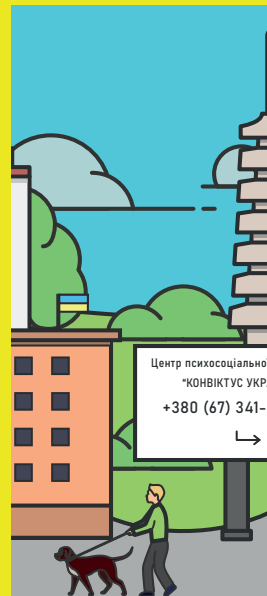
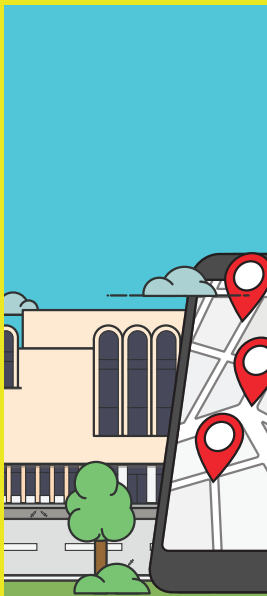
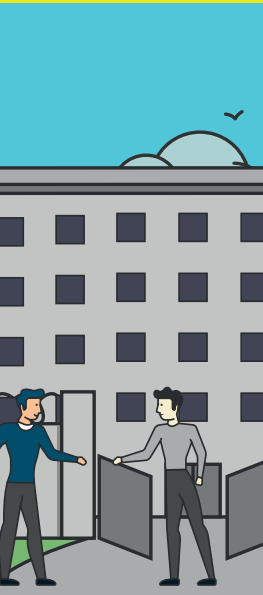




COMMUNITY POLICING
взаємодія поліції та громади

COMMUNITY POLICING:

Proactivity. Dialogue. Cooperation.





Liudmyla Yankina

**Human rights defender and Project Leader,
ZMINA Human Rights Center**

Every day, residents of large and small communities alike face security issues, placing the responsibility of dealing with them on the police, local governments or municipal bodies and freeing themselves from the need to communicate and exchange information about the problems of the community and individual residents. Practice shows, however, that this detached approach is ineffective, while cooperation as part of community policing results in better security regardless of the size of the community.

If you care about your city and would like to launch a security initiative, this selection of Ukrainian initiatives will inspire you and show you what steps to take, who to partner up with and how to work with representatives of public authorities. It might well be that the problem you want to resolve is not unique and some other community has already found a way to deal with it.

Transparent cooperation and communication between the public, the police and local self-government is essential. When the three sides understand the problem and agree on the need to address it, involving other parties gets much easier.

There is a nuance to security initiatives based on the principle of community policing – they have no established format of cooperation between the parties, as each initiative must be tailored to the needs of specific communities. As a result, these initiatives could have completely different formats and goals, starting with re-integration of drug addicts, patrols in parks, resolution of conflicts between community residents, electronic means of communication with your district police officer, mediation services in schools and restorative justice practices for teenagers, to setting up a rapid response center and organizing neighborhood watch. Such initiatives have already proven their effectiveness in Ukraine in the recent years, prompting more and more communities to share responsibility for security issues with the police.



Zhukov Yevhenii

**Chief of the Department
of Patrol Police in Ukraine**

Active and regular interaction with the public is one of the most important tasks for the patrol police. The attention and resources allocated to this work are not surprising, as security-related challenges are best tackled by joint efforts. After all, local residents are more familiar with the problems in their neighborhoods than anyone, and such interaction allows them to communicate their concerns to police officers directly. The police, in their turn, get accurate information through interaction with the public, which helps them react more efficiently as well as adjust their work to the needs of the public.

Having abandoned its «punitive» function for the role of service provider, patrol police chose work with the public as the most promising way, making it possible to hear others as well as be heard. Civil society and international partners are open to cooperation, and together we will be able to create something truly new – security projects, jointly implemented and enhanced by the knowledge, experience and resources of all parties. This will guarantee high demand for such projects and will tailor them to society's needs.

In order to implement and expand this line of work, the Patrol Police Department has established a public relations department, whose activities now cover all cities where patrol police operates. Meetings with citizens, public events, regular work with children and youth, implementation of joint security initiatives with the public – these are only some of the changes made over the past three years.



Roman Romanov

**Director of the Human Rights and Justice program
of the International Renaissance Foundation**

Decentralization of the public administration system and empowerment of local communities are creating new opportunities for improving security and public order. However, getting real results will only be possible with effective cooperation between the police and communities. Communities should be regarded not just as territorial divisions, but also as societies in their own right, united by common interests.

