting that DATACCION has run for 4 seasons, with 42 episodes and 1,132 participants from 36 countries in Latin America, the Caribbean and Europe. More than 110 institutions have participated in over 56 hours of exchanges, with 100+ knowledge products, and presentations shared by more than 68 specialists, 66% of them women.

2020

SEASON 1

10 EPISODES

7 MAY

Citizen Security Analysis during COVID-19: **Costa Rica and Guatemala.**

14 MAY

Citizen Security Analysis during COVID-19: **The Dominican Republic and El Salvador**

21 MAY

Citizen Security Analysis during COVID-19: **Belize and Honduras**

28 MAY

Both risks and opportunities: Database of **youth in the North of Central America**

4 JUNE

Where, when and why: Evidence-based targeting of public policies for citizen security

11 JUNE

Data management for 2030 Agenda: Progress on SDG 16+

18 JUNE

Violence against **LGBTI populations**: Challenges in information management.

25 JUNE

Academia in knowledge creation. Some perspectives from the **CONOSE Network**

2 JULY

Model Surveys on **Victimization and Perception of Citizen Security**

9 JULY

Surveys on prevalence of **violence against Women**

56

HOURS OF EXCHANGES

+100

KNOWLEDGE PRODUCTS SHARED

SEASON 2

11 EPISODES

13 AUG

Citizen Security Analysis through first half of 2020: **Costa Rica and Guatemala**

20 AUG

Citizen Security Analysis through first half of 2020: **Belize and El Salvador**

27 AUG

Citizen Security Analysis through first half of 2020: **The Dominican Republic and Honduras**

3 SEP

#**SafeWomen**, campaign against intrafamily violence during the pandemic

10 SEP

Guatemala: Citizen Security, Human Mobility And Development

17 SEP

Honduras and El Salvador: Citizen Security, Human Mobility and Development

24 SEP

Innovation and Policies for Coexistence and Citizen Security

1 OCT

Human **vulnerability and resilience** in youth in Central America.

8 OCT

Innovations in Citizen Security in El Salvador: **School Violence Warning System (SALVE)**

15 OCT

Latin America throughout the pandemic: **Governance and Citizen Security**

10 NOV

Launch of **The Hidden Side of Insecurity**: Violence against Women in Central America and The Dominican Republic

+68

SPECIALISTS PRESENTED WORK, 66% OF THEM WOMEN

1,132

PARTICIPANTS

117

INSTITUTIONS

61%

WOMEN

36

COUNTRIES

2021

SEASON 3

10 EPISODES

18 FEB

Data and Action: Best Practices For Information Management In Citizen Security

25 FEB

Information Management for Effective Governance: UNDP InfoSegura.

4 MAR

Multidimensional Analysis of Citizen Security in 2020 in El Salvador and the Dominican Republic

11 MAR

Multidimensional Analysis of Citizen Security in 2020 in Guatemala and Belize

18 MAR

Multidimensional Analysis of Citizen Security in 2020 in Honduras and Costa Rica

25 MAR

Innovations in Information Management and Citizen Security

8 APR

Access to **Justice and Human Rights**

15 APR

Agenda of the **academia** for Citizen Security throughout the COVID-19 pandemic with the **CONOSE network**

22 APR

Use of evidence for **social reinsertion**

29 APR

Regional outlook for **recovery, Governance, Citizen Security, Justice and Social Cohesion.**

16

UNDP COs

SEASON 4

11 EPISODES

30 SEP

Innovation in Citizen Security and Human Rights in Latin America and the Caribbean

7 OCT

Multidimensional analysis of Citizen Security in **Guatemala and Costa Rica**

14 OCT

Multidimensional analysis of Citizen Security: **El Salvador and Belize**

21 OCT

Multidimensional analysis of Citizen Security in 2020 in **Honduras and the Dominican Republic**

28 OCT

Toward **inclusive justice** in Latin America and the Caribbean

4 NOV

Managing of **human mobility** in the Region

11 NOV

What is **interoperability**? How does it contribute to citizen security?

18 NOV

The **Perception of Violence Against Women and Girls** in the Region: Analysis of a regional survey.

25 NOV

Solutions in the Fight against Violence against Women and Girls

2 DEC

Gender-sensitive measure of violence, social cohesion, and SDG 16

9 DEC

Solutions at the **crossroads of Violence against Women and Violence against Children**

5.5

STRENGTHENING AND EXPANDING INTER-INSTITUTIONAL COORDINATION

Addressing complex social phenomena such as violence and insecurity requires taking a broad view and working together with security and justice institutions, but also with those involved in education, health or gender. Working on issues related to citizen security also requires coordinating the actions of national institutions and local governments, and promoting the participation of civil society.

The UNDP has a long track record of working with public institutions and civil society in the countries where the project is implemented, and this has been key to establishing the relationships of trust that are the basis for joint work. Accordingly, the InfoSegura project has leveraged its neutral stance and technical rigour, promoting synergies, establishing and strengthening relationships of respect and collaboration, and fostering improvements in processes, which in turn contributed to building trust among institutions and favoured inter-institutional exchange of information.

These alliances have made it possible to avoid duplication of work and depletion of resources. In this sense, InfoSegura has played an important role as an intermediary among the institutions in the project countries. This has

contributed significantly to broadening the range and scope of analysis by including institutions outside the area of security, such as the country agencies responsible for generating official statistics.

