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# Making women safer

**A step forward in the implementation of policies against gender-based violence with law enforcement officials**



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The objective of this publication is to highlight the activities and results oriented progress related to the project “A Step Forward in the Implementation of Policies to Tackle Violence Against Women: Collaboration with the Law Enforcement Sectors in Colombia, Chile and El Salvador to Make Women Safer.” This initiative is based on the collaboration between SUR Corporation of Social Studies and Education, Coordinator of the Women and Habitat Network for Chile, four other member organizations of the Women and Habitat Network — the Social Housing Association (AVP) in Colombia; the Feminist Collective for Local Development in El Salvador; the Centre of Exchange and Services of the Southern Cone Argentina (CISCSA) in Argentina; the Guatemala Foundation in Guatemala — and the National Police of Colombia (PNC), the Investigations Police of Chile (PDI) and the National Civil Police of El Salvador (PNC).

The foundation of the project is women’s right to lives without violence. In order to ensure this right is fulfilled, the project has focused on collaboration between law enforcement officials and women’s organizations as the basis of joint action. From this perspective, it is imperative to provide training at the level of police institutions that raises awareness regarding gender equity and equality, thus fostering a new approach to gender-based violence and to those who have experienced it. These issues are inherent to the agenda regarding the safety of citizens, as well as being a motor for transforming police behaviour and practices.



## Collaboration with the national police of colombia (ponal)



Meeting of the Coordinating Committee of the project in Colombia. Participants were AVP / Women and Habitat Network, Colombia; the National Police (DISEC, DIJIN, DINAIE); the Senior Presidential Advisor for Gender Equality (ACPEM), SMUJER Bogotá, the District Attorney and UN Women.

## Collaboration with the investigation police of chile (pdi)



Joint presentation of the project by authorities from the PDI of Chile and UN Women, in the Investigation Police Academy. Santiago, June 2013.

Project teams and police authorities.

## Collaboration with the national civil police of el salvador (pnc)



Presentation of the project with authorities in the headquarters of the National Civil Police, in San Salvador, April 2014.

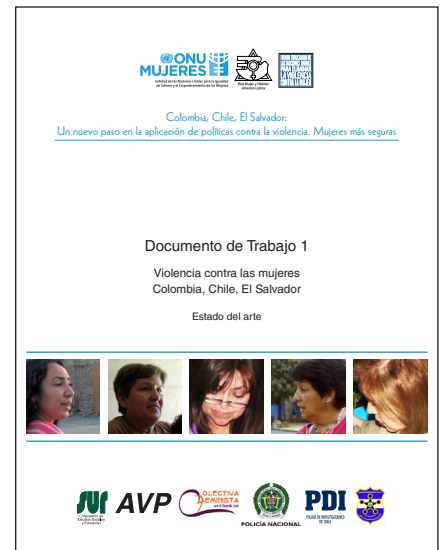


Institutional unit for specialized services for women affected by violence. UN Women – ODAC, Cuscatlán

## Violence against women. Colombia, Chile, El Salvador. Status of the project

This working paper brings together three reports which outline the violence experienced by women in the aforementioned countries. The goal is to identify issues and relevant information that facilitates analysis regarding advances and setbacks in this sphere. Key areas are the following:

- The long institutional path followed in our countries to gain recognition of the concept of women's and men's equal rights.
- The inclusion of violence against women as a public policy issue.
- The main forms of violence against women, based on national statistics.
- The ability of women to access the legal system regarding matters of gender-based violence.
- The progress that has been made in gender-based violence, as well as the challenges that are pending.
- In each of the three countries where the project is being carried out, information has been gathered regarding the legal-institutional context related to the prevention of violence against women, services offered to women who have experienced violence and the consequences for perpetrators of violence; the statistical information available in each of these areas; and the problems and challenges that persist.