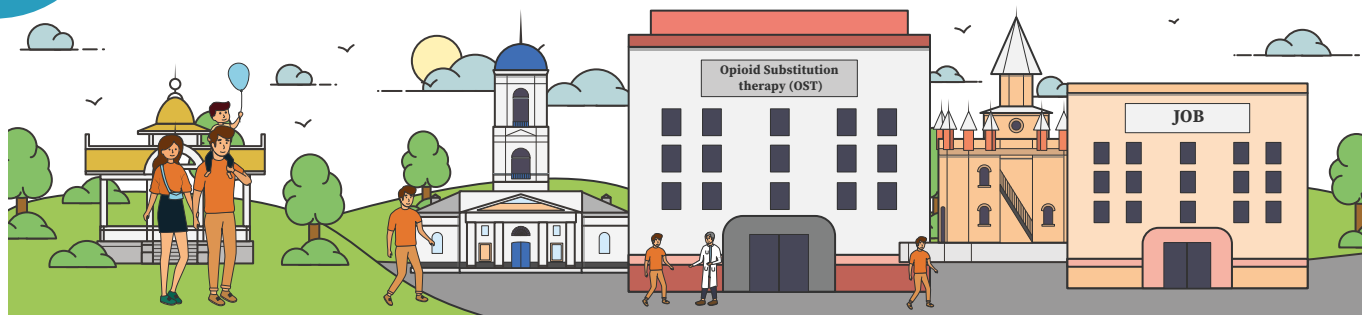
At the same time, effective cooperation requires creative solutions and the willingness to work together, involving locals as much as possible. Thus, it is impossible to make an exhaustive list of initiatives to be implemented, and also difficult to predict the effectiveness of any of them. In light of this, the International Renaissance Foundation decided to provide expert and financial support to initiatives that promote the concept of community policing at the level of communities.

This brochure provides details about certain initiatives that are currently being implemented and have already managed to combine the efforts of the police, local self-governments and civil society activists. A new stage in the development of these initiatives was inclusion of communities that have been making strides in interacting with vulnerable groups in order to create a safe environment for all. This new experience is particularly interesting as it allows us to look at security issues from the perspective of different population groups and to develop solutions based on involving these groups in the development of security programs as well as in the alleviation of fears and prejudices held by the rest of community residents.

My main hope is that interested readers, having learned about these initiatives, will not only be inspired to recreate them in other communities, but also to seek out new forms of cooperation that would make the life of local community residents and representatives of vulnerable groups safer.

Safety increase in Sumy by means of opioid substitution therapy for drug addicts

Sumy



Opioid substitution therapy in Sumy and creation of harm reduction rooms have become an element of the comprehensive strategy, contributing to better safety in the city.

Sumy City Council, Sumy Police Department and Legal and Social Studies Studio NGO signed the Memorandum on Partnership. It focuses on defining drug addicted people to be an important component for public safety. They also must be provided with adequate medical treatment to promote their re-socialization.

In particular, the document represents a cooperation model between the parties and drug users. The cooperation's goal is to strengthen public safety, reduce the number of offences committed in public places; to improve the situation with human rights and the public trust to police.

Oleksiy Zagrebelnyi, former leader of "Chance" Sumy oblast NGO, explains that twenty years ago professionals were guided by the concept of "the total abstinence from drugs" while treating drug dependence. However, according to the expert, this approach has not produced any visible results.



Oleksiy Zagrebelnyi

"There were no patients who had fully recovered and did not use drugs. All the patients were expected to quit using drugs. Performance criteria for evaluation was the number of the visits to the drug addiction treatment service or drug addiction treatment facilities", – the NGO leaders speaks; the NGO being created with the goal to protect drug dependent people's rights.

Professionals state that this approach does not reduce threats to drug addicted people's health and danger level for the community. That is the reason why a unique model has been implemented in Sumy when police, local government bodies, the drug addiction treatment facility and civil society organizations cooperate. This cooperation's philosophy combines two concepts: community policing and harm reduction work.

According to Lyudmyla Yankina, Human Rights Information Center, this combination benefits are obvious for the community as well. The expert states that this mechanism's role for the local government is to guarantee reduction of social tensions among drug users and local communities' members, these latter often having biases about the former.

The OST site operates at Sumy Oblast Drug Addiction Treatment Hospital, providing services for those who want to quit injecting drug use. Out of 450 officially registered drug users in Sumy, 270 people visit the OST site every day to take a safe dose of the medication (containing methadone) prescribed by a physician.

Civil society organizations plan to make renovations at the premises of the Drug Addiction Treatment

Hospital, these premises to be used as the Harm Reduction Room for those users who are not ready to quit injecting use.

At the Harm Reduction Room drug users will be provided with an opportunity to "consume" the dose under supervision of healthcare professionals, exchange their used syringes free of charge, and get antiseptic means and condoms.

The Drug Addiction Treatment Hospital's position is that the Harm Reduction Room will contribute to prevention of diseases and will clear the city streets from the used syringes and needles.



