



Field study results: Implementation of
(inter-)national norms of frontline
responders

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Field study

- WP leader: CNRS, Task leader: UM
- We brought together 17 case studies of particular locations and 18 analyses of good practices in combating DV
- We conducted about 300 interviews in total (partner countries: Austria, Germany, Finland, France, Hungary, Portugal, Scotland, Slovenia)
- We have gathered a substantial research material that has allowed us to draw some general conclusions on the facilitating factors for an effective prevention and mitigation of DV

International norms and standards

- a set of minimum standards that governments and service providers should achieve
 - to exercise due diligence
 - to investigate and punish acts of violence
 - provide protection to victims and
 - prevent DV
- confidentiality, safety, security, respect for service users, accessibility, availability
- available free of charge, interventions should employ the principles of empowerment and self-determination
- service providers should be skilled, gender-sensitive, have ongoing training and conduct their work under clear guidelines, protocols, and ethics codes

Implementation of (inter-)national norms - FLR

Table 1: Map of respect of international standards on service provision – standards for all FLR (green = Yes, red = No; yellow = to some extent, white = N/A)

	AUT	DEU	FIN	FRA	HUN	PRT	SCT	SVN
There should be a help line covering DVs which is able to answer all incoming calls								
There should be one specialist violence against women counselling service in every regional city.								
Services should be linguistically and culturally accessible to migrant victims, to victims with disabilities, to victims living in rural areas.								
There should be a sufficient number of shelters available to victims of DV.								
Service user has a right to be treated with respect and dignity at all times. Face-to-face contact should be within a safe, clean, and comfortable environment.								
Confidentiality must be guaranteed. Any written or spoken communication or other information containing anything that can identify the service user should only be passed on to others with the service user's informed consent. ...								
All services should begin from the twin principles of a culture of belief with respect to victims and accountability of perpetrators.								
Safety and security should be the paramount considerations. This refers to the safety of the service user, any children and vulnerable persons related to their case, and staff.								
Services should be equitably distributed across geographic areas and population densities.								
Crisis services should be available and accessible round the clock, i.e. 24 hours a day, 365 days a year.								
Services should be holistic and user-led. The service provider should be competent to provide what the service user needs or is requesting and where this is not possible, refer the service user to relevant services.								
Services should be provided free of charge.								
Service providers should be mindful of the needs of children of service users.								
Staff should be appropriately qualified and trained ...								
Women's NGOs should be staffed by women, and other agencies should ensure availability of sufficient professional female staff, including interpreters, medical staff, and police officers.								
Action of the SP should be based on an integrated approach which takes into account the relationship between victims, perpetrators, children and their wider social environment.								
Service users should be informed of their rights i.e. what services they are entitled to receive, what their legal and human rights are.								
Service user's right to receive information and support should not be conditional upon making an official complaint or agreement to attend any kind of programme/group/service.								
All information, advice and counselling should be based on empowerment and victim rights models. ...								
Services provided by NGOs should be autonomous, non-profit-making, sustainable and capable of providing long-term support.								
National and local governments should have funding streams for violence against women services.								
Services should develop through attention to service user needs; actively seeking the views of service users and taking them into account should be a core part of regular monitoring procedures.								
Services should develop guidelines for multi-agency co-operation.								
Data should be collected and maintained in a systematic way on service user demographics and nature of offences, in ways that do not violate the service user's rights to confidentiality. ...								
Services should produce annual or bi-annual analysis of their users and their experiences.								
There should be clear protocols in place for data collection and information sharing between organisations.								
Hospital emergency departments should have protocols for handling sexual violence and staff training.								
Forensic examiners should be female, unless the service user specifies otherwise. Services should build skills of forensic examiners in evidence collection, documentation, including writing medico-legal reports.								