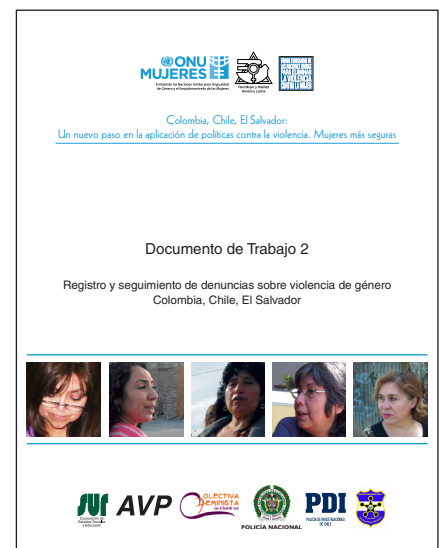
## Recording and follow up on complaints of gender-based violence. Colombia, Chile and El Salvador

This working paper offers analysis regarding the documentation, protocols and monitoring systems for gender-based violence in the three countries.

The paper on the situation in Colombia describes the legal and institutional context regarding the systems for identifying, recording and reporting cases of gender-based violence. Following this section, there is analysis on the cycle that occurs when charges are filed, identifying the functions and roles of the diverse institutions. Subsequently, there are statistics provided on the criminal process. Finally, the primary challenges are identified, includ-

ing the need for greater coordination between the responsible institutions and standardization in terms of the production of information. One of the key proposals highlighted is the need for publicly available statistics on violence that are disaggregated based on gender, to be incorporated within the National Police Crime Database (SIEDCO), information on cases filed with police based on the current protocol for people who have experienced violence.

The analysis of the situation in Chile focuses on the legal and institutional context related to public safety in the country. In subsequent sections, the report addresses the



## Knowledge production

organization, mission, vision and operation of the PDI in Chile, with a detailed examination of the processes of filing, recording and following up on a complaint in cases of gender-based violence. Finally, the report also includes proposals for improving the process of registering/documenting the complaint. These comprise inclusion of gender-based violence in the Strategic Plan for Institutional Development: Minerva II (2010-2015) and the need for qualitative data to be gathered for cases of gender-based violence in order to facilitate criminological analysis of this type of violence. With regards to procedures and protocols, the need for a single interview schedule to be used with women who have experienced gender-based violence was identified as a means to avoid revictimization.

The report on the situation in El Salvador explores similar issues. In the first section, the emphasis is on the legal and institutional context of the systems for registering a complaint. Following that discussion, the complaint process is outlined, with a description of the structure and operation of the subsystems of institutional information. The last section is dedicated to conclusions, key problems and proposals. In terms of improvements to the processes of gathering information and documenting complaints, there were two main proposals. Firstly, it was highlighted that there is a need to unify the subsystems used to process and analyze information within the different police units on a national level. Secondly, a case was made for the importance of standardizing specific categories to define crimes against women.

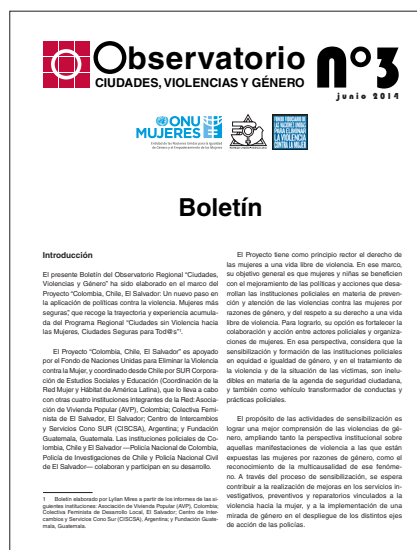
### Regional Observatory “Cities, Violence and Gender” Advances in the institutionalization of a gender perspective in police institutions

The process of institutionalizing a gender perspective in police institutions of the region is becoming increasingly important. Therefore, this working paper highlights the progress and challenges observed in the countries that are currently participating in the Regional Observatory “Cities, Violence and Gender”, which constitutes part of the project “A Step Forward in the Implementation of Policies to Tackle Violence Against Women: Collaboration with the Law Enforcement Sectors in Colombia, Chile and El Salvador to Make Women Safer”.