In El Salvador, extensive work was undertaken with DIGESTYC designing, developing and disseminating victimization surveys, and studies on violence against women. In Guatemala, built National Statistics Institute staff technical capacities, and provided technical assistance for survey design and application, data visualization, infographic production on issues like violence against women, preparation of inter-institutional statistical compendiums and quarterly analyses of citizen security indicators. In Honduras, the Integrated Information System for Policies of Coexistence and Citizen Security integrates databases from seven institutions, including the country's National Statistics Institute (INE).

The project also focused on promoting dialogue and exchange of experiences among civil society, academia, the media and government institutions at the national and regional levels (see Box 7). As part of its South-South cooperation agenda, the project facilitated learning and exchange of experiences to

strengthen information management capacities. Along this line of work, it supported subregional workshops on the care and protection of victims, and on registration and search for missing persons. The project also promoted the exchange of victimization surveys, it

supported various actions for achieving the SDG 16+ targets, and facilitated knowledge management for achieving citizen security and compliance with human rights in Latin America and the Caribbean.

Box 7

SUSTAINABILITY THROUGH INSTITUTIONAL AGREEMENTS

InfoSegura played a part in the design and implementation of the model data-exchange agreement between the Directorship for Information and Analysis (DIA) and the Ministry of Education of El Salvador. The project particularly helped establish the structure for information-sharing and facilitated the conclusion of agreements to organize thematic working groups.

InfoSegura efforts also resulted in several institutions signing letters of agreement with UNDP. In Honduras, for example, agreements were signed with the Secretariat of Security to strengthen the Technical Inter-Institutional Coordination Unit (UTECI). Agreements were also signed with the National Autonomous University of Honduras (UNAH) University Institute for Democracy, Peace and Security (IUDPAS) to provide technical and technological support to 30 municipal observatories in that country. Inter-institutional agreements for data- and indicator exchange were also signed by various sources of information in El Salvador, Guatemala and Belize. In Belize, UNDP established agreements with the Ministry of the Interior and New Industries.

Source: Prepared by the authors.

5.6

COORDINATION AND TRANSFER OF SUCCESSFUL EXPERIENCES

The project contributed to the harmonization of local, national and regional information management tools and mechanisms, enhancing information exchange and comparability to inform public policy design (see Box 8).

Box 8

THE BELIZE EXPERIENCE

The experience and knowledge accumulated in the three countries in Northern Central American were also extended to Belize. Managed by the Ministry of National Security, the Belize Crime Observatory is the national repository that collects, analyses and shares comprehensive, updated and

multidimensional crime-related data. Monthly, quarterly and annual analyses are carried out using information from different sources.

Data files, georeferenced maps, videos and disaggregated, open data on crimes with the highest incidence rates are available on the Crime Observatory's website. The Observatory also has a restricted-access National Sex Offender Registry, which is the main source of information on persons convicted of sexual offences in Belize.

Fuente: Elaboración propia.

The experience in El Salvador served as the starting point and baseline for work in other countries. This experience was shared with Guatemala and Honduras, where the actions were tailored to match national characteristics for implementation in each country. Presently, all three countries have inter-institutional tools for data compiling, validation and multidimensional

analysis. The information is published and updated on a regular basis and is publicly available on easy-access, user-friendly digital tools, which is an unprecedented innovation in the region. In addition, as mentioned, these Central American countries have developed municipal territorial prioritization indexes to target interventions.

5.7

EMERGING REGIONAL PERSPECTIVE

InfoSegura supported the establishment of the [Citizen Security Knowledge Network \(CONOSE\)](#), bringing together universities, think tanks and non-governmental organizations in Central America and the Dominican Republic (see Box 9). Operating with an advisory committee that defines the subregional research agenda, the Network organizes forums for reflection and analysis with representatives of governments, academic institutions and civil society.

The Network is pursuing the following strategic lines of action:

- I** Develop capacity in academic institutions and establish mechanisms for collaboration, raising quality of information and knowledge generation in the region.
- II** Strengthen the training of human capital to develop their understanding of the phenomena related to citizen security and increase their capacity to respond to the issues.
- III** Promote the design and implementation of a regional research agenda.
- IV** Contribute to informed, evidence-based debate, including spaces for reflection and dialogue with government representatives.

Box 9

THE CONOSE NETWORK

Since its creation, CONOSE has pursued research on a variety of citizen security issues, and building capacity with courses and certificate programmes. Through its steering committee, the Network has coordinated a regional research agenda covering migration, development, security and sustainability. The creation of a [technical protocol](#) and a toolkit for conducting field research in contexts of violence is notable. Both instruments are the result of deliberative processes and agreements by those responsible for their preparation.

The Network delivered its first academic training in citizen security and violence prevention for institutions in the region, this was the Central American certificate course for government agency staff working in the areas of security and violence prevention. The training provided tools for timely diagnosis of security issues, and developed capacities to formulate efficient and effective public policy proposals in the region. The Network also contributed to strengthening of other regional networks and the recognition of violence prevention strategies implemented in the participating countries.

In 2021, the CONOSE Network carried out three training cycles on public policies, held three international forums on citizen security, developed three virtual training programmes, created a fund for young researchers, and promoted research on topics such as gender and violence, gender and incarceration, violence during the pandemic, violence prevention to avoid recidivism, and violence against LGBTIQ+ people.

The Network fostered the link between academia and the political sector by promoting academic papers on different aspects of citizen security, and increasing public policymaking team access to research results.

Source: Prepared by the authors with information from Red de Conocimiento sobre Seguridad Ciudadana (CONOSE).

