

## 'Performance Standards and Assessment Tools for Police Services Addressing Cases Violence against Women' (Philippines)

### **Policy Related**

- Philippine National Police (PNP) policies and procedures comply with international standards of women's human rights as well as domestic laws on VAW.
- There is an anti-trafficking section under the Women and Children Protection Desk (WCPD).
- There are regular issuances relevant to the improvement of law enforcement responses to VAW cases and the development of the PNP as a gender-sensitive law enforcement institution.
- There is an existing mandate to ensure confidentiality of cases and anonymity of clients in records and reports, and in providing disciplinary sanctions in case of violation.
- There is an existing mandate to give priority to the recruitment of women in the PNP and their assignment as WCPD personnel.
- There is a separate women and children's desk in every police station.
- All trafficked persons are treated as victims and not as criminals.
- All regional offices have a directory of government agencies, non-government organizations and institutions providing services to VAW victims.

### **Physical Facilities**

#### *The unit/station*

- has a separate room for the WCPD as provided for by law.
- has a computer and a direct telephone line.
- maintains confidential filing and record keeping storage facility.
- has a play area for children.

#### *The Women's Crisis and Child Protection Center*

- is located near the emergency room and has its own entrance.
- has a separate room for interviews with victims/survivors.
- has a separate room for medico-legal examination.
- has a play area for children.
- has a comfortable reception area.
- has non-traumatizing medical examination equipment for diagnosis and evidence collection such as: a colposcope, and a video camera.
- maintains confidential filing, record keeping storage facility.

## **Personnel**

### *Number*

- The WCPCC has at least three female doctors.
- The WCPD chief and personnel are all women.
- VAWC cases are handled by an all-female team of investigators (at least four female investigators per station).

### *Training*

- Police officers handling VAWC and trafficking cases are equipped with the necessary training, including but not limited to the following: gender analysis of the nature, extent and causes of VAWC and trafficking (min. 30 hours); power dynamics; gender sensitivity training; analysis of the different forms of VAW.
- Gender-responsive approaches to crisis intervention (minimum of 30 hours): crisis theory in the context of VAWC and trafficking; crisis intervention methods in the context of VAWC and trafficking; networking; qualities of a gender-sensitive service provider; principles of communication
- Medical and legal literacy related to VAW and trafficking (min. of 30 hours): laws and procedures on women and children; procedures; and basic medico-legal information
- Self-care (minimum of 15 hours) (Stress and stress management techniques)
- Philippine criminal laws on women and children, namely RA 9262, RA 9208, RA7877, RA 8353, RA 8505, RA 7610, RA 9231 (minimum of 30 hours)
- Philippine procedural laws (minimum of 5 hours)
- International Human Rights Convention on the Protection of Women and Children (min.5 hours)
- Evidence collection and preservation, and investigation of VAW cases (min. of 10 hours)

### *Attitudes, habits and ethics of work*

- Police officers/investigators handling VAWC and trafficking cases possess the following attitudes, ethics and habits of work: accepting and non-judgmental; sensitive and sincere; patient and understanding; empathetic; firmly committed to ending violence against women and children/advocating for change; mindful about observing and safeguarding confidentiality; and equipped with self-awareness and self-caring.

### *Others*

- The unit/station has regular stress management activities.
- It has revised administrative disciplinary measures for police personnel administratively and criminally charged for acts of VAW.
- It has appropriate incentives for police personnel handling VAWC and trafficking cases, such as: hazard pay, and travel allowance.
- Guidelines on the comprehensive, gender-sensitive and child friendly investigation and handling of VAWC and trafficking cases have been integrated into the Programs of Instructions (POIs) of the Philippine National Police Academy (PNPA), Philippine Public Safety College (PPSC) and other training schools managed by the PNP.

## **Services**

### *Receiving of complaints and calls for assistance*

- The WCPD is open 24 hours and is ready to receive complaints and calls for assistance anytime.
- Female police officers are available to receive complaints and calls for assistance in VAW cases.
- Victims with injuries are immediately attended to with first aid or rushed to the nearest emergency room.
- VAWC and trafficking cases are given high priority.
- The unit/station has an ambulance or any vehicle to be dispatched within 15 minutes in cases where the victim is in danger or needs emergency medical attention.
- The officer on duty assures the victim that immediate assistance will be given, and sees to it that this is done.
- The initial interview and referrals for VAW clients are made within 24 hours from intake.

