



IMPRODOVA

Improving Frontline Responses
to High Impact Domestic Violence

Human factors shaping institutional responses to domestic violence

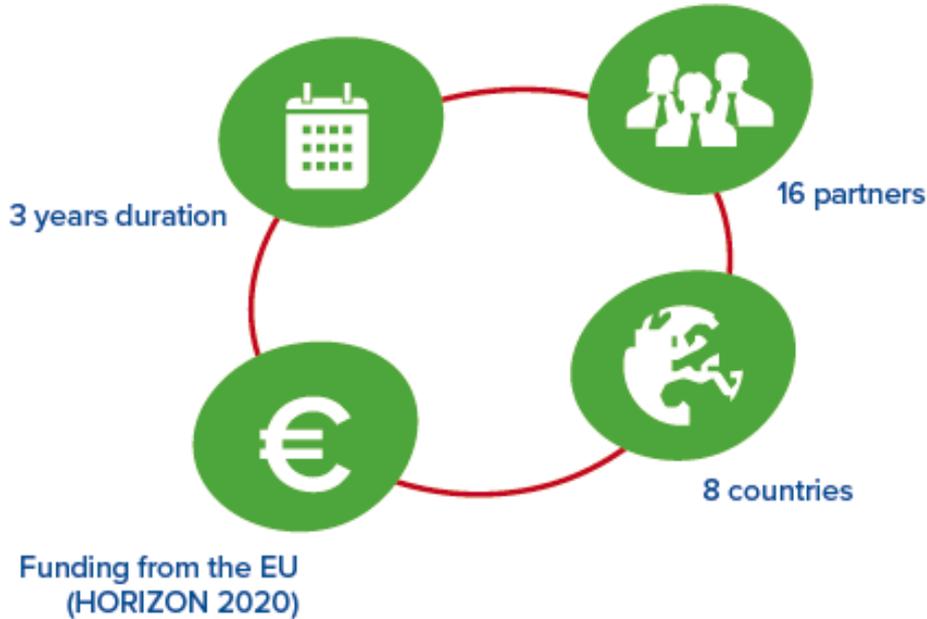
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The IMPRODOVA project



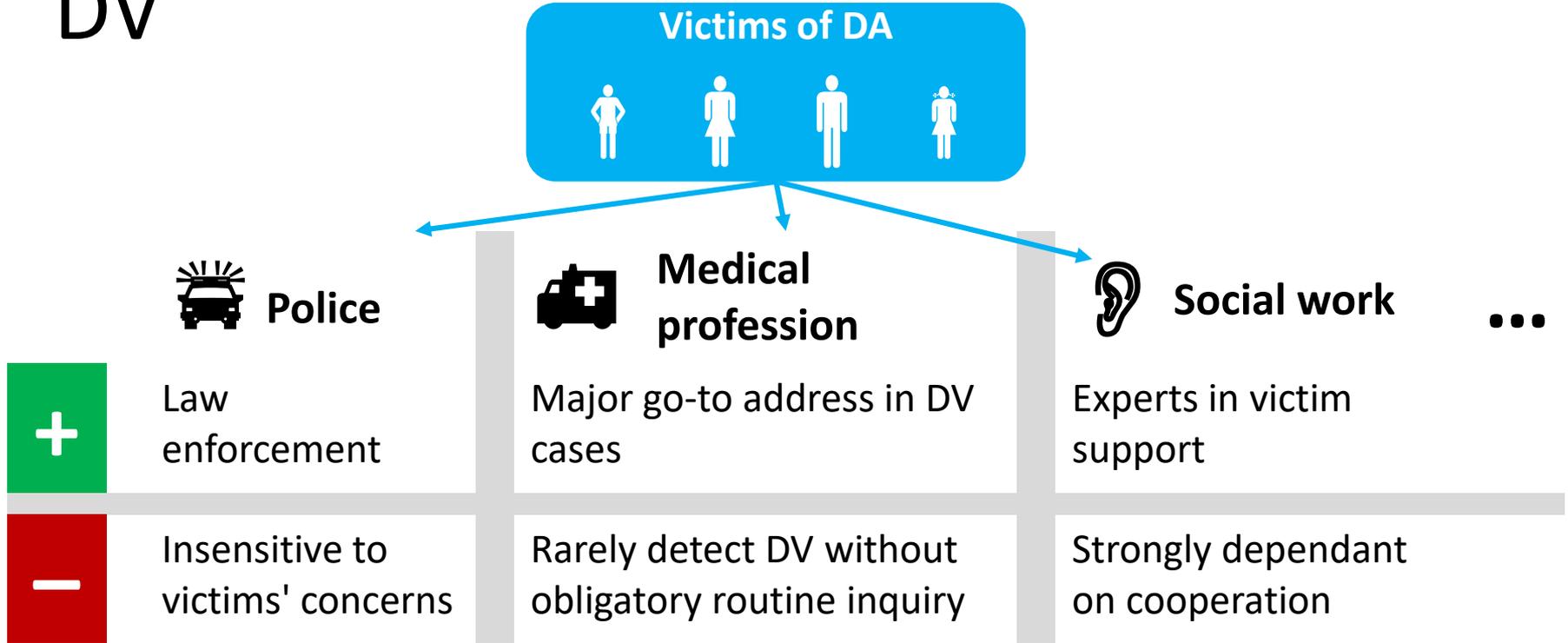
2018 Contextualizing the frontline response