The CONOSE Network has demonstrated that it is possible for governmental, academic and research institutions to overcome the localist view, and to conceive and analyse an issue from a regional perspective. The Network has identified young researchers who specialize in issue analysis, and has fostered a more versatile and diverse regional dialogue. It has also encouraged the exchange of successful experiences and the transfer of information on citizen security issues, enabling government agencies responsible for security to learn from counterparts in neighbouring countries.

5.8 GENDER IN CITIZEN SECURITY POLICIES

InfoSegura has sought to strengthen statistics and data on violence against women and girls in the different project countries. It has also brought different sectors and institutions together expanding coordination, advocacy and perspective, in order to effectively incorporate gender approach into citizen security policies.

InfoSegura contributed to the effective gender mainstreaming in citizen security policies by supporting the creation of gender-responsive indicators and specialized research, such as the regional study on [The Hidden Face of Insecurity: Violence against Women in Central America and the Dominican Republic](#). Since the project was launched, countries have undertaken research, periodic analyses of violence against women and girls, victimization surveys and developed gender-responsive national indicators.

“ InfoSegura contributed to effective gender mainstreaming in citizen security policies by supporting the creation of gender-responsive indicators and specialized research, such as the regional study on **The Hidden Face of Insecurity: Violence against Women in Central America and the Dominican Republic.** ”



Tabla 1
Prevalencia de violencia física y sexual en mujeres de 15 años y más por región

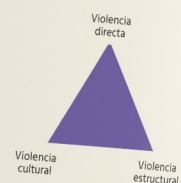
Región	Porcentajes
África	45.6 %
Américas	36.1 %
Mediterráneo oriental	36.4 %
Europa	27.2 %
Sureste de Asia	40.2 %
Pacífico Oeste	27.9 %

... figura 4), de tal forma que en la superficie están todas esas manifestaciones de violencia que son identificables porque corresponden a conductas concretas que enfrentan las mujeres: golpes, descalificaciones, tocamientos y violaciones, entre otras. En tanto, en la base están las situaciones que sustentan esas manifestaciones concretas de violencia: en primer término, la dominación masculina, la desigualdad y la discriminación por género; detrás de ello, los estereotipos, creencias y prejuicios de género que legitiman y justifican socialmente la dominación, la desigualdad y la violencia contra las mujeres. Estas formas de violencia se presentan en todos los ámbitos de interacción social.

... (citado en Espinar Ruiz, 2007) distingue la existencia de tres formas de violencia:

... directa, estructural y cultural.
La violencia directa es aquella violencia física y/o verbal fácilmente visible en forma de conductas. Con el término **violencia estructural** se está haciendo referencia a situaciones de explotación, discriminación, marginación o dominación. Así, en sentido amplio, “la fórmula general que está detrás de la violencia estructural es la desigualdad” y la “injusticia social. Finalmente, la **violencia cultural** puede definirse como todos aquellos razonamientos, actitudes e ideas que justifican, legitiman y promueven la violencia en sus formas directa o estructural.”

Figura 4
Pirámide de violencia directa, estructural y cultural



La trata de mujeres es otra realidad que se vincula fuertemente a la diversificación de actividades delictuales que mercantilizan los cuerpos de las mujeres y que encuentran en la explotación sexual una actividad delictiva altamente lucrativa. A esto se suma la desaparición de mujeres, cuya magnitud real se desconoce dada la insuficiencia de información estadística, pero que algunos datos revelan como una grave realidad:

En **GUATEMALA**, por ejemplo, la desaparición de personas es un problema que afecta de manera desproporcionada a las mujeres.

En el período entre 2010 y 2016, este mal representó el **60%** del total de personas...

Las desapariciones de mujeres, además de ser un problema en sí mismo, muestran la posible existencia de vínculos con otros delitos como los femicidios/femicidios, la trata de personas y el tráfico de drogas que quedan ocultos tras la falta de certeza sobre los sucesos inmersos en tales desapariciones y el paradero de las mujeres.

Si bien la violencia que enfrentan actualmente las mujeres en la subregión — que se suma a la violencia que sistemáticamente enfrentan en los ámbitos doméstico, laboral y docente — tiene bases estructurales en el sistema de...



In El Salvador, InfoSegura worked with DIGESTYC and its Gender Statistics Observatory ¹⁰, and with the MJSP, which manages the National System of Data, Statistics and Information on Violence against Women. DIGESTYC published the first National Survey on Violence against Women, measuring psychological, physical, economic and sexual violence that women experience in the public and private spheres. InfoSegura had a technical advisory role in the survey.

Observatorio de Estadísticas de Género

MINISTERIO DE ECONOMÍA | GOBIERNO DE EL SALVADOR | DIGESTYC | Dirección General de Estadística y Censos

ENCUESTAS DE VIOLENCIA: Miden la violencia contra las niñas y mujeres, a lo largo de la vida y en los últimos 12 meses en el ámbito público y privado.

SISTEMA DE VIOLENCIA CONTRA LAS MUJERES: Información basada en registros administrativos sobre hechos de violencia contra las mujeres.

BRECHAS DE GÉNERO: Visualiza la situación de las mujeres con respecto a los hombres en los ámbitos demográficos y sociales.

USO DEL TIEMPO: Tiempo dedicado a las actividades de trabajo remunerado y no remunerado de las mujeres y hombres.

MUJERES Y HECHOS VITALES: Análisis con perspectiva de género sobre nacimientos, defunciones, divorcios y matrimonios.

ODS 5: Cumplimiento del indicador Objetivo De Desarrollo Sostenible No.5.

GÉNERO Y MIGRACIÓN: Análisis sobre la situación de las niñas y mujeres migrantes originarias de El Salvador y Centroamérica.

