

European Crime Prevention Award (ECPA)

Annex I – new version 2013

Please complete the template in English in compliance with the ECPA criteria contained in the RoP (Par.2 §3).

General information

1. Please specify your country.

SLOVENIA

2. Is this your country's ECPA entry or an additional project? (**Only one ECPA entry per country plus a maximum of two additional projects may be submitted**)

This entry includes two additional smaller projects.

3. What is the title of the project?

PROJECT TITLE:

TRAIN THE TRAINERS – training of police officers, criminal police officers and senior police employees for higher-quality handling of domestic violence and raising awareness of general public on police procedures in domestic violence cases.

- FIRST additional sub-project:

Training of police officers from operation and communication centres

- SECOND additional subproject:

Information on police procedures in cases of domestic violence

4. Who is leading the project? Contact details.

Responsible experts for the project are:

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5. What was the start date of the project? Is the project still running?

The project started in August 2011. It is still running and is being upgraded.

6. Please give a short general description of the project. (**Abstract max. 150 words**)

Trainers for proper handling of domestic violence (DV) cases are highly qualified police employees with many years of operational experience, detailed and in-depth knowledge of police procedures and the dynamics of DV. They have a broad knowledge on the functioning of governmental institutions and non-governmental organisations, an ability to pass knowledge and motivation on to others, and most of all, a desire to, in addition to their regular job, train less experienced officers with the goal to improve the quality of handling such cases.

Sub-project 1: Operation and Communication Centres officers training to ensure:

- professional and appropriate reception of emergency calls by DV victims,
- appropriate response,
- a pro-active reaction to the call received.

Sub-project 2: Publishing of information on police procedures in handling DV on the Police website.

This activity is primarily aimed at victims, but also at general public. The goal is to acquaint both groups with police work in DV cases.

I. **The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.**

7. How does the project contribute to the prevention and/or the reduction of crime or the fear of crime? (**Max. 150 words**)

In Slovenia a DV victim usually needs at least five years to seek help. Mostly victims are not familiar with police procedures, yet they expect a highly professional and high-quality handling.

The TRAIN THE TRAINERS (ToT) project is unique in that it is performed by police officers

for their peers. Trainers are from the same unit, always present to help their colleagues in dealing with more complex DV cases. Good work increases public trust in functioning of institutions and makes victims call for help sooner.

Sub-project 1: OCC Officers are first to receive emergency calls from DV victims. It is important to recognise a call for help, understand it, respond by communicating appropriately and react professionally. If necessary OCC coordinates police measures taken at the scene and summarises them in a report for further assistance to police investigators.

Sub-project 2: Information is a detailed, systematic and easy-to-understand explanation to victims, offenders and general public on DV police procedures. It aims at bringing police work closer to the public as well as giving the message that there is zero tolerance to violence.

8. How is the project related to the ECPA-theme selected by the organising Member State? **(Max. 150 words)**

The project is related to the ECPA topic - prevention of DV through victims awareness raising and police training.

Only through awareness raising, media exposure of the importance of handling DV and training, victims can be persuaded to leave an abusive relationship, to protect themselves and their children faster, thus teaching their children that only NON-violent behaviour is acceptable behaviour.

Trained police officers do not judge whether they need to intervene – they simply act to protect the victim and take action against abusers. Their work is carried out professionally and sends a clear message to the victim and general public – DV is a societal problem.

9. How is the project contributing to raising citizens' awareness of crime prevention? **(Max. 150 words)**

The ToT project has been well received among police officers and assessed as appropriate and very useful training method, which should be carried out permanently. Many of the police officers would like to be trainers.

In 2013 one of leading NGO's in the area of DV - Association for Non-violent Communication (DNK) – took part in the ToT project and organised specialist seminars on dealing with offenders – abusers.

The ToT project has been also presented at the Università degli Studi del Molise as part of international conference "Against Crime: Care for Elders Support and Security".

DNK and the Association SOS (Help-line for women and children victims of violence) posted links to the information on DV on the Police website on their websites.

This information on handling DV has become the main source for Slovenian media and it is

perceived as the most important message to DV victims.

OCC officers have rated the training as best in recent years.

II. The project shall have been evaluated and have achieved most or all of its objectives.

10. What was the reason for setting up the project? What problem(s) did it aim to tackle? How, when and by whom were these problems defined? **(Max. 150 words)**

Unfortunately, the stereotype in regard of perpetrators and their violent acts is still recognized as unpredictable and unreasonable behaviour of alcoholics, mentally unstable and desperate individuals. This interpretation is easier to handle than the option of violence being present in seemingly nice families and being even intentional.