This process of institutionalizing a gender perspective within police institutions is long-term in nature. In part, this is because it draws on the objectives and activities of the organizations, the sum of rules, both informal and formal, that govern the organizations, as well as on their mechanisms of execution. In tandem, as defined by the Expert Group of the European Commission, gender mainstreaming can be defined as “the (re)organization, improvement, development and evaluation of policy processes, so that a gender equality perspective is incorporated in all policies, at all levels and at all stages by the actors normally involved in policy making”.

Both processes intersect and strengthen each other: the institutionalization of a gender perspective is required in order for gender mainstreaming to be in-

tegrated into all structures and the modus operandi of the entire institution; and a gender perspective is mainstreamed when it becomes a habitual practice in the institution, which, in turn, strengthens the institutionality engendered.



## Training programme 2013

The training programme has been implemented in close collaboration with police institutions from each of the countries participating in the project. The goal is to improve approaches to prevention, services for those impacted by violence and protection from violence against women based on an underlying principle of respect and fortifying women's rights. This objective is in accordance with the gains achieved in agreements, consensus and international legal rulings.

The content of the training programme has been oriented towards reinforcing theoretical and methodological knowledge related to gender-based violence and the improvement of procedures and practices used to address violence against women. Obviously,

the national context must be assessed for each country. The training programme has successfully stimulated the transfer of tools, and deepened the systematization and analysis of information. Furthermore, the programme has been key to designing and implementing procedures and protocols on gender-based violence.

In 2013, more than 1300 police officers from 5 countries were trained under the umbrella of the project. In an initial phase based on virtual learning/training, 395 students participated. Subsequently, more than 900 police received training in the in-class courses offered in Colombia, Chile and El Salvador.

## Online course

### **“Law Enforcement Officials and Women’s Right to Violence-Free Cities”, coordinated by CISCSA in collaboration with CEUR/CONICET, Argentina.**

The specific objectives of the online course were i) to contribute to the creation of a common discourse on gender and violence in accordance with the strategies and results of the project; ii) raise awareness among law enforcement officials on gender-based violence using a human rights and citizen safety focused perspective; iii) transfer conceptual approaches and relevant lessons learned that link the spheres of gender, violence and public space through the Latin American Women and Habitat Network.

Of the total number of police officers who successfully completed the online course, 56 were from Colombia, 241 were from Chile, 84 were from El Salvador,

8 were from Guatemala, and 6 were from Argentina. Based on participants' evaluations, we can conclude that the online course has contributed to strengthening and deepening the abilities of police in relation to violence against women by offering a common language and developing a gender perspective based on human rights.

The online course was seven weeks long and required a commitment of approximately five hours per week. The virtual campus of the course was open 24 hours/day for the duration of the course, with materials (texts and videos) on permanent offer to the participants.



### Colombia: In-person course “Gender, Ethics and Police Conduct”, offered in the cities of Riohacha, Medellín and Bogotá.

The training performed by AVP, Colombia fulfilled the objective of instructing law enforcement officials in relation to the “Protocol on victim services for women” and enabled the identification of strategies needed to disseminate and guide the implementation of the protocol by authorities from the National Police. Likewise, agreements were made regarding training for educators and increases to the police force in 2014; all part of the degree created by DINA.

The participants in the course — 171 in total (141 men and 30 women) — came from the Department of Guajira, Riohacha; the Department of Antioquia, Medellín; and the Department of Cundinamarca, Bogotá. These individuals are patrol officers, supervisors and assistant supervisors that form the different units of the National Police, including protection, surveillance, criminal investigations, child welfare, and crimes against life and liberty.



In-person course Bogotá



In-person course Riohacha



In-person course Medellín

### Chile: In-person course “Law Enforcement Officials and Women’s Right to Violence-Free Cities”, offered in the cities of Iquique, Concepción and Santiago.

