

10. TRAINING

Introduction

The Council of Europe Analytical Report states that violence against women and domestic violence are problems that require adequate responses by all agencies involved as well as multi-agency cooperation by a range of professionals. Hence, these must be equipped with a variety of specialist skills in order to adequately respond to violence against women and domestic violence (Council of Europe, 2014 p. 36). It is essential to educate professionals regarding the prevalence, effects, symptoms and dynamics of domestic violence and how to avoid secondary victimisation.

The Istanbul Convention contains important principles for State actors to be taken into consideration: Article 5 compels parties to “refrain from engaging in any act of violence against women and ensure that State authorities, officials, agents, institutions and other actors acting on behalf of the State act in conformity with this obligation”, and that States should “exercise due diligence to prevent, investigate, punish and provide reparation for acts of violence”. (Council of Europe, 2012, p. 7)

According to the former UN Special Rapporteur on Violence against Women, its causes and consequences, “the due diligence standard serves as a tool for rights holders to hold States accountable, by providing an assessment framework for ascertaining what constitutes effective fulfilment of a State’s obligations, and for analysing its actions or omissions.” (United Nations General Assembly, 2013, p. 1)

Article 15 of the Istanbul Convention draws attention to the importance of training professionals to ensure the prevention and detection of all acts of violence covered by the scope of the convention, achieve equality between men and women, uphold the rights of victims and prevent secondary victimisation (Council of Europe, 2012, p. 11). The provisions under Article 15 also encourage that training focuses on multi-agency cooperation complementing obligations laid out under Article 7 of the Istanbul Convention, which focuses on victims’ rights. Multi-agency trainings are essential activities that can help relevant service providers, police officers and actors from the justice system to acquire such skills and develop this practice.

In order to ensure the effectiveness and sustainability of training on violence against women, it is crucial for this to be integrated in formal education, vocational training and in-service training (Council of Europe 2012, p. 71). The integration of this issue into education and basic training of professionals is of crucial importance. Should this not be the case, knowledge and skills have to be acquired outside of formal education, which is costly and practically impossible to provide for all relevant professionals. The standard should therefore be to integrate training on the prevention of violence against women in all relevant fields of formal education. It is also “important that relevant training should be supported and reinforced by clear protocols and guidelines that set the standards staff are expected to follow in their respective fields” (Ibid, p. 71).

Article 14 of the Istanbul Convention stresses that teaching materials on a range of topics including equality between men and women and gender-based violence against women should be included in formal curricula at all levels of education (Council of Europe, 2012, p. 10). The EU Victims’ Directive emphasizes that it is essential to ensure general and specialist training for judges, prosecutors and lawyers involved in criminal procedures to raise awareness of victims’ needs (EU Victims’ Directive 2012/29/EU, Article 25, §2 & §3).

An integrated approach also requires the establishment of specialist studies such as graduate, post-graduate and PhD programmes on gender, victimology and criminology studies, in order to create the necessary bodies of academic knowledge and research needed to integrate the issue of gender-based violence in all studies. Besides theoretical knowledge, practical skills of methods need to be taught to different professionals.

Past experience and practice has proven that it is effective to integrate theoretical knowledge and practical skills of experts from women's NGOs and women's support services providing support to victims of violence into education, basic trainings and in-service training of various professionals.

WAVE has developed several training manuals for preventing violence against women along the years: *WAVE Training programme on combating violence against women* for different professionals, *Away from Violence for setting up and running women's shelters*, *Bridging Gaps*, for multi-agency work and improving quality standards in the work of specialist support services, *Protect* for the support of victims in high risk situations and building multi-agency partnerships. WAVE also organized a series of multi-disciplinary trainings in the last decade and has established the WAVE Training Institute for building capacities in preventing violence against women and domestic violence and supporting survivors. In 2015, trainings focused on capacity building for risk assessment and safety management to protect victims of violence and their children.

As previously stated, trainings are essential activities to guarantee an adequate and empowering response on behalf of all relevant actors to victims, based on their safety and human rights and acknowledging the gendered nature of the problem. Experts from women's networks, shelters, centres and helplines often play an important role on the national level in providing training to police officers, actors from the criminal justice system, social workers, child protection authorities, practitioners from general and health services and others. A study commissioned by the European Union Institute for Gender Equality (European Institute for Gender Equality, 2015, p. 19) throughout which training programmes addressing domestic violence were examined revealed that 83% of Member States provide training delivered by civil society organizations, a figure which confirms the important role of women's NGOs in the area of training.

Aims and Content of Data Collection

The research sought to identify the contributions of women's organisations and specialist women's support services such as women's networks, women's shelters, women's centres and women's helplines in the field of training. The answers provided allow for an estimate to be made with regard to the group of countries included in the analysis. The target groups for trainings and the amount of State funding allocated for such activities represented additional focus points for the data collection. WAVE respondents were also asked to provide structured information on good practice examples of trainings for professionals over the timeframe 2014 and 2015 to give an overview on the variety of activities carried out in this area.