Taras Zlydennyi



**Liudmyla Yankina and
Andrey Bukin – on the background**

*"Just imagine you are a mother – you are strolling with your kid. Your kid spots a syringe on the ground, takes it and asks: «Mom, what is this syringe for?» How are going to explain the matter? "Just don't touch it, it is these adults, drug addicts, were hanging around here?" Why should you give this unnecessary information to your kid? So that she/he will stop for a moment to think why syringes are littered in the streets? The kid is going to grow and develop more interest in drugs. If she has some bad company in future, she may even try them", – **Taras Zlydennyi**, Sumy Oblast Drug Addiction Treatment Hospital Chief Doctor, says.*



An employee of the cabinet of substitution maintenance therapy

Addictologists point out that OST's implementation is likely to reduce the number of the repeated hospitalization of the drug dependent patients. A patient, who is stably on OST (consuming the medication, which does not make them feel high) does not abuse illicit drugs, does not have rapid mood changes and anti-social behavior provoked by withdrawal syndrome.

Thus, this patient is getting into the phase of stable remission when he/she totally quits using the drugs that could make him/her feel high: such a patient stays sober and able to work.

«We have the patients who have been on the program since its very start for ten years already. After one or two years pass, the person changes: he/she talks in a different way, wear different clothes, stops stealing to get a dose, stops to be involved in the criminal circles where illicit drugs are sold and bought. Drug dependent people return to their families or create new families. They start working or studying. Surely, it is not 100%, but most of them manage to re-integrate into the society» – Taras Zlydennyi says.

The police, in its turn, expects that, after the Memorandum is signed, petty crimes' rate is going to fall.

Pavlo Karabuta, Sumy City Police Department Chief, notes that cooperation of the Drug Addiction Treatment Hospital and civil society organizations have already resulted in reducing the number of the petty crimes committed by the individuals as a result of their drug addiction.

One of the biggest positive results of this cooperation is the newly launched practice when police officers did referrals – sending the detained drug users to a drug addiction treatment facility.

Besides, each previously trained patrol police officer has a phone number of the oblast drug addiction treatment chief doctor who could provide an advice to the officer: to check whether a detainee is an OST program patient and whether his/her possession of drugs is legal.

“They are calling me as early as at 5 am. Telling me that they have detained someone with pills again. I am explaining to them that these pills as they describe them – the form, size – are most probably anti-retrovirals for HIV/AIDS therapy or TB medicines. Therefore, there are no grounds to detain these people. If the detainee is not an OST patient and we have never dealt with him/her, police officers bring him/her to us for a voluntary examination. If the detainee expresses his/her willingness to be treated, we shall do so”.

The doctor adds that if a drug user have committed a criminal or administrative offence, he/she is going to bear responsibility. However, the punishment might be made less severe if this person is registered as a patient and start to get OST.



In the cabinet of SMT

According to Pavlo Karabuta, currently the police conducts a research whether harm reduction rooms' work is legal. Still, civil society organizations consider it necessary to introduce amendments into the laws and policies to ensure full-fledged functioning of these rooms.

Oleksiy Zlydenny stresses that drug dependence was recognized as a disease at the international level. OST medicines were included into the National List of Essential Medicines of Ukraine. The professional is convinced that the disease cannot be overcome

by repressions. Thus, the individuals take medical examinations twice a year: HIV/AIDS, hepatitis and tuberculosis testing. In case any of these diseases are diagnosed, this person is eligible for proper treatment. Local government is convinced that a drug user who is provided with care by narcologists (drug addiction treatment doctors), nurses, psychologists and social workers, his/her life quality improves. Such a person becomes useful for himself/herself, for his/her family and for the society – here is a chance for normal life. Simultaneously the bias against drug dependent people reduces in the community and the public safety grows.

Facilitation of social reintegration of convicts and drug users in Poltava

Poltava



Local authorities, police, probation service, and public organizations of Poltava began to work closely with social workers in the context of public safety. Such joint work is being implemented in two directions: reintegration of convicts and social rehabilitation of drug users.

The Poltava region participates in a pilot project on the introduction of penitentiary probation based on the Swedish model. It implies a more effective system of social support for people to be released from places of imprisonment by identifying their problems and needs in the context of their further life.

According to the Memorandum of Cooperation between the Ministry of Justice of Ukraine and the FREE ZONE charity foundation, the probation unit, the National Police, the social service of the correctional colony, and public organizations will work with the convicts within 3–6 months before his or her release.

Thus, the project's experts will analyze the risks the convicts may face upon release, draft an individual plan for him or her, and facilitate on finding housing, job and restoring documents. This will contribute to the qualitative reintegration of a person into social life.

Yurii Velychko, deputy head of the Probation Center in Poltava, states, *"We start dealing with issues of a person in a place of detention and consider ways in the outside world. When a person crosses the checkpoint, it is crucial that he or she goes somewhere. A person will know that a public organization, employment center, medical facility, relatives are waiting for him or her."*

Besides, social workers of the charity organization "The Light of Hope" opened a consultation office in the building of the probation service. Citizens serving sentences without imprisonment and ordered by the court to communicate with the inspectors have been visiting it regularly since March 2018. In this office, Poltava citizens can have a test on HIV/AIDS, hepatitis C, get syringes, condoms and, if necessary, make an appointment to see a doctor free of charge.