DV is never an isolated incident, but a pattern of reoccurring abuse. This is why police officers should not judge whether to intervene in a particular case, instead they are obliged to act.

The ToT project and its sub-projects have been initiated with the aim to improve handling of DV cases and are based on:

- the first national survey on violence in domestic environment and partnerships (2010),
- victims who suffered from DV and decided to break the silence,
- concrete examples of the DV dynamics presented by NGOs,
- initiatives of police officers.

III. The project shall be based on cooperation between partners, where possible.

11. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. **(Max. 150 words)**

The project's programme is designed to improve detection of DV cases and their handling. There are two objectives of the programme and its sub-programmes:

- zero-tolerance to violence,
- facilitation of gender equality.

The programme has four core parts:

1. Safe point - Police as a safe-point institution where victims find assistance, get a chance to describe their situation and report violent behaviour.
2. Respect - All parties involved are treated with respect and given correct information and professional handling.
3. Proper assistance - In cooperation with governmental institutions (such as social work centres, education and health institutions) assistance to victims of violence is provided. Special attention is given to children in order to enable them to cope better with abuse consequences. Abusers are assisted towards accepting their responsibility and

recognising their violent behaviour as learnt pattern.

4. Research feedback - Encouraging national research on DV (i.e. Faculty of Social Sciences, Faculty of Criminal Justice and Security).

12. How was the project implemented? How were these objectives translated into actions? What was the action plan of the project? (**Max. 300 words**)

Before basic-level training, candidates for trainers had to read the book "*Violence against Women – police responsibility*" issued based on cooperation of the Dutch police and a Slovenian NGO. The book was a subject to preparation and study material.

After completing the course, trainers were given a list of additional reference works for detailed study.

After the completed training, trainers teamed up to define methods, content and ways of implementing police officer training courses.

Following groups of police officers/course participants have been defined:

- primary groups of officers (DV is their core police duty),
- secondary groups of officers (who occasionally deal with domestic cases).

The Director General of the Police issued Guidelines for trained officers from the ToT project on how to further implement knowledge acquired.

The project was implemented at regional level in all regions, and focused particularly on:

- training the immediate responding officers who are the first persons in contact with a DV victim (e.g. an officer on duty at a police station);
- target-oriented training with extended content for OCC officers responding to victim calls who report a DV – (this is the sub-project);
- a training course tailored to needs of managerial staff (across all levels).

The ToT project also included:

- a film featuring a DV case (true story),
- the process of reporting a violent domestic incident and the importance of proper communication,
- the trusted person/assistant role in the process of reporting a DV case,
- ways of identifying and understanding DV dynamics,
- specific features of a conversation with the victim, especially a child or an underage individual,
- identification of specific situations (e. g. children with special needs, Roma, etc.),
- core legislation arrangements and police powers,
- police measures and special features of police intervention,
- domestic crime scene procedure,
- cooperation with other authorities and NGOs with an emphasis on inter-agency cooperation,
- final evaluation of the project.

The trainers held an evaluation session and submitted findings and a report to the General Police Directorate.

The information on police proceedings in DV cases is given from perspective of a victim who is contacting the police for the first time. The prepared text was submitted to NGOs for review and comments, and was returned with approval and compliments about the quality of the information comprised.

13. Was the context analysed **before** the project was implemented? How, and by whom? Which data were used? (**Max. 150 words**)

In terms of context analysis, a range of aspects have been taken into consideration. These aspects contributed to introduction of thorough changes in victim protection, violence deterrence and proper police action fields: pro-active operational policing in dealing with DV cases, following DV issues, consideration of statistical indicators, implementation of international documents.

The year 2008 can be considered a turning point in history of penal/civil legislation in Slovenia due to adoption of a new Domestic Violence Prevention Act (DVPA) and a new Penal Code according to which DV became a criminal offence prosecuted *ex-officio*. The DVPA provided the legal base for the adoption of a Resolution on a national program for the prevention of violence and Action plans for prevention of DV. Based on DVPA all sectors (i.e. social care, health, education and the police) have to adopt their internal rules. By way of example, the *Rules governing the cooperation of the police with other institutions* detail the ways of processing cases together with other institutions in order to detect and prevent DV, and define the channels of communication, scope of engagement of agencies, concerted operation, and training in DV issues for police officers.

In 2010, a nation-wide study was carried out. The results of the study are quite clear: women, including underage girls, are victims of DV. Murder (in which the victimised woman is killed by her (ex) partner) is the harshest and most brutal consequence of long-time and systematic violent conduct.

