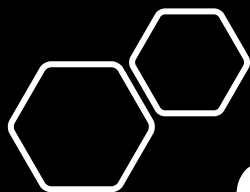


Handbook on gender-responsive police services for women and girls subject to violence





Context of the Handbook

- Insufficient police responses to GVAW and a lack of survivor-centred approaches
- Negative impact of COVID-19
- Limited international guidance for police in positions of leadership concerning GBVAW

In most countries,



less than 40%
of women who experienced
violence sought help
of any sort.



Of those,

less than 10%
sought help from the police.



Women make up less than
35% of police personnel
in all 86 countries
with data.

A photograph of police uniforms hanging on a rack. In the foreground, three dark blue jackets are visible, each with a different rank insignia: a star, a single star, and a double star. Above the jackets, three police caps are displayed on a wooden shelf. The caps feature various insignia, including a crest with a crown and a red shield, a crest with a crown and a red shield, and a crest with a crown and a red shield. The background is a plain wall.

Objectives and strategies

- Train and educate police middle managers in VAWG prevention and investigation (role models that can inspire change in subordinates)
- Standardize investigation competencies, to ensure they are rights-based and victim/survivor-centred
- Support engagement with relevant external stakeholders (CSOs, academia, affected groups)

Operationalizing the Essential Services Package (ESP)

- Module 3 outlines key essential justice and policing services and provides guidelines, based on international standards and good practice
- Core principles:
 - Advancing gender equality and women's empowerment
 - Rights-based approach that is culturally and age appropriate and sensitive
 - Victim/survivor-centred approach
 - Safety of the victim/survivor is paramount
 - Ensuring perpetrator accountability



THE HANDBOOK ON GENDER-RESPONSIVE POLICE SERVICES

For Women and Girls Subject to Violence



Content

- Chapter 1: Introduction
- Chapter 2: Making a Difference as a Manager and Team Leader
- Chapter 3: Prevention (ESP)
- Chapter 4: Initial Contact (ESP)
- Chapter 5: Investigations (ESP)
- Chapter 6: Safety and Protection (ESP)
- Chapter 7: Support and Protection (ESP)
- Chapter 8: Coordination among Justice Agencies (ESP)
- Chapter 9: Communication (ESP)
- Chapter 10: Institution Building
- Chapter 11: Challenges and Strategies to Implementing Gender-responsive Policing
- Chapter 12: Justice Continuum
- Chapter 13: Emerging issues in Investigating VAWG
- Chapter 14: Public Health Emergencies and Non-conflict Humanitarian Crises

Key elements of the chapters

- Introduction
- Peer-to-peer guidance
- Identifying gaps in your team's performance
- Definitions and frameworks
- Key managerial competencies
- Reference indicators for the police
- Case studies
- Bibliography



Dealing with challenges in responding to VAWG starts with identifying the gaps in your team's performance

- Attitude
- Gender bias
- Secondary victimization
- Malpractice
- Discrimination
- Training and education gaps



Key managerial competences



- Availability and adaptability
- Effective communication and involvement of stakeholders
- Empathy and active listening
- Linking with other sectors and agencies through referral and coordination
- Informed consent and confidentiality

Reference indicators for police providing essential services (examples)