The probation service recommended to 147 Poltava citizens to visit a consulting office with social workers. Thanks to this collaboration, 80 city residents were tested for HIV, 79 for hepatitis C, 12 were sent to undergo fluorography, and 19 – for opioid substitution therapy.

At the same time, “The Light of Hope” is establishing cooperation with the police concerning detained drug users.

The police representatives remind that law enforcement officers are obliged to start criminal proceedings whenever drugs are found when a person is detained under the Criminal Procedure Code. Citizens with addiction usually know the maximum quantity of drugs, which inclines criminal liability. Therefore, according to Viktoria Loza, manager of “The Light of Hope” projects, the detainees bear only administrative responsibility in 70% of cases.

In case an inspection does not substantiate the grounds for criminal liability, investigators are required to submit a package of documents in order to close the criminal proceedings. This overloads the investigator, who simultaneously investigates more than a hundred criminal cases, with the unnecessary bureaucratic work, Yurii Sulaiev, Head of the communications department of the Poltava Police Head Office, states.



Viktoria Loza



Yurii Sulaiev

“The Light of Hope” and the police representatives are confident that a solution that is convenient for all parties will be to redirect such detainees to social workers or to the probation service.

Thus, drug users will be able to use medical and social services that will contribute to improving the security climate in the community.

Initially, the respective Memorandum of Cooperation in this regard was signed between police, probation service, tuberculosis dispensary, AIDS center, and NGOs in the city.

Viktoria Loza explains that social workers are more effective in working with drug users, because some of them have gone through the addiction, and therefore, they can motivate patients to a positive change.

During 2017-2018, Poltava NGOs taught police officers what opioid substitution therapy (OST) is. Such trainings were intended to eradicate stereotypes about OST patients, whom law enforcement officers usually treated disrespectfully during detention.

Viktoria Loza says, "The police found that a person with an OST card who has a doctor's note could use Methadone-3H at home. Earlier, this was confusing for them, because they thought that the detainee had free drugs at the expense of the state."

At the same time, Ihor Matsytskyi, Chief Physician of the Poltava Regional Drug Dispensary, is convinced that psychological and social support must be an essential condition for OST.

"Just providing a patient with OST products is like giving him or her a prosthesis. A therapy with psycho-social support is a crutch, which is not needed in time, and it is possible to live without it," he comments and adds that 5–7% of patients permanently stop participating in therapy after achieving a sustained remission.

Yurii Sulaiev states that more drug users in the city began to use OST with the introduction of a redirecting mechanism.

He says, "There are small positive changes. We saw that people began to seek help, undergo therapy, find work, and create families. Moreover, some of them become agents of positive change after treatment. They become active fighters of society narcotization and provide the maximum support for law enforcement officers, because they know who prepares and distributes drugs."

Moreover, it is planned to open a safe drug consumption room, the only one in Poltava, where drug users can take a drug under the supervision of a nurse.



Ihor Matsytskyi

Ihor Matsytskyi explains, "If a person injects him- or herself somewhere round the corner, he or she may have an overdose or poisoning with a low-quality drug. However, there will be a nurse on shift in this room who will watch the patient's health and provide first aid if necessary. This place will be equipped with defibrillator and an antidote."

Viktoria Loza adds, "Yes, the health of a person will not improve, but the public health will. This cabinet will allow drug users to be taken away from the streets of the community, so that the former would be able to come to their senses, they could not be seen by kids on the street at the time of drug consumption, and drug users left the used syringes in the office, not in the streets, for disposal."

The public and police expect that other communities will emulate the experience of Poltava with convicts and drug users too.

How does charitable organization "Convictus" help the drug addicts in Kyiv

Kyiv

03



All-Ukrainian Charitable Organization "Convictus" has been actively working to prevent drug use and helping to reduce harm among minors and adults of Ukraine providing consultations and trainings for drug users and their families, food, clothes, and educational games for children from streets for twelve years. In the material, we cover the experience of "Convictus", based on the principles of respect for each person's choice, confidentiality, and openness to cooperation.

About 50 drug users visit daily the center for harm reduction at Convictus in Desnianskyi district. Center employees give clean syringes to the clients in exchange for used ones, provide alcohol wipes, condoms, and test for HIV and hepatitis. On average, the charitable organization annually detects about eighteen people infected with HIV among drug users and brings them to social care.

Yevhenii Skliarenko, manager for work with injecting drug users at Convictus Ukraine, states, "We have two female specialists working on our clients' personal affairs and motivating people to start antiretroviral therapy (ART) with easy access. If a person undergoes ART, he or she lives long, and if continues to refuse to use drugs – happily. Every month we help to take a therapy at least five people, but this requires enormous efforts since people often disappear after discovering their status. However, it is very important to provide such services to representatives of vulnerable groups, because it leads to a decrease in the HIV/AIDS epidemic in the capital."