BOLETINES ESPECIALES: Análisis con series temporales; situacionales de coyuntura sobre las mujeres en los ámbitos económicos, social, de seguridad, salud, entre otros.

ESTRUCTURA ORGANIZATIVA

Autoridades del Ministerio de Economía: Licda. María Luisa Hayem Brevé, Ministra de Economía

Dirección General de Estadística y Censos: Lic. Juan Carlos Salman Dueñas Director General, Lic. Jaime Baires Subdirector General

Gracias al apoyo de: Grupo Parlamentario de Mujeres, Asamblea Legislativa de El Salvador

SOCIOS ESTRATÉGICOS

Logos: Initiative Spotlight, USAID, InfoSEGURA, BID, UN Women, UNFPA, UNICEF, CEPAL, OIRUSA

¹⁰ Gender Statistics Observatory, DIGESTYC, Gender Statistics Observatory.

The project promotes research, analysis, victimization surveys and knowledge products such as the annual report on violence against women, undertaken jointly with the MJSP, which El Salvador has been publishing since 2016¹¹. A substantial contribution to gender-sensitive public policies for citizen security is the National Survey on Violence against Women with emphasis on sexual violence, implemented in El Salvador in 2018 and 2019. The survey produced information for the National System of Data, Statistics and Information on Violence against Women, as well as for monitoring the 2030 Agenda for Sustainable Development,

particularly gender equality. Survey implementation involved an inter-institutional working group with DIGESTYC, the MJSP, the Salvadoran Institute for the Development of Women, the Organization of Salvadoran Women for Peace and members of the InfoSegura project, with the support of UNDP.

In El Salvador, InfoSegura worked with the Supreme Court and other justice sector institutions, on improving data quality and strengthening the information management chain (see Box 10).


Box 10

SYSTEM FOR MONITORING JUDICIALIZED CASES OF VIOLENCE AGAINST WOMEN IN EL SALVADOR

This integrated system is under the Supreme Court of Justice of El Salvador, and responds to the needs of the investigative courts, sentencing courts and chambers since the enactment of the Special Comprehensive law for a Life Free from Violence for Women. Victim support has been enhanced through improved control of the case procedural deadlines, monitoring the application of protection measures and essential services, and generates useful information to inform public policymaking. This initiative is still under way, as the modules for notification and document management, deadline alerts, statistical reports, precautionary measures and the tools needed to provide protection to victims are still being developed.


Source: Prepared by the authors.

¹¹ Ministry of Justice and Public Security (MJSP), [Annual Report. Acts of Violence against Women, San Salvador, 2016 to 2020](#).



In Guatemala, gender was mainstreamed into the territorial prioritization index. In addition, InfoSegura coordinated with MINGOB, INE and the National System of Data, Statistics and Information on Violence against Women to produce various statistical compendiums which contained sex-disaggregated data. Working with the National System of Data, Statistics and Information on Violence against Women, infographics were produced with data from 2017 to 2020.


The project also provided specialized training programmes in information management on citizen security and gender to build institutional capacity. In Honduras, for instance, CENISS developed and implemented a training programme and this was later adapted for the Belize Crime Observatory. The gender approach was also mainstreamed into several municipal coexistence and citizen security plans, and inter-institutional information and educational materials were developed.




In the Dominican Republic, a gender-responsive report on violence and security was produced with data from 2018 and 2019 on violent and accidental deaths of women, victimization and reports of violence, among others¹². The study was conducted with the Citizen Security Observatory (OSC-RD) and the UNDP country office.

InfoSegura provided the Ministry of Women of the Dominican Republic support to enhance the gender-based violence hotline (212 Línea Mujer) with technological resources, staff training, in order to improve technical aspects, protocols for client service and data collection.

In the wake of the COVID-19 pandemic, the InfoSegura regional project and national institutions launched a regional prevention campaign against domestic violence and violence against women and girls, which had escalated in the context of social isolation measures. At the national level, the campaign used data and analyses generated in each of the participating countries.



In El Salvador, the campaign publicized the Supreme Court of Justice toll-free hotline (198), encouraging women affected by gender-based violence to use this service. In Guatemala, a prevention campaign on violence against women was launched with the participation of state institutions and civil society. These actions placed the issue of violence against women on the government agenda.



In Honduras, a campaign was launched to support women victims of violence in response to the impact the lockdown was having on the rates of gender-based violence. The prevention campaign was implemented with the support of the InfoSegura project, the Ministry of Education, the National Women's Institute (INAM), the SCGG, the Subsecretariat for Inter-institutional Affairs, and the National Police through the 911 hotline. Subsequently, information on masculinities was distributed in a booklet and brochure aimed at women, boys and girls.

¹² Citizen Security Observatory (OSC-RD), [Violence and Security with a Gender Perspective. The Dominican Republic](#), Santo Domingo, 2020. This was prepared with the support of USAID and UNDP, through the InfoSegura project.



In Belize, a campaign informed people at risk about the institutional channels and mechanisms for safely filing complaints of domestic violence during the lockdown due to the COVID-19 pandemic. In Costa Rica, a prevention campaign on violence against women and girls was carried out with COMESCO, the Ministry of Public Security, the police, the Ministry of Public Education and the United Nations system. The National Women's Institute (INAMU) platform for women victims of violence was

reinforced by increasing the number of cell phone lines available.

In the Dominican Republic, a campaign to prevent violence against women was launched with the Ministry of the Interior and Police, the National Police, the Ministry of Women, the Ministry of Labour and the National Statistics Office, and several private sector companies.