Legend:

No	To some extent	Yes	N/A
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Implementation of (inter-)national norms - Police

Table 2: Map of respect of international standards for the police (green = Yes, red = No; yellow = to some extent; white = N/A)

	AUT	DEU	FIN	FRA	HUN	PRT	SCT	SVN
Provision of free legal advice or legal aid for all stages of legal proceedings	Green	Green	Green	Green	Green	Green	Green	Green
Police personnel should be trained on all aspects of DV.	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow
DV offences should be treated at least as seriously as other violent offences.	Yellow	Green	Red	Green	Green	Green	Green	Red
Victims should be seen as soon as possible by a specially trained officer	Yellow	Red	Yellow	Yellow	Red	Green	Green	Red
There should be at least one specialized officer per police unit, for DV and for sexual violence	Yellow	Green	Green	Yellow	Green	Green	Red	Red
Specialist Police units should be created in densely populated areas	Yellow	Green	Green	Green	Red	Green	Green	Red
Police should actively encourage reporting of violence: through provision of information to the community on police commitment to effective response to DV...	Red	Yellow	Green	Green	Yellow	Green	Green	Green
Police should have powers to enter private property, arrest and remove a perpetrator. Protection orders should be available from the police to tackle all forms of DV. ...	Green	Green	Yellow	Green	Green	Green	Green	Green
Police should ensure that victims receive adequate and timely information on available support services and legal measures in a language they understand	Green	Green	Red	Green	Green	Green	Green	Green
Police agencies should co-ordinate with, and refer to, specialist support services for DV's victims	Green	Green	Green	Green	Green	Green	Green	Green
Police should permit and enable advocates or other support persons to attend during police interviews and court proceedings – subject to the request or consent of the victim	Green	Green	Red	Green	White	Green	Green	Green
Police record systems should enable identification of cases of DV, and permit monitoring of interventions, repeat victimization and case outcomes	Red	Green	Yellow	Red	Red	Green	Green	Green
Police should have protocols on information sharing on DV with other agencies	Green	Green	Green	Green	Green	Green	Green	Green
Police should make efforts to limit the number of people a victim must deal with, and to minimize the number of times a victim has to relay her story, and thereby reduce secondary victimization	Red	Green	Green	Green	Green	Green	Green	Yellow
Police should ensure that all reported incidents of violence against women are documented, whether or not they are a crime, and that all information obtained and reports made are kept confidential	Red	Green	Yellow	Green	Green	Green	Green	Green
Police should ensure that immediate action is instituted when a victim reports an incident of violence against her/him	Green	Green	Green	Green	Green	Green	Green	Green
Police should proceed to a risk assessment supported by timely gathering of intelligence. ...	Red	Yellow	Yellow	Red	Red	Green	Green	Green
Police should develop and implement strategies to eliminate or reduce victim risks	Red	Yellow	Red	Red	Red	Green	Green	Yellow
Police should ensure that police personnel meeting a victim is non-judgmental, empathetic and supportive, proceeds in a manner that considers and prevents secondary victimization, ...	Red	Green	Yellow	Yellow	Green	Green	Green	Yellow

Legend:

No	Red	To some extent	Yellow	Yes	Green	N/A	White
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The comparison of the case studies - main findings (1)

- Specialization as a condition for better handling of victims - FLR who are specialists of DV serve the needs of victims in a better way than FLR who are generalist
- Generalists:
 - less knowledgeable about DV, less inclined to take non-physical violence seriously, more inclined to rely on personal discretion, and less likely to make informed and helpful referrals
- Specialists:
 - better trained, knowledgeable about the different types of DV, more likely to follow protocols and procedures design to safeguard the victim's interests, and more likely to be part of a network of professionals from other sectors.

The comparison of the case studies - main findings (2)

- Specialists:
 - do not face the problem of managing conflicting priorities – a problem typical of generalists. They have more reasons (and perhaps more time) to attend additional trainings, academic workshops, and to visit NGO's.
 - they play the role of internal and external experts for DV prevention and investigation.
 - they work to increase awareness of their non-specialized colleagues.
- In some countries virtually all police officers on the frontline response to DV are generalists. In other, it varies according to locations, with some places served with specialized units and other with only generalists.



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