Yevgeny Skliarenko and Yulia Chetveryk

Moreover, drug users can get advice on safe injecting behavior, HIV prevention, hepatitis, tuberculosis, and sexually transmitted infections at the center. Here citizens can also wash their belongings, drink tea, and warm up in the cold season. Apart from working with drug users, Convictus advises close environment of clients, conducts trainings on behavior in times of crisis and develops materials on what relatives and neighbors can do in case of detection of a person with drug addiction and in situations when he or she is involved in the drug production and sale.

Yevheniia Kuvshynova, Executive Director (CEO) of the All-Ukrainian Charitable Organization "Convictus", says, *"Parents, spouses, and husbands come to us and claim they do not know where to go and what to do with their sick relatives. We provide premises for the support groups of the Nar-Anon community. We invite people to these events so they obtain practical information. Besides, we work with ten rehab centers. All of them are reliable and we redirect there willing drug users for free treatment or treatment with a discount."*



Social workers explain Drug addicted children and street children about what is a risky behavior



Dmytro Altman

Convictus works with children who use drugs and children from streets. The organization has created a youth club "Street power" where they can eat, get clothes, take part in cultural, sporting events, and communicate with a psychotherapist or a social worker. Here, in particular, risky behavior is discussed in the form of games, people can test for HIV and hepatitis.

Alla Melnyk, Project Manager for harm reduction projects for teens who use psychoactive substances at Convictus, explains, *"Our most important task is to become an adult friend for teens so that they can come to us with any problem and talk about it. Children tell us how they rob cars, where do they get money, how many sex partners they had, with whom and where they live when they run away from home."*

The organization representatives stress that local businesses provide financial support for the Street Power club. After presentation of the experience of the youth club at the round table at Kyiv City State Administration, the Kyiv authorities stated their willingness to open a similar center in Sviatoshynskyi district and finance it from the city budget.

Alla Melnyk states that there are similar clubs for adults as well. For instance, the "Coffee House" club at 20 Saburova Str. It was created by Center for Social Services for the Family, Children and Youth in Desnianskyi district. Drug users are invited here for informal communication with people who have overcome their addiction. The visitors can drink coffee, play guitar, and sing.

Moreover, Convictus also cooperates with the probation service in Desnianskyi district, which invites social workers of the charitable organization to test drug users who have left the places of deprivation of liberty for HIV and hepatitis. If a patient wants, he can be sent for rehabilitation.

According to Aliona Horbachenko, head of the probation service in Desnianskyi district, the greatest number of crimes committed in the territory of Desnianskyi district is related to drugs. Currently, **530** citizens who serve their probation periods are registered in the service. However, Aliona Horbachenko is convinced that it is much easier to treat drug users who remain at large than in prison:

"People believe that the probation service, together with NGOs, propagate crack houses, and it is better to kill users or send them to a colony. However, they do not understand that a drug user can get drugs even behind bars and this will not solve the issue. What is the solution? Staying at home with relatives who are fighting for him or her, visiting our inspectors, doctors, psychologists, who will insist on treatment and push for positive changes in life."

Public organizations are convinced that effective reintegration of drug users into the community and the fight against drug crimes in the city can only be a joint effort of parties concerned.

In order to resolve the issue of such interaction concerning the assistance of drug users, according



Alyona Gorbachenko

to Bohdan Nazarenko, the chair of the public council of the Kyiv City State Administration, the Kyiv City State Administration is planning to hold the "Safe Kyiv" city forum. The organizers hope that they will prepare a resolution on the creation of a Coordinating Council on drug and alcohol addiction under the Kyiv City State Administration and the mayor based on the forum outcomes. The Council members should develop provisions on the powers and directions of the work of all stakeholders, namely medical and educational institutions, media, advertising, housing and communal services, police, and the public.