Findings

Out of the 46 countries included in the survey, 35¹³ provided answers to this section. It has been reported that police officers, judges, lawyers, social workers, health professionals and psychologists are the most frequently encountered target groups for trainings provided by experts from specialist support services.

¹³ The countries are: Albania, Armenia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Former Yugoslav Republic of Macedonia, Moldova, Montenegro, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Switzerland, Turkey, Ukraine, and the UK.

Funding for Training Activities

Women's networks in Bulgaria receive State funding for trainings and women's shelters in Liechtenstein also get an annual share of State funding for organizing trainings. Most of the trainings carried out in Bulgaria are delivered by women's NGOs, especially after State funding for NGO projects was mandated by the Law on Protection from Domestic Violence in 2011. As such, most projects on family violence have as an integral component training sessions for professionals.

The following countries are – to a certain degree – allocating State funding for training carried out by women's support services: in Spain for training conducted by women's networks, shelters, centres and helplines, and in Slovakia, for training carried out by women's centres. State funding is also sometimes allocated in the UK for training provided by women's shelters. State funding for training provided by specialist women's support services seems to be rarely allocated in the following countries: in Germany, for women's networks, shelters, centres and helplines; in Estonia for women's networks and shelters; in Lithuania for women's shelters; in Montenegro for women's shelters, centres and helplines; in Russia for women's shelters and centres; and in the UK for women's networks. In 11 of the surveyed countries it was not possible to give an estimation of the allocation of State funding. 12 of the surveyed countries reported that State funding is never allocated to this sort of activities.¹⁴ Even though there is no State funding, 10 countries indicated that all of their women's networks, shelters, centres or helplines are doing trainings. In this case funding is often provided by international donors, charitable organizations, or the activities are carried out by volunteers.

Conclusions

As was mentioned in the section on shelters, receiving false or inadequate information from a responding officer or a first point of contact can be a barrier to women accessing specialist services such as shelters. In order to ensure that society as a whole is making advances in the way it addresses violence against women, it is essential to make sure that trainings addressing this phenomenon from a human rights and gender-specific approach are integrated into education and basic training as well as in-service training for key target groups, including: police officers and important actors from the justice system, such as judges, prosecutors, or lawyers, health care professionals, social workers, teachers and pre-school staff, immigration and asylum authorities, youth leaders and youth workers, which are key in identifying sexual violence against children and last but not least practitioners in general.

It has proven to be important to invite experts from women's organisations and specialist women's support services to take part in the development, implementation and evaluation of training programmes. Establishing effective cooperation in the area of training ensures that the support provided by agencies to victims of violence is based on the human rights and needs of survivors. This is also an indicator that States recognise the important role of women's NGOs as required by the Istanbul Convention in Article 9. Such recognition should be accompanied by support through funding being allocated for the work of women's NGOs in the area of training. Some of the aforementioned European countries are already leading the way in this regard, as demonstrated by this research.

¹⁴ The countries are: Albania, Armenia, Belarus, Bosnia & Herzegovina, Hungary, Italy, Kosovo, Latvia, Former Yugoslav Republic of Macedonia, Moldova, Ukraine and Turkey.

Good Practice Examples

Training – Good practice example from AUSTRIA

ORGANISATION CARRYING OUT THE TRAINING: Domestic Violence Intervention Centres and Women's Shelters

GOALS AND TARGET GROUPS: The main target groups of this training project are students from the police academy. The goal of the training is to enable them to respond to appeals made by victims of domestic violence and stalking in a professional way, paying attention to their safety and human rights. The main focus of the training is to protect victims by applying legal measures of protection, especially the Austrian emergency barring order, and to refer them to specialist support services.

TIMEFRAME: ongoing

DESCRIPTION OF ACTIVITY: The two day training is integrated into the basic training of the police. The content of the programme has been developed by the Ministry of the Interior together with experts from women's shelters and intervention centres for survivors of domestic violence and stalking. The trainings are carried out in "tandems" by a trainer from the police and a trainer from specialist support services. The training contains practical methods such as role-playing a police intervention based on a fictional case of domestic violence against women and children.

MAIN RESULTS: The main result of this project, which has been ongoing ever since the police emergency barring order came into force in Austria (1997), is that every new police officer is trained on this subject within his or her basic education. In addition to the two-day-seminar described above, which is oriented towards the practical implementation of standards for interventions, students receive detailed information about the legal base of their intervention (Police Security Law) and of course the criminal code and the criminal procedure law in the area of violence against women and domestic violence.

Training – Good practice example from BULGARIA

ORGANISATION CARRYING OUT THE TRAINING: The Black Sea Academy for Prevention of Violence - an initiative of the Alliance for Protection against Gender-Based Violence (GBV)

GOALS AND TARGET GROUPS: police officers, lawyers, representatives of the judiciary, social workers and NGO representatives.

TIMEFRAME: 2013-2016

DESCRIPTION OF ACTIVITY: Several sessions have been conducted with police officers, social workers and NGO representatives. Many other training sessions with representatives of the judiciary are under way in several towns in Bulgaria. These training sessions are funded by the Ministry of Justice. The Alliance on gender-based violence also has a similar separate project and so do several of its member organizations. All these initiatives are interlinked and the sessions are to be delivered by the end of 2016. A special training programme on gender-based violence is being developed and enriched through every project and training session.