14. Has the project been evaluated? Internally and/or externally? Process and/or impact evaluation? How, when and by whom? Which data and techniques were used? (**Max. 300 words**)

All stages of the ToT project have been evaluated.

Candidates (trainers) we have been re-evaluated by the course provider after each completed phase with a special questionnaire.

Participating police officers have been evaluated after completion of the course also with a

special questionnaire.

Questionnaires included categories such as project presentation, purpose, instructions, an invitation to participate and the assurance of confidential processing of information.

The trainer questionnaire was composed of five sections:

- demographic data,
- questions concerning the organisation,
- skills acquired,
- expectations about lecturers,
- ideas, comments, suggestions.

The police officer questionnaire was composed of three sections:

- demographic data,
- central part,
- ideas, comments, suggestions.

The central part was a 5-level Lickert scale questionnaire which asked six questions (scaled from 1 – unsatisfactory to 5 – excellent). The »n« stands for the total number of respondents.

At the end of training for police OCC operators (94 attendants), the participants were invited to share their views with the organisers.

15. What were the results? Was the project implemented as originally intended? To what extent were the intended objectives of the project achieved? Please refer back to the objectives mentioned in question 11. What works/has worked for whom in what circumstances? Were there any unexpected side-effects? (**Max. 300 words**)

The summary of the results of the questionnaires completed by trainers is following:

a) after stage one of the training (n=35)

- organisation: 4.48
- participants' expectations: 4.14
- practical value of new skills, information: 3.74
- general rating of lecturers' performance: 4.48
- overall assessment of training: 4.46

b) after stage two of the training (n=39):

- organisation: 4.71 (+0.23)
- participants' expectations: 4.46 (+0.32)
- practical value of new skills, information: 3.92 (+0.18)
- general rating of lecturers' performance: 4.79 (+0.31)
- overall assessment of training: 4.71 (+0.25)

A total of 3,266 officers participated in the ToT project; the total number of courses delivered stands at 134.

a) Police Directorate Murska Sobota (total participants: 479)

- new skills, information: 4.04 (n=352)

- practical value of new skills, information: 3.38 (351)
- overall assessment of training: 4.24 (n=364)
- b) Police Directorate Celje (total participants: 564)
 - new skills, information: 3.49 (n=180)
 - practical value of new skills, information: 3.57 (n=176)
 - overall assessment of training: 4.25 (n=178)
- c) Police Directorate Nova Gorica (total participants: 207)
 - new skills, information: 3.90 (n=178)
 - practical value of new skills, information: 3.49 (n=179)
 - overall assessment of training: 4.10 (n=176)

Total final rating of training (3 PDs): 4.21

An analysis of questionnaires filled out by randomly selected police directorates (3 PDs out of 8, which cover about 35% of the Slovenian territory and account for 1,107 or 34.2% of all training participants) has shown high ratings for training received (between very good and excellent).

Training was first provided to those police officers who deal with DV very frequently; next officers with other police tasks received training.

OCC officers reported the training was of high quality, they praised in particular that providers shared insights about circumstances and feelings of victims before they call emergency number 113, and that presentations were given on victims' expectations, police powers in this context and the significance of active listening while receiving DV complaints.

16. Are there any reports or documents available on the project and/or the evaluation of the project? Please, provide references to the most relevant ones. **(Max. 5 references)**

An article entitled "Police Trainers Handling Domestic Violence" was published in the Slovenian professional magazine "Varnost" (Security), no. 2/2012, year LX, pp. 46-49.

On 6.12.2012 a General Police Directorate's representative gave a presentation at a panel discussion entitled "Generations together combating violence against the elderly, especially elderly women"; the panel was hosted by Association help-line and the National Council of Slovenia.

An article entitled "Violence against Women: it can also happen to you – Don't ever keep silent." was published in the Slovenian magazine "Jana", year XLI, no. 29, 16.7.2013.

A traditional panel discussion was held from 4-5 April 2013 at Brdo pri Kranju by the General Police Directorate (GPD) and the National State Prosecutor Association, entitled "A child in a role of victim and perpetrator", featuring crime investigators, prosecutors, judges and child advocates. Panel proceedings were edited by a GPD's representative.

On 5.6.2013 a representative of the General Police Directorate took part at a round table ("The Elderly - crime victims") in the context of the 2013 Criminal Justice and Security Days

hosted by the Faculty of Criminal Justice and Security, Maribor.