6 INFOSEGURA BEYOND CENTRAL AMERICA AND THE DOMINICAN REPUBLIC

In addition to supporting institutions in Central America and the Dominican Republic in generating information on citizen security for the design of evidence-based public policies, InfoSegura has also had a constant presence in Latin America and the Caribbean (see Box 11).

Box 11

INFOSEGURA: EXCHANGE OF EXPERIENCES IN LATIN AMERICA AND THE CARIBBEAN

Paz Ciudadana Foundation:

The InfoSegura project received the Paz Ciudadana Foundation award for its work in information management.

CariSECURE: Support for the design and formulation of the CariSECURE proposal.

Bolivia: South-South exchange and provided the Drug Observatory with support in designing its information management model.

Colombia: InfoSegura regional project delivered a presentation to the Women's District Secretariat of Bogota, participated in exchanges on local security management and security in rural areas with the National Planning Department and the Observatory on Venezuelan Migration in Colombia.

Panama: Delivered a presentation on innovative information management tools to design evidence-based public policies for citizen security at the online [International Forum "A Business Look at the Post COVID World through the SDGs"](#), organized by the Chamber of Commerce, Industries and Agriculture of Panama.

Paraguay: South-South exchange with the National Observatory for Citizen Security and Coexistence, the Ministry of the Interior, the Paraguayan National

Police and other authorities to share information management tools to design public policies on violence against women and girls.

Peru: InfoSegura delivered a presentation on the information management process, and services and products in Central America and the Dominican Republic at the international event on ["Information Management to Address Violence against Women,"](#) organized by UNDP Peru. InfoSegura also participated in the South-South exchange on violence against women and girls with more than 700 local Public Ministry prosecutors as part of the Anniversary of the Single Registry of Victims and Aggressors (RUVA).

Latin America: InfoSegura joined and the United Nations Office on Drugs and Crime (UNODC) and the United Nations High Commissioner for Human Rights (OHCHR) in organizing the [Regional Training for Measuring SDG 16 in Latin America and the Caribbean "Peace, Justice and Strong Institutions,"](#). In the webinar series, the InfoSegura regional project delivered a presentation on the [pilot for SDG 16 survey-based indicators in El Salvador](#). It also led a discussion on "An Overview of Youth that have been Exposed to Violence in Northern Central America from the Perspective of Vulnerability and Human Resilience" at the [III American Mediation Congress on "Dialogue, Human Rights and Democracy,"](#) organized by Mediar Foundation.

Fuente: Elaboración propia.

7 LESSONS LEARNED

Over six years of project implementation, InfoSegura has worked with national institutions, building government personnel technical capacities, improving data quality, increasing the capacities required for information analysis and fostering greater data transparency by promoting innovation and the use of appropriate technological and digital tools, to name a few. However, significant challenges remain. The following are lessons that emerged during project implementation.

I

Contribute to strengthening collaboration and inter-institutional agreements to generate data ecosystems for designing citizen security policies.

By coordinating collaborative undertakings with public institutions, the InfoSegura team generated virtuous circles that created data ecosystems and quality information to design effective security policies. Similarly, collaborative actions made it possible to follow up on the agreements established within the

framework of the project. Strengthening inter-institutional agreements promoted collaboration in setting up the technological infrastructure of the data ecosystem and building the technical capacities of the personnel responsible for the collection and administration of databases on citizen security.

II

Building trust between the institutions and the project.

InfoSegura works continuously with its institutional counterparts, generating joint workplans to address their needs, and this has generated capacities and built trust, openness and collaboration between institutions. These processes have built up the technological infrastructure where data ecosystems emerge to inform evidence-based decision-making in matters of citizen security. The project likewise promotes a shift in the institutional culture, such that agencies in charge of security and violence prevention now share their data, contributing to more reliable, consensual and transparent information.

III

Valuing the know-how of the institutions that have participated in the project, enabling them to be the champions of information.

InfoSegura encourages and is open to public agency staff actively and proactively participating in building technological tools to generate and display data on citizen security for publication on the portals of these institutions. Similarly, the development of public institution staff capacities for the collection, processing and dissemination of data has contributed to strengthening official statistics on citizen security.

IV

Providing technical support for building points of contact for countries to exchange experiences and results, improving information on citizen security.

As part of its main lines of action, InfoSegura held events and workshops in the project countries, encouraging feedback and learning on different aspects of citizen security. During the COVID-19 pandemic, the project strengthened the work of DATACCION as an online point of contact for the different countries to pursue the exchange of experiences and results, despite the distance.

V

Opening spaces for verification of inter-institutional, coordinated and technical work, at the regional and national level, in matters of citizen security.

InfoSegura successfully coordinated and organized with public institutions, research centres and UNDP country offices to set up the technological structure and build the necessary capacities to generate quality information, which is essential for designing public policies and developing research on citizen security. In addition, solid analysis on citizen security, access to justice and social cohesion are key for promoting discussion among multiple actors and reaching agreements at the regional and national levels, and between States and civil society organizations.

VI

Scaling up and fostering technical cooperation between government institutions and United Nations agencies, such as the United Nations Office on Drugs and Crime (UNODC), United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), United Nations Entity for Gender Equality and the Empowerment of Women (UN Women).

Through joint work and in coordination with other United Nations agencies, InfoSegura identified the need to work with governments to develop subregional strategies to monitor data on irregular migration, trafficking, exploitation, human rights violations and violence, with a multidimensional approach.

VII

Prioritize the production of data on violence against women and girls.

