Human factors shaping institutional responses to domestic violence

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The IMPRODOVA project

2018  Contextualizing the frontline response

2019  Exploring the frontline response

2020  Development of IMPRODOVA toolkits

2021  Assessing the IMPRODOVA toolkits

3 years duration
16 partners
8 countries

Funding from the EU (HORIZON 2020)
Organizations’ individual responses to DV

- **Police**: Law enforcement. Insensitive to victims' concerns.
- **Medical profession**: Major go-to address in DV cases. Rarely detect DV without obligatory routine inquiry.
- **Social work**: Experts in victim support. Strongly dependant on cooperation.

Experts in victim support are strongly dependent on cooperation.
Istanbul Convention considers multi-agency approach as best practice

**Chain of intervention** (Hagemann-White, 2017)
= ring with many doors

- chain is not interrupted
- has connection possibilities at every point mediated by the facilities
- principles of maintaining confidentiality and strengthening the self-determination of those affected remain intact
Research Question + Methods

What human factors influence coordinated frontline responses to domestic violence?

- Location case study in a larger German city
- Interviews
- Analyses of documents
Human factors supporting interagency responses to DA

Vision & Leadership
- Advocates and multipliers who push the topic of better ways fighting DA
- Police decree regarding the cooperation

Organizational Learning
- Introduce all parties to each others’ processes for a better understanding (options, boundaries)
- Training offers to external parties (e.g., judges)
- Outreach

Communication
- Mutual trust
- Appreciative tone
- Network structure: everyone refers to each other
- Short ways
- Motivation
Human factors inhibiting interagency responses to DA

- Institutions act in meaningful ways from their own perspectives
- Former conflicts
- Organizational egoism
- Too many guidelines and cooperation contracts
- (Still) high costs
- Lack of feedback
- Network’s dependance on one partner
- In some cases lack of cooperation and transparency from specific partners
- Demotivation & frustration
Consider human factors in DA-related multi-agency cooperation:

- Keep motivation high by a strong vision & leadership
- Keep a growth mindset & spread the word
- Maintain a respect- and trustful spirit
- Address frustrating issues regularly
- Enable feedback e.g., by organizing informal meetings for those who do the work
A strong DA-combating network can:

- Protect, support and assist victims of DA effectively
- Make sure that no DA victim is left behind
- Conduct more valid DA risk assessment
- Have a loud voice on a political level

“It strengthens the effectiveness when counselling centres, police, justice and youth welfare offices all say the same thing. And now everyone is saying the same thing: There is no excuse or understanding for violence; and the responsibility lies with the perpetrator. It doesn't matter whether the victim was annoying or whether alcohol was involved. The perpetrators must accept this responsibility. If everyone says so, then the willingness to participate in a social training program increases considerably and this contributes significantly to prevention.”

Sept. 4, 2019  Catharina Vogt
Thank you!

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