

Police Mediation

Police Mediation

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- Project partners:
BM.I: SIAK – IWF, Criminal Prevention, Executive Authority, IFA-Steiermark (Research Institute)
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Police Mediation

- Philosophy:

Police Mediation is aimed at resolving long lasting conflicts and problematic cases between parties, which come up time and time again in the course of police work. These cases are often not directly the responsibility of the police. The main goal of police mediation is to resolve or calm disputes before they escalate further and lead to (more) criminal behaviour. This frees police resources for more pressing and specific tasks.

This pilot project is authorised by the Ministry for Traffic, Innovation and Technology within the security research- fund KIRAS.

Police Mediation

When is police mediation applicable?

Police mediation is principally applicable in cases of police involvement where there are on-going disputes or where further escalation and more police interventions are anticipated.

This concerns the police tasks of conflict resolution, risk assessment, bringing charges under the criminal code and administrative law.

Police Mediation

Suitable cases for police mediation are:

- on-going conflicts, requiring continuous police intervention
- cases where an escalation of conflicts is anticipated by the police
- when the underlying conflicts have not been resolved by the police and/or by legal intervention
- complex cases, with multiple parties and strong public interest

Where to apply police mediation:

- In private areas, for example neighbourhoods and households
- In public or semi public areas, e.g. parks, squares, pubs, event locations

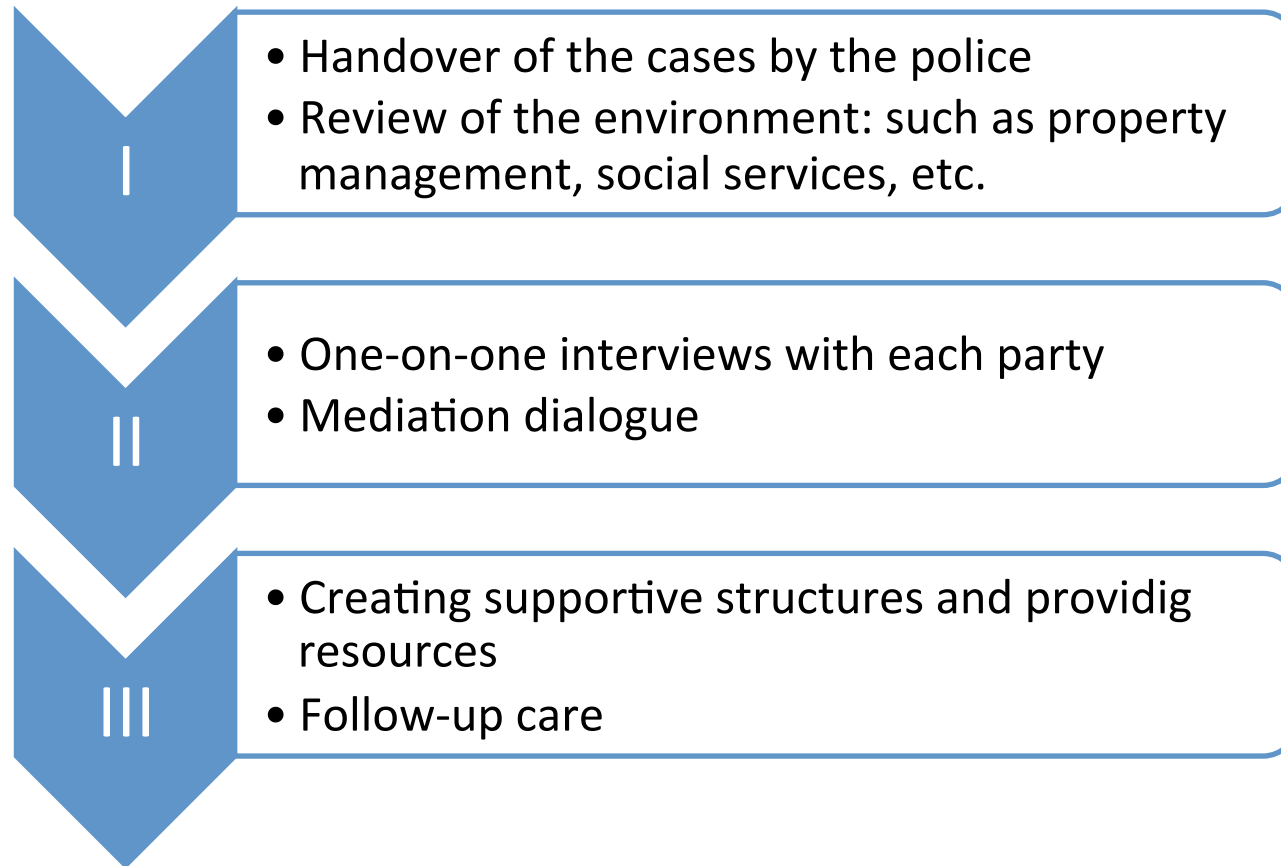
Police Mediation

40 specific cases were processed during two years of police mediation:

- **Neighbourhood conflicts (70%):** excessive noise, insults, threats, attempted physical attacks, bodily harm, vandalism, various addictions, stalking, generation conflicts, violence within (migrant) families
- **Conflicts in public or semi-public places (30%):** noise from pubs and clubs, noise disturbances from religious gatherings, conflicts in parks and public squares, Roma collecting „waste“, habitual reports which waste police time
- **Threats and physical attacks in public places (10%):** ex-husbands, ethnic disputes
- **Cases with cultural diversity (58%)**

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How to process the cases in police mediation:



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Research results after two years of police mediation (by IFA-Steiermark):

- Conflict status according to the parties concerned:
71% of the conflicting parties stated that their disputes were resolved or at least calmed down
17% of the parties diagnosed their conflicts as smouldering and 12% said their conflicts were still continuing
- Personal satisfaction of the conflicting parties:
91% are content with the current situation
88% are very content with the involvement of police mediation and 12% are content

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Research results after two years of police mediation (by IFA-Steiermark):

- Personal feeling of security:
68 % of the conflicting parties stated that they have a better feeling of security after police mediation
- Positive image of the police:
68% of those asked had a significantly higher opinion of the police after police mediation

Police Mediation

Potential police-hour saving:

	police hrs before Police Mediation	police hrs after Police Mediation	Police Mediation hrs
Total	1852	154	329
Reduction of police hrs		-1698	
Balance		-1369	

- Average police hours per year 2013: 1 officer - 1764 hours
- Reduction of police hours: 1698 hours or 11.5 months

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Specifics of police mediation:

- **Coordination of policing and mediation:**
 - selection of cases by the police for police mediation
 - coordinated transfer of cases to police mediators and vice versa
 - forms, formalised procedure of transfer
 - identifying tasks to be carried out by the police and tasks for police mediation

Police Mediation

- **Police mediators: registered by the ministry of justice, good education and experience**
- **Specifics for police mediators:**
 - dealing with a high level of escalation such as threats, limited destruction of property (stages 6 to 7 according to F. Glasl)
 - dealing with a high potential of aggression
 - mediating disputes with accompanying court cases
 - mediating complex cases with various and varying parties, civil servants and politicians, involving much public interest
 - apart from mediating, achieving sustainability: through clarification, providing directives (power negotiation), case management, peace building (according to the model of mediation by N. Alexander et alii)
- **Further education of police officers and police mediators**