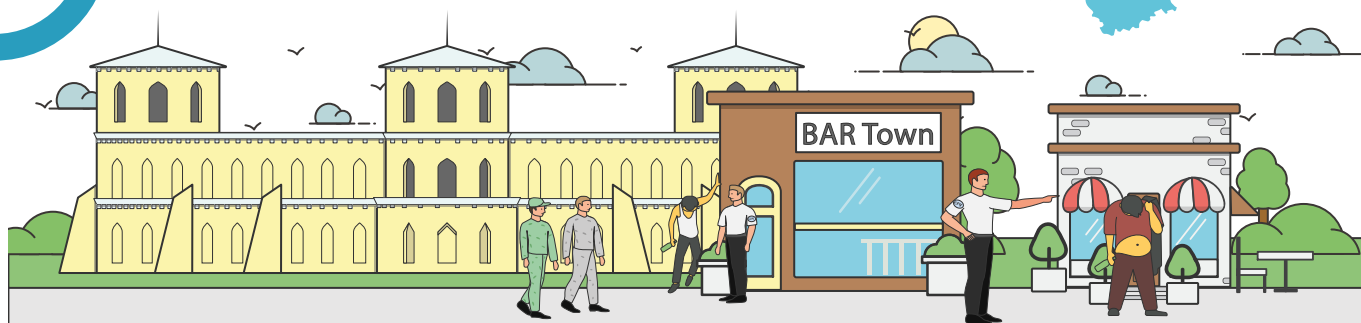


**Visitors of the Street Power club
can take warm clothes**

04

How does the Public Safety Center work in Trostianets

Trostianets



The Civil Security Center has been operating in the town of Trostianets (Sumy region) for six months already. It is a joint project of the activists and the town council, which has received support from the International Renaissance Foundation. The Center aims to improve the security situation in the town and keep the public peace along with the police. The core of the Civil Security Center is a group of six people, who carry out raids against the poachers, patrol the streets during mass events and talk on prevention with the public order offenders.

Non-governmental organization "Power and Honor" was founded in 2014 due to the risk of Russia's military invasion. The local residents united to stand at the checkpoints near the border. Over time, they refocus to address the security problems of the community.

According to Andriy Samoday, the founder NGO of the, there was a burning problem of illegal fishing. The NGO members began to carry out the so-called raids: they came to a river or a lake, detected fishing nets and started to look for an owner. If the owners were not found, they seized the net and gave it to the police.

"There are some legal details in this matter. Even if you catch a person with poaching equipment, they can easily say it's not his or her, because if they confess, they will be held liable. However, our raids pursued the goal of prevention, not punishment. A poacher invested around a thousand hryvnias in the equipment, we took this equipment away, he or she bought that expensive equipment again, and we again took it away. So the desire to do such things disappears. The problem of poaching on a river in the reserve disappeared in recent few years," the founder of the NGO "Power and Honor" explains.

The NGO's activity is not limited to the so-called raids against poachers. Another direction of activity is the protection of public order. The NGO members patrol the streets on Fridays, weekends, during festivals or any other massive events in the town. Some time





Patrolling

ago, the activists engaged in patrolling separately from the patrol police, calling the police only when they noticed an offence. As the NGO founder notes, they tried to prevent violations of public order by explaining it is prohibited to litter or drink alcohol in public places during mass events held in Trostianets and preventing thefts in tent camps.

Now the activists patrol the streets together with the police officers.

"The reform of the Interior Ministry of Ukraine has not reached out town. Local police were only given new uniform and two cars. Therefore, we took some functions of the police. However, the purpose of this project is first of all to teach people how to take responsibility," says **Andriy Samoday**.

The activists and the police officers together patrol the streets at night – from 8 p.m. to 2 a.m. The routes are based on the analysis of police calls and incidents in the city. In summer, parks are being patrolled more often, while railway stations, the area around bars and restaurants are subject to more frequent patrols in winter. The activists have got their own uniform and special identity cards, so the town residents can easily recognize them.

"Civic activists have a positive impact on situation on the ground. They help the police. For example, while patrolling the parks, the activists can come up to a group of young people making a noise at night, and make remarks. Sometimes, the activists even deliver the offenders to the police departments. The activists are the residents of the town, they know the territory better, they know the problem better, and people know them," assured **Yevhen Storchun**, head of the prevention sector of the Trostianets police department.

According to him, members of civic formations are also act as attesting witnessed when there is a need to detain an offender. During family quarrels, they can help settle a conflict.

The Civil Security Center, which has been operating in the town since January, is also administered by the public. Sixteen cameras were installed at the most "problematic" sites of the city. The video from the cameras are shown on the monitors in the Center.

The camera recordings are stored for two weeks. The round-the-clock live stream is available at the police station around the corner, though the stream is not recorded. If there is a need to find recordings from a particular site, the police contact the Center directly. In such a way it is possible to solve a crime or at least get a clue.

"The office of the Civil Security Center and the repair works in it were financed by the town authorities. The authorities also bought 11 video cameras, while five other were purchased by donors. Our goal now is to increase the number of patrols making them daily and to increase the membership of the NGO up to 10 people," says **Anatoliy Kasyanov**, the Public Order Protection project manager of the Civil Security Center implemented by the NGO "Power and Honor."



Anatoliy Kasyanov

However, Trostianets town mayor Yuri Bova is convinced that the ideal option would be to create the municipal police that would investigate administrative offenses. He believes that the work of civic formations can be an intermediate step on the path to creation of the municipal police. In his opinion, the town police are largely inactive or lack resources.

“What kind of systematic work can we talk about? When the police are afraid of taking responsibility, the public should help, I think. When some hooligans break something in the street, while police are recording video and saying: “We will record this, and then will investigate”, I beg your pardon but we have to respond faster and create civic formations able to help,” the mayor believes.

However, the police and civic activists assure: the security situation in the town improves thanks to their cooperation. They even prepared a map comparing the number of offenses in the past and the current year. Thus, in 2018, the number of crimes almost halved compared with same period in 2017.