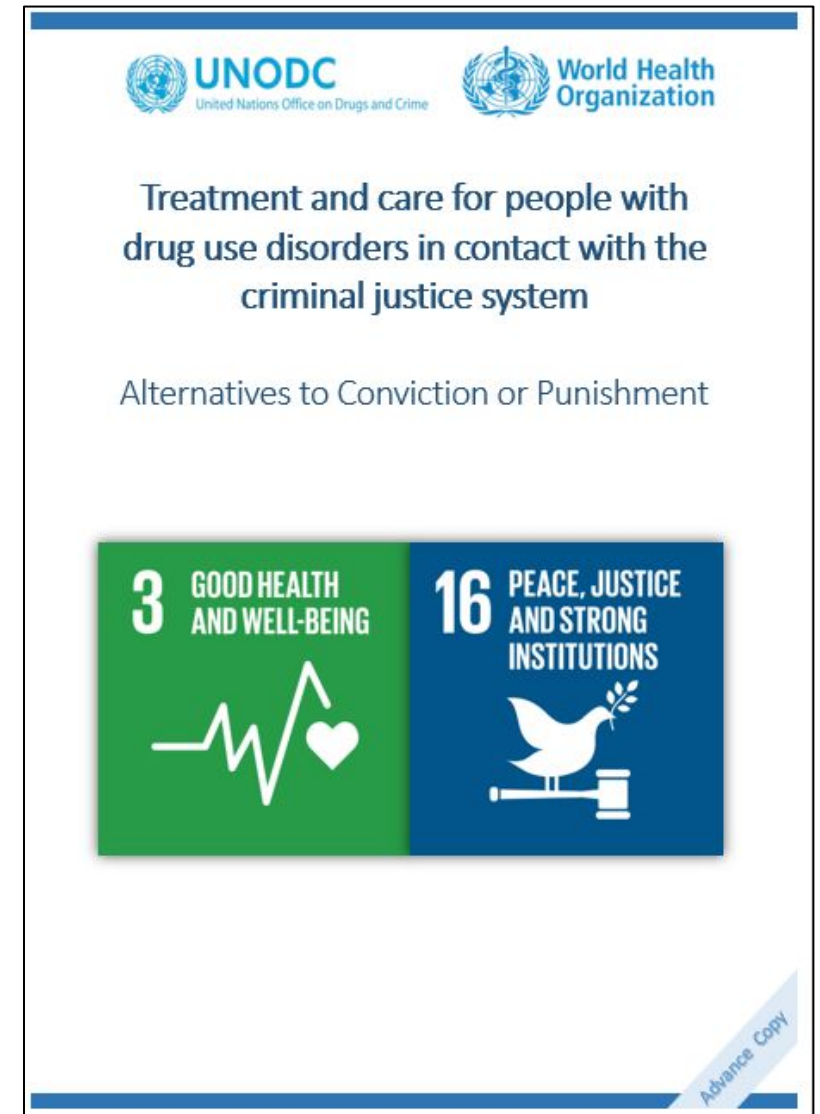
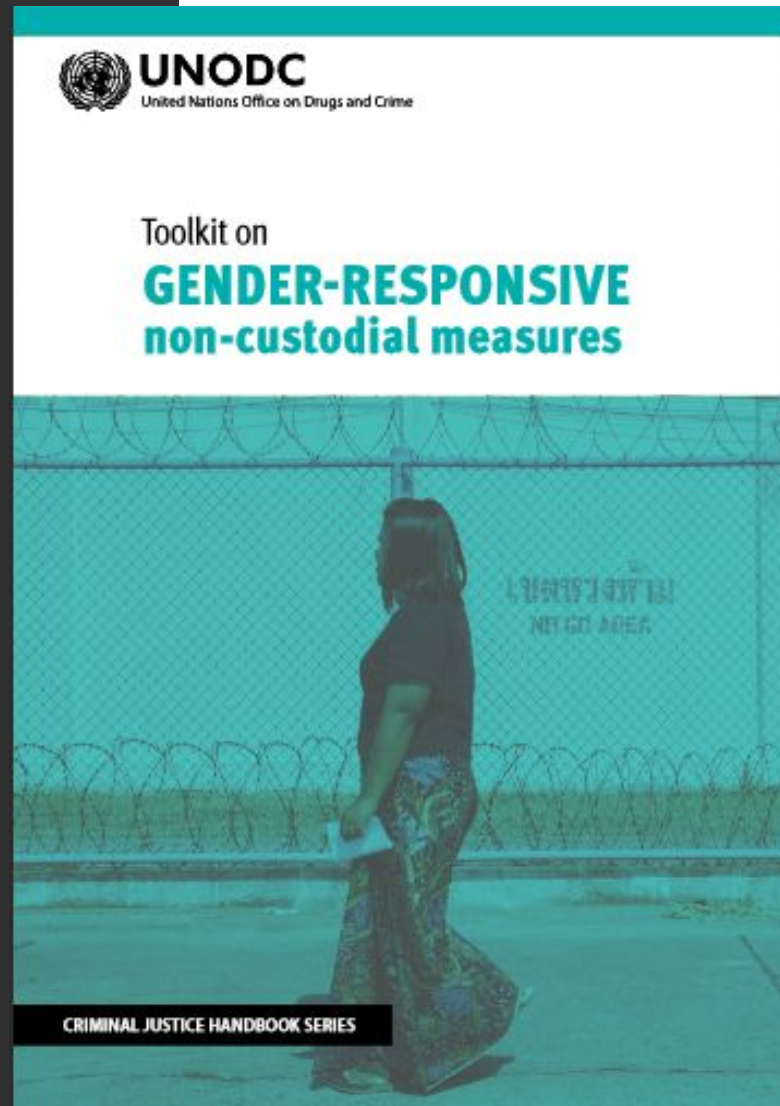
- Percentage of local police stations with victim/survivor centered facilities (and that are disability-inclusive and child-friendly);
- Proportion of personnel who specialize and certify in gender-based violence in the municipality
- Percentage of reported VAW/N incidents that were correctly categorized by the responding police officer, according to station management
- Percentage or proportion of positive comments from victims/survivors and/or their representatives regarding the accessibility of police services, both in terms of quality and quantity



Guidance on police responses to violence against women who use drugs

- Recognize prejudices and misconceptions
 - ❖ Belief that the victim may be under the influence of alcohol or drugs is among the most frequent prejudices in police responses to VAWG
- Recognizing signs and symptoms of trauma in a victim/survivor
- Addressing the needs of victims/survivors who use drugs in safety planning
- Attention to vulnerable groups and minoritized communities

Further reading



- **United Nations Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders (the Bangkok Rules) [A/Res/65/229](#), annex**

Thank you!

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