2019 Exploring the frontline response

2020 Development of IMPRODOVA toolkits

2021 Assessing the IMPRODOVA toolkits

Organizations' individual responses to DV



Istanbul Convention considers multi-agency approach as best practise

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

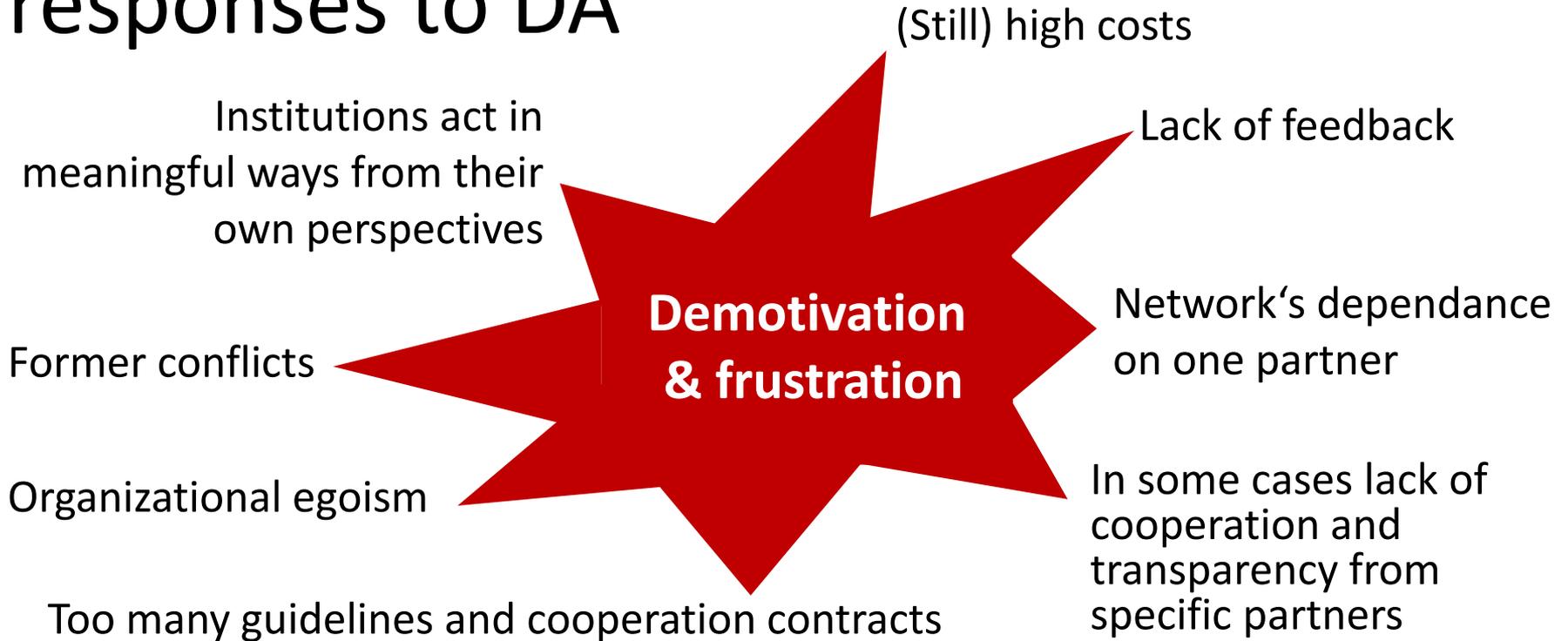
- **Introduce all parties** to each others' processes for a better understanding (options, boundaries)
- **Training** offers to external parties (e.g., judges)
- Outreach



Communication

- Mutual **trust**
- **Appreciative** tone
- **Network** structure: everyone refers to each other
- Short ways
- **Motivation**

Human factors inhibiting interagency responses to DA



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.”

Thank you!



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