Given the current context, strengthening the generation of data on violence against women and girls is a priority for designing evidence-based gender policies. Mainstreaming gender in information management and analysis at the regional and national levels needs to be based on commitments already made through international legal instruments to advance the achievement of gender equity and a life free of violence against women and girls.

VIII

Restoring and building confidence in the information on citizen security produced by public institutions, as an outcome of support provided by UNDP through the regional InfoSegura project.

In the framework of the project, the InfoSegura team provided technical advice that helped consolidate and validate information, which is available to decision makers to promote the implementation of evidence-based citizen security policies.

IX

Promoting the adoption of international standards for data quality and communication among public institutions.

InfoSegura has contributed to the adoption of international standards in the processes of information production and documentation within the framework of the project. This has contributed to the standardization of these processes and the production of high quality reports.

X

Building technical capacity in civil servants responsible for data ecosystem management and visualization.

InfoSegura built up civil servant capacity for database management and visualization and dissemination, using reader-friendly visualization tools and infographics to present summarized data on citizen security to the public. In this sense, building technical staff capacities for data analysis and management needs to take place on an ongoing basis, according to the specific needs and requirements of the institutions and decision-making teams, in order to ensure interventions are more specific, targeted and coherent.

XI

Contributing to a culture shift towards public access to information to encourage citizens to access citizen security data directly.

The final outcome of the data ecosystems is on governmental citizen security institutions web pages, which enable citizens, civil servants and academia to query the information directly, without the need to resort to submitting requests on transparency portals.

XII

Technically strengthen the institutions' information management processes to minimize the impact of technical staff turnover.

Staff turnover due to changes in administration has been an area of opportunity during project implementation. The timely preparation of organizational and procedural manuals provide a documentary memory for reference by new government employees responsible for producing, maintaining and communicating data ecosystems.

XIII

Technical support for building institutional architecture for the production of information on citizen security to support a multidimensional and coordinated response.

Disaggregated information from various sources, and broad time series data, has underpinned the multidimensional analysis of security issues and associated factors. This analysis has been the basis for defining priorities and designing strategies targeted by geographic areas and population groups, when formulating citizen security policies. These policies have had a greater impact on reducing homicides and the incidence of crime.

XIV

Collaborating towards the adoption of an innovative and technological approach that has enhanced visibility of implementation and monitoring of public policies on citizen security with a multidimensional approach.

Technological innovations have equipped public institutions with the necessary tools to provide the population with more effective and timely responses to citizen security issues. Digital tools have also accelerated the transformation processes, as they enhance efficiency in violence and crime prevention and control, and criminal investigation, as well as provide input for the implementation of public policies for citizen security.

XV

Encouraging the acceleration of digitalization processes to facilitate and promote remote work, in response to the health emergency caused by the COVID-19 pandemic.

Optimized the implementation of remote technology for continuity in data ecosystem management and citizen security information analysis, and adapted communication and dissemination to expand the scope of the project and partners.

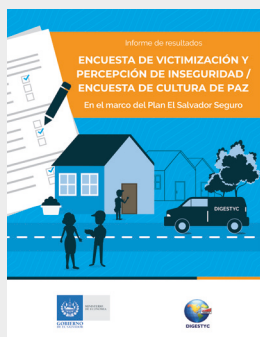
InfoSegura contributed to shed light on the process of production, management and use of citizen security information in Central America and the Dominican Republic. The time has come to deepen the achievements, ensure the sustainability of actions, and promote new and profitable actions and innovations in citizen security, access to justice and social cohesion, in order to build just, peaceful and inclusive societies centred on people.

ANNEXES

Annex 1

Some tools and products developed by participating countries with support of InfoSegura

Surveys



In 2018 more than half of the people interviewed (55.4%) expressed that minor offences and crime constituted the most serious problem in El Salvador.



[Survey on Victimization and Perception of Insecurity, El Salvador](#)



In 2017, 67.4% of women in El Salvador reported having been victims of violence throughout their life cycle.



[National Survey of Violence against Women, with a focus on sexual violence, El Salvador](#)



Sixteen per cent of the Guatemalan adult population was a victim of at least one crime between November 2016 and October 2017.



[National Survey on Perception of Public Safety and Victimization \(ENPEVI\), Guatemala](#)



In 2015, in Costa Rica, 92.4% of the victims of intentional homicides were male and 7.5% were female.



[Crime victimization module of the 2018 National Household Survey \(ENAHO 2018\), Costa Rica](#)

Research



In 2019, Central America and the Dominican Republic recorded a rate of violent deaths of women that, on average, amounted to 5.8 per 100 thousand women.



[The Hidden Face of Insecurity: Violence against Women in Central America and the Dominican Republic](#)



Between 2013 and 2020, 52% of homicide victims in the Northern Central American countries were under the age of 30.



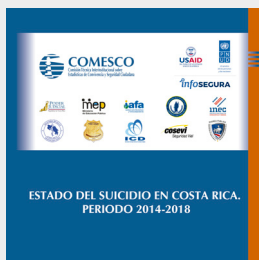
[An Overview of Youth that have been Exposed to Violence in Northern Central America from the Perspective of Vulnerability and Human Resilience.](#)



Some 39.5% of respondents were victims of at least one type of indirect victimization.



[Risk and Protective Factors in Youth Victimization in the North of Central America](#)

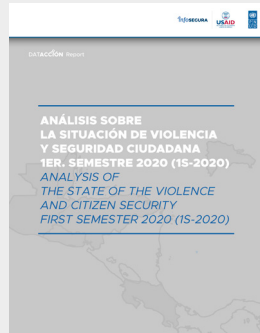


In 2018, in Costa Rica, the incidence of reported cases of suicide attempts amounted to 41.6 per 100 thousand inhabitants.