So, the project participants consider their activity to be successful.

Map and comparative analysis of crimes and offenses for the first half of 2017 and the first half of 2018

The Center also gathers statistics on offenses. For example, the police drew up 160 reports on disorderly conduct last year, while only 48 such reports were drawn up for the first half of this year.



Social mediators trained in Khmelnytsky region to prevent crime in communities

Khmelnytskyi

05



Reduction of sta of the departments of the Ministry of Internal Affairs of Ukraine has triggered security problems in the united territorial communities (UTC). The ASTAR Sustainable Development Agency with the support of the International Renaissance Foundation teach the reputable people in Khmelnytsky region how to make their communities safer on their own.

Residents of different communities name different security problems, including lack of street lighting, begging, drug addiction, drug trafficking, bootlegging, breach of the peace, thefts, improper road condition, illegal dumping and lack of video surveillance in the town.

The National Police department in Khmelnytsky region explains that not all of these problems are within the scope of competence of the police. The issues like land disputes, bare wire or open sewer hatches are to be solved by other departments.

"When a murder takes place, a district police officer should hurry to inspect a crime scene, not settle just another quarrel between a husband and a wife. They do not need police. There must be an unbiased person who, as a mediator, will talk to them sincerely and make them hear each other. Such an attitude is perceived much better than police intervention. Of course, only if it is not a serious quarrel," says Inna Heleha, the chief of the communications department of the National Police Department in Khmelnytsky Region.



Inna Heleha

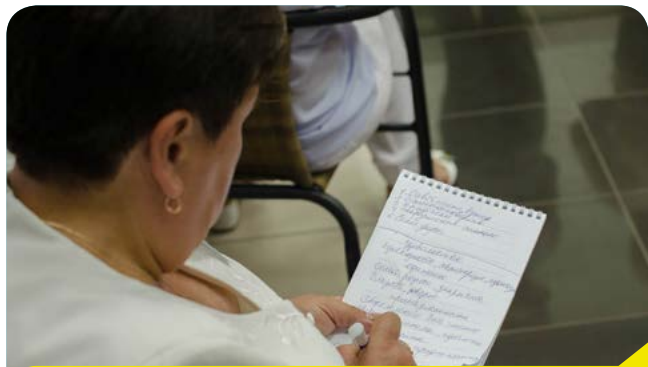
Thirty-five social mediators from different UTCs of Khmelnytsky region are trained to solve such problems. Vadym Yatsyshen, the coach and consultant of the Institute of Social Mediators project, explains that the mediators will be constructive intermediaries between the community, local self-government security advocacy training: how and which bodies and agencies should be addressed, how to monitor the



Vadym Yatsyshen

response to appeals and how to persuade the actors, who have impact on security situation.

A guide on settlement of the most common security issues in the UTCs is planned to be elaborated for the mediators. The project's authors want the mediators to have proper communication, psychology and conflict management skills. Having such expertise, the social mediators will come to the scene of a dispute prior to the police and, while communicating with the parties to the conflict, will reduce the tension and prevent possible subsequent crime.



Maria Melnyk

Maria Melnyk, a resident of Vovkivnytsi village, believes in the effectiveness of social mediators. She says she has been such a mediator for 15 years already. Woman recalls how the police chief called her early in the morning five years ago and asked to reconcile the two residents as the law-enforcers had been busy all night on the site of a serious road accident.

"I went there and saw two women pummeling each other. One of the women had thrown away garbage into the street. I reconciled them. Indeed, a younger woman regularly threw garbage away into the street. I told her: 'Don't you understand? You have daughters. People are walking on your rubbish. This may cause misfortune. Your girls got married and divorced. Perhaps, it's a reason.' I just helped a person to realize these things," Maria says.

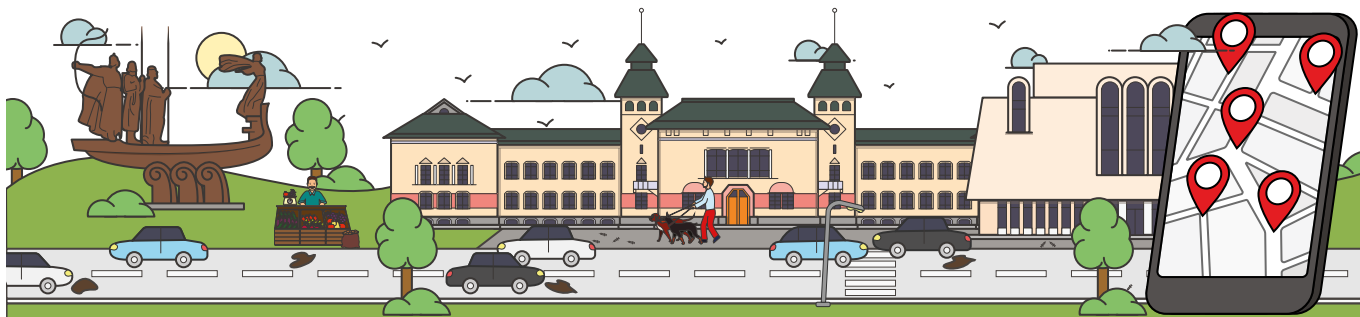
The project authors hope that the practice of social mediators will encourage local authorities, the Ministry of Internal Affairs and donors to jointly implement this model in the territorial communities throughout Ukraine. However, Inna Hleha emphasizes that the police have already realized the importance of the philosophy of community policing. She stresses that the cooperation between police and the public is a ticket to security.