IV. The project shall, as far as possible, be innovative, involving new methods or new approaches.

17. Why is the project innovative, original or creative in its methods and/or approaches?
(Max. 150 words)

In 2008 Slovenia adopted the Domestic Violence Prevention Act (ZPND). On 1.11.2008, for the first time in Slovenia, DV was recognised as a criminal offence subject to public prosecution (Art. 191 of the Penal Code, Official Gazette of RS, no. 55/08). A prerequisite for an effective implementation of the act is a good insight into DV as a complex issue. Police training in this context used to be provided mainly by NGOs. Therefore the ToT project is innovative in its form, since it is provided by police officers to their peers (often by a crime investigator and a uniformed officer), usually in pairs (a man and a woman). Trainers have different qualifications but all of them have gained wide experience in DV issues in the field.

Information on DV procedures is available on the internet at any time. It is structured in a step by step system which provides information in form of general answers to victims' anticipated questions concerning a DV complaint and the related police procedures.

V. The project shall be based on cooperation between partners, where possible.

18. How and to what degree were relevant stakeholders involved (directly or indirectly) in the project? (Max. 150 words)

The ToT project and both sub-projects have been developed and implemented at the General Police Directorate (GPD) in Ljubljana.

The ToT idea and project was developed into the by two police officers GPD (a female officer as head of Juvenile Crime Section and a male officer as senior criminal police inspector).

Although the two officers assumed their duties at national (strategic) police level in 2011, they had extensive experience in DV cases from field work. Through understanding the issues faced by police, victims, relevant institutions and NGOs, they made utmost efforts to improve the situation for handling DV. The ToT project and its sub-projects reflect their long term experience and regular direct contact with all parties involved in DV procedures.

19. Which other (local, national, international) partners were involved in the planning, development and/or implementation of the project? Who were they and what were their roles? **(Max. 150 words)**

Two GPD officers have been engaged in development and implementation of the ToT project from its beginning. Basic and follow-up ToT also included other stakeholders:

- senior crime investigators having extensive experience in handling DV (investigation approach),
- uniformed police officers (police intervention, tactics),
- OCC officers (quality response, advising field officers),
- representatives of Social Work Centres (cooperating, informing, other services),
- representatives of NGOs (cooperating, informing, other services),
- representatives of State Prosecutor's Offices (understanding law, case studies),
- Police Academy staff (manner of training conduction),
- lecturers of the Faculty of Criminal Justice and Security (present, new, key findings on DV cases (academic)),
- public relations officers (manner of giving a public statement).

Training on issues of DV and related procedures was mainly prepared by a GPD officer assisted by another GPD officer and two NGO representatives.

Training for OCC officers was provided by two senior OCC officers, a GPD officer and by two police academy staff specialised in conflict management and communication.

VI. The project shall be capable of replication in other Member States.

20. How and by whom is the project funded? **(Max. 150 words)**

In 2008 Slovenia started facing consequences of global economic recession, which is still ongoing. All experts involved in the listed projects carried out project-related work alongside their regular duties, their own initiative and without remuneration. They prepared training materials and presentations in their free time. One of the experts continued some tasks even during maternity leave.

External providers gave presentations and implemented workshops free of charge. This is an example of good and coordinated inter-organisational cooperation.

21. What were the costs of the project in terms of finances, material, infrastructure and human resources? **(Max. 150 words)**

The ToT was implemented in police training facility Gotenica with minimal accommodation and subsistence costs.

Training for OCC officers was provided at the Police Academy at Ljubljana-Tacen.

The projects were carried out using all available resources of the Police (literature, teaching materials, service vehicles, video cameras, etc.)

The ToT project was possible only due to strong personal commitment and efforts of individual experts.

22. Has a cost-benefit analysis been carried out? If so, how, and by whom? What were the findings? Please provide supporting information. **(Max. 150 words)**

Already during the first internal personnel enquiries in regard of potential candidates for trainers, it was noticed that the project had high potential as interest shown by prospective trainer candidates was exceptional. The number of ToT applications was twice as high as number of available positions, despite the fact that the enquiry was in form of a call for applications.

Two years into the implementation of the project, no staff turnover among the qualified trainers has been registered; police and criminal investigation officers still want to become trainers despite the fact participation represent additional work.

A separate analysis of the training of the OCC officers was not performed, although regular reviews of OCC officers' records have shown that their records are of a higher quality, more detailed and measures professionally defined. Informally, OCC officers have ranked the training as one of the best training courses in recent years.

Police information on dealing with DV cases has been published on websites of leading NGOs in Slovenia while extracts of this information have been quoted in different newspaper articles. An initiative has been introduced to publish the information on DV on the websites of all social work centres in Slovenia as well.