[Status of Suicide in Costa Rica in the 2014-2018 period](#)

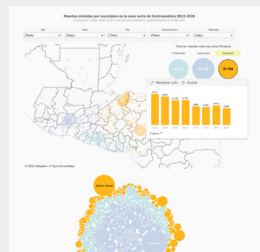
Systematic and regular analysis of violence and insecurity



During the first six months of 2020, a total of 4,088 homicides were recorded in Central America and the Dominican Republic, accounting for 2,043 fewer victims than the same period in 2019.



[Analysis of the State of the Violence and Citizen Security in the first half of 2020 \(Q1-Q2 2020\).](#)



Between 2010 and 2020, 40,364 violent deaths were recorded in El Salvador, 50,796 in Guatemala and 37,784 in Honduras.



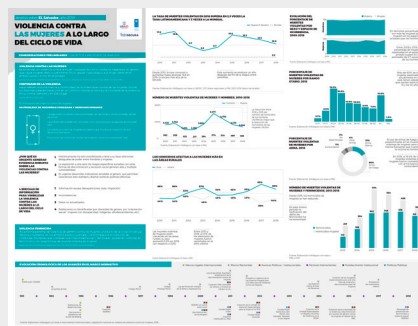
[Regional Citizen Security in Northern Central America.](#)



Georeferenced analysis of the available data suggests a relationship between the dynamics of homicides and the presence of organized crime, while extortion is related to the presence of gangs.



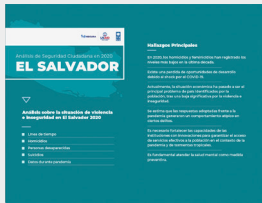
[Territorial dynamics of extortion, homicides and associated criminalities](#)



Between 2015 and 2018, the decrease in the number of male homicides (-2.9%) was greater than the decrease in female homicides (-35.2%).

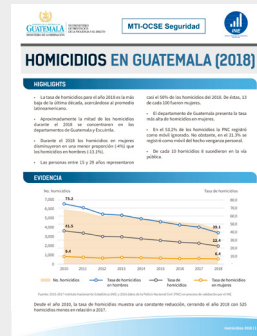


[Analysis of El Salvador, 2018. Violence against Women throughout the Life Cycle.](#)




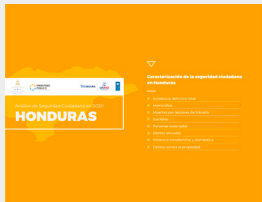
In 2020, 1,328 homicides were registered in El Salvador, the lowest figure in the last three decades.

 [Citizen security in El Salvador](#)



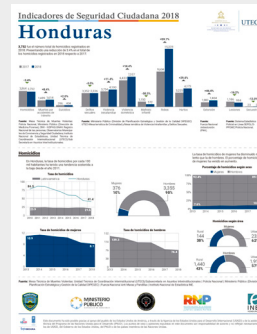
During 2018, female homicides in Guatemala decreased by a smaller proportion (-4%) than male homicides (-13.1%).

 [Homicide in Guatemala \(2018\)](#)



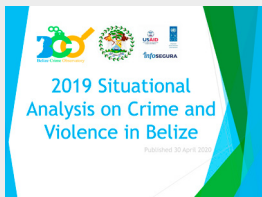
In 2020, Honduras recorded the lowest homicide rate in the last decade (37.6%).

 [Citizen security in Honduras](#)




In 2018, 3,732 homicides were recorded, this is 3.4% lower than the total number of homicides recorded in 2017.

 [2018 Citizen Security Indicators Honduras](#)




During 2019, the police recorded a 7.8% drop in major crimes, such as murder, rape, robbery, burglary, theft and unlawful sexual intercourse.

 [Situational Analysis of Crime and Violence in Belize \(2019\)](#)



Between January and December 2019, records show 10,984 crimes against life, property and integrity.

 [Comparative analysis of citizen security in the Dominican Republic](#)

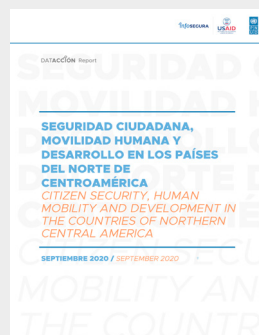
Reporting



Economic aspects (65%) and insecurity (15.6%) are the main factors that influence the decision to migrate.



[Data on migration, returnees and asylum seekers in Central America, September 2019](#)



In 2019, the total number of people, originally from El Salvador, Guatemala and Honduras, living outside their country reached 3.6 million people.



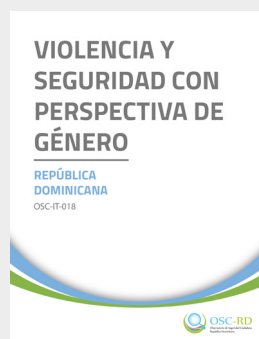
[Citizen security, human mobility and development in the countries of northern Central America](#)



In priority municipalities, 84% of the population use recovered public spaces.



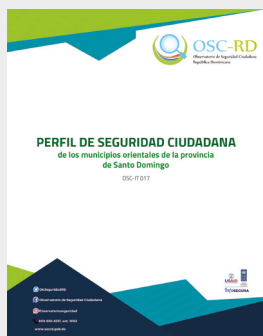
[Achievements Report 2014-2018. Plan El Salvador Seguro](#)



In 2019, almost 60% of female homicides that occurred in the Dominican Republic were committed at night, from 18:00 to 5:59.