### *Rescue operations*

- Responding officers are on the scene within 30 minutes of the time the call for assistance was made.
- A female police officer is present during the rescue operations.
- A female social worker is present during rescue operations and during the interview by the police officers.
- Victims are assured that their safety is the utmost concern of the responding officers upon the latter's arrival and entry into the scene.
- Questions are asked in a matter-of-fact tone of voice, calm and direct, yet supportive and patient.
- Once the presence of children is ascertained, their immediate needs are assessed and responded to.
- Responding officers make sure that the victim is immediately taken to a certified place of safety after the raid. The victim should never be kept overnight in the police station. In localities where there is no certified place of safety, the victim may be brought to a relative.
- The victim is informed of her legal rights and the remedies available to her, especially the right to a protection order.
- The victim is informed of the services available to her from government agencies and NGOs.
- The victim is assisted to be in contact with her child or relatives.
- The face and other parts of the body that may reveal the identity of the rescued victim are not revealed to the media.
- The victim is referred for free physical and mental examination and professional counseling within 24 hours from rescue. In areas where transportation is difficult, referral may be done within 48 hours.

### *Rescue operations for VAW cases*

- The victim is separated from the perpetrator after the rescue operation and at all times.
- Mother and child are not separated from each other unless this is in the best interest of the child.
- Responding police officers do not attempt to reconcile the parties.

- Responding officers do not leave the scene until the situation is under control and the likelihood of further violence is eliminated.
- Responding officers help the victim to recover her personal belongings and important documents.
- The police officers' names and telephone number for follow-up are provided to the victim.

### *Arrest and apprehension of perpetrators*

#### Arrest and apprehension of perpetrators in VAWC cases

- The police officer arrests the perpetrator provided at least one circumstance for making a warrantless arrest is present. This is done:
  - despite the victim's opposition to the arrest.
  - whether or not the parties are married.
  - despite the victim's statement that she will not cooperate with criminal prosecution.
  - despite verbal assurance that the violence will stop.
  - despite the claim by the perpetrator that the victim provoked or perpetuated the violence.
  - despite the fact that the incident occurred in a private place.
- In cases where the perpetrator is not arrested, the reasons are explained to the victim.
- Upon the release of the perpetrator from custody, the victim is notified of his release and the conditions attached to his release.

Arrest and apprehension of perpetrators in trafficking cases: The police arrest not only the suspected pimps, owners and employees of the establishment but also the customers.

### *Conduct of interview and investigation*

- The initial interview and in-depth investigation are conducted in a separate room with only authorized persons allowed inside.
- The interview and investigation are conducted by a female police officer.
- In cases where the victim is a child, the police officer shall conduct the interview as provided for under the rule on the examination of a child witness and in the presence of a social worker. Area of cooperation: social services unit of the local government unit

#### The unit/station:

- The station coordinates regularly with other government agencies and NGOs on the enhancement of programs and services for the protection of women and their children from various forms of violence.
- It has a standard referral form or request for assistance from other government agencies.
- It holds regular (at least twice a year) coordination meetings with key government agencies to discuss possible improvement of linkages.
- The police investigator and medico-legal examiner coordinate and discuss with the public prosecutor the results of the investigation and medico-legal examination before giving oral testimony.
- There is at least one social worker assigned to the WCPD.

### *Confidentiality of police blotter, records and reports*

- The station maintains a separate logbook for VAW incidents.
- Complaints on VAW are not recorded in the general police blotter.
- Records of VAW clients are kept separately from other case files and put in a secure place.
- Only WCPD personnel have access to the VAW logbook.
- Only the handling officer/investigator has access to individual records of VAW clients.
- National Crime Information Service files on VAW incidents are indicated as confidential and kept separately from other cases.
- Spot and progress reports on all VAW incidents are indicated as confidential and kept separately from other cases.
- Medico-legal examination results and other pieces of evidence are packaged and labeled as confidential and stored in a designated evidence room.

### **Monitoring, Evaluation and Research**

- The unit/station has a database on VAWC and trafficking cases.
- It has an integrated and coordinated data system for a “nationwide WCPD computer network”.
- It has a mechanism for getting feedback from clients and other partners.
- It makes use of a multi-disciplinary system of management, assessment and monitoring of cases.
- It conducts regular monitoring of cases pending in the courts.
- It conducts regular monitoring of established mechanisms to determine compliance of police personnel with laws on women and children and their commitment to the implementation of these laws.

### **Information and Advocacy**

- The unit/station has a compendium of all laws on women and children, including protocols.
- It regularly disseminates information to the community and schools on the services of the WCPD.
- It has a community-based crime prevention program that deals with the following issues: Domestic violence; Abuse of women in intimate relationships; Trafficking; and Child abuse and juvenile delinquency

### **Resources**

- The unit/station has adequate funds for its programs and operations.
- A GAD budget is allotted to fund gender-responsive programs and operations of the unit/station.
- The unit/station has strong linkages with civic organizations and other NGOs.

Philippine National Police. 2008. '[\*Performance Standards and Assessment Tools for Police Services Addressing Cases of Violence against Women\*](#)'. NCRFW.