In media, representatives of the NGOs have been publicly stating that the police are one of the rare institutions in Slovenia that has taken the largest and fastest steps in the right direction when it comes to dealing with DV – i.e. towards zero tolerance to violence.

Information on these projects has also been presented for the evaluation process at the Human Rights Commissioner of the Republic of Slovenia.

23. Please describe the context of the project in as much detail as possible: basic theory or principles which form the basis of the project, geographical area, legal context, timescale. **(Max. 300 words)**

With legislative amendments and upgrading in 2008, Slovenia made a clear statement that violence is a social problem that will be addressed by the state with repressive measures as well.

Given the indications that a less fortunate financial situation of a family increases the possibility of violence by 30%, and recognising that children are most affected victims, as by living in a family dominated by violence they get accustomed to violence and may end up internalising it or even committing it in their adulthood against the family members most important to them, the conclusion is clear. Apart from the legislation, police officers need help "in the form of knowledge"- particularly when it comes to complex situations of DV.

In August 2011, the idea of a "Train-the-Trainers" project was presented to the management of the General Police Directorate. The project was approved.

In September 2011, regional enquiries took place for trainer candidates. In October 2011, first training of candidates was carried out. In February 2012, after a deliberate three-month break, further training was implemented. The qualified trainers were given extensive study materials.

In March 2012, signed by the Director General of the Police, Guidelines were issued for the implementation of training of police officers at the regional level.

In April 2012, training courses began all over Slovenia; training was uniform, with the same content and in consideration of local specifics (Roma population, multi ethnic or multi religious population). Training courses are in last stage of implementation.

In 2013, a working training meeting of the qualified trainers was held.

Training of OCC officers was prepared and carried out in August 2013 for officers from different Operations and Communications Centres all over Slovenia (94 OCC officers).

Information on dealing with DV was prepared and coordinated between September 2012 and May 2014, when it was published on the police website.

The project ToT is continuing/ongoing. An electronic classroom (e-learning) is being set up and is intended for additional training of officers with emphasis on knowledge of legislation, guidelines and instructions in dealing with DV issues. The electronic classroom is expected to be operational in January 2014.

There have been aspirations to establish a portal for trainers (for exchange of ideas, best practices, initiatives, new work concepts, literature).

24. Please, write a **one page** description of the project:

For a long time, DV was a problem that was kept within the "four walls". By perceiving the problem as a private one, reduced to the level of a minor offence and filled with stereotypes of the male and especially female gender, the society silently tolerated DV. According to the data, the victims report the criminal offence of DV to the police in almost half of the cases. The police as an institution is therefore the first to enter a family and to be faced with handling and later investigating DV.

When assigned their first case, police officers might be misled to believe that the investigation is going to be a simple one, as it will involve a family, parents and children, which is something they think they know very well. An expert, however, will know when assigned a case that the work is not going to be simple but very demanding and exhausting. Expectations are high on both sides, and especially high on the family's side. The police officer might either give up or persist and become an expert who is aware that dealing with DV requires constant intensive training both at work and at home.

Professional handling of DV is a field of work that requires an upstanding officer with a great deal of knowledge and a sense of working with people. Dealing with this area involves working with families, parents and children and their ties - biological and even more psychological attachment, perhaps even dependence.

The project "train-the-trainers", with its sub-projects, enables the police officers receiving emergency calls, officers arriving first at a crime scene and officers investigating DV to comprehend the extensiveness and complexity of DV.

The teaching content of the "train-the-trainers" project, which is delivered by experienced colleagues - police and criminal investigation officers, includes the dynamics of violence, the circle of violence, victims' survival strategies, and all factors of minimising the causes of violence by perpetrators. Officers are able to study in-depth the legislative regulations, implementing regulations, as well as the case law so far.

For qualified trainers, the project will continue in the form of regular working training meetings aimed at in-depth study of individual cases and acquiring additional expert knowledge and communication skills.

The trainers have expressed a wish to also have an electronic classroom in addition to traditional types of training, to be used for presenting studies on DV with emphasis on sociological, cultural, psychological, criminal investigation and criminological approach. We are pleased to accept the initiative, as we are convinced that quality can be maintained through regular permanent work.

With a view to improving the handling of DV, the General Police Directorate has already initiated amendments to the legislation. In the following years, a lot of attention will be placed on raising the awareness of dealing with DV as well as on both regular and extraordinary meetings with prosecutors and judges, since an individual, as a victim of DV, needs extreme attention in further criminal and civil (family) proceedings as well, notably with an epilogue in the form of a final sentence spreading the message that DV is unacceptable.