MAIN RESULTS: Thanks to the aforementioned collective and sustained activities, Bulgaria has managed to train a variety of practitioners, lawyers and representatives of the judiciary, improving their knowledge and strengthening their capacities and institutional practices to better tackle the phenomena of violence and gender based violence.

Training – Good practice example from ENGLAND

ORGANISATION CARRYING OUT THE TRAINING: College of Policing (CoP) with Women's Aid Federation England (WA) and other expert trainers from the voluntary sector in England.

GOALS AND TARGET GROUPS: The goal was to develop and pilot a training programme for domestic abuse within Hertfordshire police force that would bring about substantial change to the practice, attitude and culture of front line police officers when responding to domestic abuse. Additionally, the aim was to offer a focused skills uplift on domestic abuse, as the training introduced the recommendations made

by Her Majesty's Inspectorate for the Constabulary (HMIC), following their 2014 national inspection of police responses to domestic abuse. Another goal was to introduce the new legislation around coercive control – how to identify and respond to it.

The target group consisted of 1,200 front line police officers from within one police force in England. This group was intended to be large enough so as to form a critical mass enabling significant change across the wider force.

TIMEFRAME: The project was delivered over 18 days spread over two months – April-June 2015. The 1,200 officers attended in groups of around 20 for a focused one-day course facilitated by two trainers – one with police service experience and one expert from the voluntary sector.

DESCRIPTION OF ACTIVITY:¹⁵ The training package, entitled DOMESTIC ABUSE MATTERS - 25 DAYS OF ACTION, was developed by the CoP and reviewed by WA. The package was then piloted by 20 trainers, who had to deliver the training to the Hertfordshire police force. The attendees were trainers from the police force and specialist trainers from the voluntary sector - WA being one of them. The training was delivered between April and June 2015 and evaluated by the College of Policing.

1,200 officers and staff received training on how they can better respond to the needs of victims (and their children) and on how to manage perpetrators. Supervisors and coaches were trained to support their first responder colleagues in their work and in the supervision of domestic abuse responses.

The first responders were trained in understanding coercive control, responses to trauma, perpetrator behaviour, evidence gathering and safety planning. The training involved interactive exercises, case studies, actual 'Body Worn Video' footage and incident footage, victim and perpetrator testimonies and experiential learning exercises. The supervisor's training was based on a variety of case studies and used actual 'Body Worn Video' footage.

The programme also included a two-day domestic abuse matters health check on the wider force to ensure that the leadership, procedures and policies supported an improved response to domestic abuse and coercion and control.

MAIN RESULTS: The delivery was accomplished in 18 days. A critical mass (1,200) staff were trained to create a substantial culture and attitude change as well as a skills uplift. This will enable Hertfordshire Constabulary to offer the best services to victims, offenders and their children.

Training – Good practice example from LATVIA

ORGANISATION CARRYING OUT THE TRAINING: the NGO "Skalbes" in cooperation with the international association "SOS Children's Villages Latvia" and Bauska County Municipality institution "Bauska County Social Service"

GOALS AND TARGET GROUPS: social workers and psychologists

TIMEFRAME: March - April 2014

DESCRIPTION OF ACTIVITY: The training was conducted through individual work carried out with women survivors of violence and support groups caring for these women.

MAIN RESULTS: The training developed theoretical knowledge about how to better understand violence and women in situations of violence, and also incorporated practical training for practitioners working with women survivors of violence and practitioners leading support groups. 35 people were given training on how to do individual work with women survivors of violence and within the framework of support groups caring for these women.

¹⁵ Link to trailer video: http://jweb.nca.lt.com/shared/CB/DA_Trailer_comp_01.mp4

Recommendations

- ▶ Integrate training into education and basic training for all relevant professionals including the curricula of graduate and post-graduate studies;
- ▶ Back up training with protocols and guidelines in core agencies (police, prosecutors, social and healthcare agencies, etc.) which set out clear quality standards for interventions and responses to survivors of violence;
- ▶ Educate and train professionals, especially police and justice system personnel on the principle of due diligence in preventing violence and protecting victims (Article 5 of the Istanbul Convention);
- ▶ Attach sanctions when duties and protocols are not carried out properly and ensure that there will be consequences to any lack of responsibility;
- ▶ Provide regular in-service training in all agencies involved and at all levels, including management;
- ▶ Keep training up to date with regular evaluation on effectiveness of interventions and implementation of existing protocols and standards;
- ▶ Keep training up to date with regular training sessions on changes in legislation, practice etc.;
- ▶ Provide inter-agency training of professionals to ensure comprehensive care, introduce inter-agency protocols to deal with gender violence and suspicion of gender-based violence (e.g. sexual violence against children);
- ▶ Support and promote the work of women's NGOs in training professionals including through allocating adequate funding and ensuring close cooperation in developing and implementing training on violence against women.