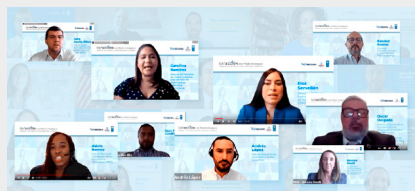
[Violence and Security from a Gender Perspective. The Dominican Republic](#)



During 2019, there was a noticeable prevalence of female homicides, and half of these crimes occurred in the victims' residence, while 34% took place in public.

Thematic Reports on Citizen Security, Government of the Dominican Republic

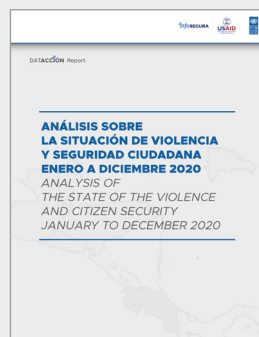
DATACTION



Between 2010 and 2020, there were 170,000 homicide victims in Central America and the Dominican Republic.



[Best practices and innovation in citizen security information management in the first DATACTION of 2021"](#)



In 2020, the combined homicide rate in Central America and the Dominican Republic was 18.8 per 100 thousand population.



[DATACTION: State of Violence and Citizen Security from January to December 2020](#)

Annex 2

List of survey respondents

Belize

Adele O. Ramos

Technical Coordinator, Belize Crime Observatory

Costa Rica

Oscar Delgado

Director of the Violence Observatory of the Inter-institutional Technical Commission for Statistics on Coexistence and Citizen Security (COMESCO)

Randall Brenes

Human Development and Democratic Governance Officer, United Nations Development Programme (UNDP)

El Salvador

César Baldemar Flores

Commissioner of the General Directorate of the National Civil Police (PNC)

Edgardo Amaya

Head of the Directorate for Information and Analysis (DIA) of the Ministry of Justice and Public Security (MJSP)

Ernesto Herrera

Adviser to the Ministry of Justice and Public Security (MJSP)

Nelson Guzmán Mendoza

Deputy Director General of Statistics and Census, Directorate General for Statistics and Census (DIGESTYC)

Vilma Mejía

Manager of Gender Statistics, Directorate General for Statistics and Census (DIGESTYC)

María Mercedes Castillo de Molina

Area Manager, Ministry of Education

Georgiana Braga

Resident Representative, United Nations Development Programme (UNDP)

Mario Iraheta

Deputy Representative, United Nations Population Fund (UNFPA)

Guatemala

Jorge Ganesh Caballeros

Ministry of Governance (MINGOB)

Karin Barrios

Coordinator of the Statistics Unit of the National Statistics Institute (INE)

Rebeca Arias

United Nations Resident Coordinator

Claudia de Saravia

Democratic Governance Programme Officer of the United Nations Development Programme (UNDP)

Honduras

Etna Ávila

Technical Adviser to the Security Secretariat

Migdonia Ayestas

Director of the National Violence Observatory of the National Autonomous University of Honduras (UNAH).

Richard Barathe

Resident Representative of the United Nations Development Programme (UNDP)

The Dominican Republic

Inka Matilla

Resident Representative of the United Nations Development Programme (UNDP)

Raissa Crespo

Gender Officer, United Nations Development Programme (UNDP)

Regional

Jairo Acuña Alfaro

Team Leader Governance and Peacebuilding Cluster UNDP Regional Hub for Latin America and the Caribbean

Luqman Pattel

United Nations Regional Programme Specialist

Alma Pérez

Regional Adviser for Peace and Security, United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)

Miguel Cereceda Zambrano

UNDP Regional Coordinator SIGOB

Salomé Flores

Coordinator of the United Nations Office on Drugs and Crime (UNODC)

Citizen Security Knowledge Network (CONOSE) and international experts

Ilka Treminio

Director, CONOSE

Carlos Ramos

Technical Secretary of CONOSE

Lucía Dammert

Specialist in Citizen Security and Public Policies

José Miguel Cruz

Director of the Kimberly Green Research Centre for Latin America and the Caribbean, Florida International University (FIU)

United States Agency for International Development (USAID)

Margarita Lobo

Office of Democracy and Governance, USAID El Salvador

José Guillermo López

Regional Project Management Specialist, USAID Guatemala

Spencer Millán

Justice and Citizen Security Adviser, USAID Guatemala

Annex 3

Basic interview questionnaire

- 1.** To what extent has InfoSegura contributed to improving the quality of information and data on citizen security?
- 2.** How has the project contributed to the promotion of innovation and technology in the area of information management for citizen security?
- 3.** In what way has the project promoted a qualitative leap in the multidimensional analysis of insecurity?
- 4.** What has been the added value of the new automated tools and integrated databases?
- 5.** Has the initiative promoted effective gender mainstreaming?
- 6.** How has transparency promoted open and public access to information?
- 7.** How has InfoSegura promoted the use of information for public policy?
- 8.** Has the project promoted the sustainability of processes and the institutionalization of tools and protocols?
- 9.** Has transparency been promoted through open and public access to information? How?
- 10.** Has the project facilitated a change in the way information management is perceived?
- 11.** Has InfoSegura supported forging partnerships for information exchange?
- 12.** How has the project facilitated local-national coordination?
- 13.** In what way has InfoSegura improved coordination between institutions and civil society?
- 14.** What lessons has the project shared?
- 15.** Thinking about a new phase of the project, what innovative solutions should the project pursue?