Content development of the training programme and its implementation in Chile depended on teams from SUR and the National Office for Crimes Against the Family (JENAFAM) of the PDI. As an indication of their commitment to the project, JENAFAM provided significant resources, thereby ensuring that the training programme was national in scope. Researchers from the Diploma Program in Gender from the Experts in gender from Universidad del Bío Bío were members of the teaching team in the South of Chile (Concepción) and gender experts from the Economic Commission for Latin America and the Caribbean (ECLAC) and the Corporation “Humanas” were members of the teaching team for the course offered in the Central Region (Santiago).

The participants who successfully completed both the online course and the in-person course — 254 officers (143 men and 111 women) — will receive certification from the Center of Professional Training of the PDI.



In-person course Santiago



In-person course Concepción



In-person course Iquique



## In-person courses

### El Salvador: In-person courses. Seven courses were offered to different areas of the National Civil Police:

1. *Specialized course on women's rights and the procedures followed with women who have experienced violence and crime*, City of Cojutepeque. Cuscatlán: 30 police officers (17 women and 13 men).
2. *Seminar/Workshop "Tools for gender analysis to be applied in different areas of law enforcement work"*. City of Suchitoto: 30 male police officers.
3. *Training days on processes of self-protection with law enforcement personnel*. City of Suchitoto: 26 police officers (17 women and 9 men).
4. *Strengthening women's leadership in management positions within the PNC*. City of Suchitoto: 37 female police officers.
5. *Workshop with personnel responsible for the sub-systems of institutional information within the PNC*. City of San Salvador: 32 police officers (20 men and 12 women).
6. *Training processes with communications personnel within the PNC*. City of Suchitoto: 44 police officers (26 women and 18 men).
7. *Training courses on gender, violence against women and systems of documentation*. Cities of Santa Ana, San Salvador and Suchitoto: 260 police officers (207 men and 53 women).



Course in San Salvador



Specialized course on women's rights and the procedures followed with women who have experienced violence and crime, Cojutepeque.



Campaign against violence against women in Suchitoto. El Salvador.



Strengthening women's leadership in management positions within the PNC. Suchitoto.

## Project activities in 2014

The project considers the following activities to be carried out in 2014:

### Online Programme: Law Enforcement Officials and Practices Ensuring Women's Right to Violence-Free Cities

Coordinated by CISCSA in collaboration with CEUR/CONICET Argentina. This initiative constitutes a new phase of the training process carried out in 2013.

#### General objective

Contribute to a process whereby police officials (men and women) of Colombia, Chile and El Salvador, as well as other countries (Argentina and Guatemala), improve practices related to prevention, services for women who have experienced violence and redressing rights abuses in the context of violence against women in cities. In addition, the goal is to incorporate new methodological knowledge and best practices specific to the reality at hand.

#### Specific objectives

- 1. Strengthen the capabilities of law enforcement officials**, in the areas of both prevention, as well as services for those who have experienced violence against women in public and private spaces, such that their right to live free from violence is redressed.
- 2. Knowledge transfers based on exchanging experiences and best practices** implemented in different countries, which have contributed to prevention, services for women who have experienced violence and reparation of the rights of women affected by gender-based violence. In particular, the experiences of the Latin American Women and Habitat Network will be disseminated, in addition to best practices identified in the mapping activity carried out as part of the present project.
- 3. Provision of support in terms of methodologies and tools** for members of law enforcement institutions in Colombia, Chile and El Salvador. These methodologies and tools will incorporate a gender perspective and, as such, contribute to reducing violence and a lack of safety in public and private spaces. In particular, this will be an opportunity to exchange experiences and lessons learned that emerged from the Regional Programme "Cities without Violence against Women, Safe Cities for All".

### Sharing experiences and face-to-face exchanges between law enforcement officials

During the second half of 2014, events that facilitate exchanges between law enforcement officials from different countries will be organized with the aim of sharing lessons learned, experiences and best practices, and moving forward in the implementation of new initiatives.

### Experiences related to territorial actions

In collaboration with law enforcement officials, women's organizations and local governments, territorial actions will be carried out in the three countries participating in the project (Colombia, Chile and El Salvador). The purpose of these actions will be to reduce violence against women and perceptions of a lack of safety in certain areas of these cities.