"Police cannot work effectively without the local community. However much wanted, we cannot solve all the problems on our own. There are security problems that do not depend on us. If there are no windows or doors in a residential house and it is robbed occasionally, we cannot make a district police officer to patrol near each such house. We can point to a problem, and they have to settle it as the community. A social mediator can contribute to settlement of such problems," **Inna Heleha** says.

Having security issues in your neighborhood? Ask Bezpechne. Community for advice



06



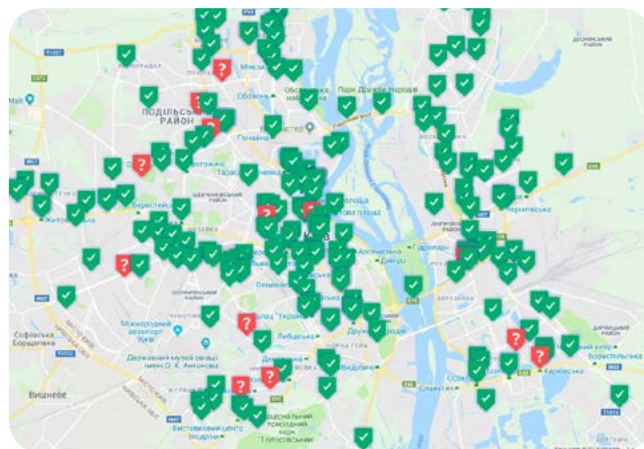
Kyiv, Poltava and Ternopil residents can consult the police about their local dangers and get advice from the authorities via the Bezpechne.Community online platform.

The **Bezpechne.Community** platform is based on Google maps of cities, allowing residents to leave messages regarding security issues. After administrators verify this information, the inquiry appears on the map in the form of a question mark on a field of red, which then becomes green once the inquiry is answered. The questions are answered by the platform moderator along with the appropriate police department, legal clinics of the National Academy of Internal Affairs or free legal aid centers of the Justice Ministry.

Thus, **Bezpechne.Community** is a source of practical information where anyone can find answers concerning safe environments in cities: who decides on the installation of new traffic lights, which service is responsible for the maintenance of pedestrian crossings, why is someone's drug-dealing neighbor

still not behind bars, when a policeman has the right to search a person, etc.

Kyiv residents, for instance, complain most often about traffic violations, poor roads condition and marking, absence of traffic signs, disturbances of public order, unauthorized trading spots, drug trafficking and the conduct of large dog owners.

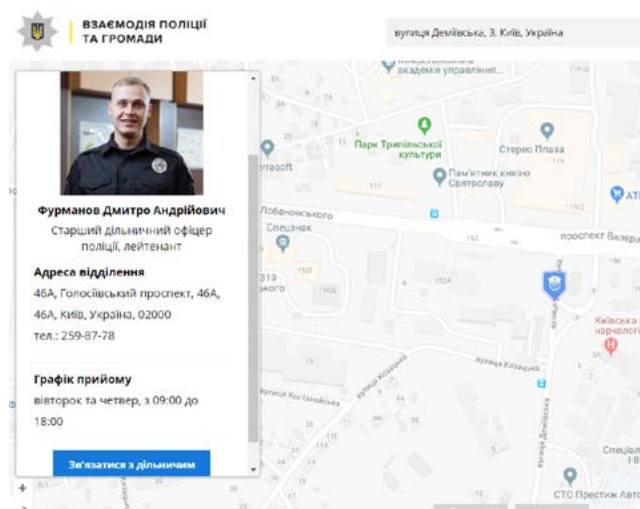


However, as the authors of the project caution, the platform is not supposed to be a substitute for 102 (police line). Rather than solving people's problems for them, it is meant to get them accustomed to being socially active. Thus, the platform provides instructions on how to solve non-urgent security problems on your own. At the same time, the police hopes that the Bezpechne.Community will take some of the load from the 102 line, particularly when it comes to those questions and issues that are outside police jurisdiction.

«Local solutions for local needs – such is the police motto when working with communities. To ensure effective crime prevention, a policeman needs to know about the urgent problems of his or her territory, and who better than locals to tell about potentially dangerous places or suspicious business in their own districts and streets? Our task is to establish open and trusting relations with citizens, so that everyone is aware that they are also responsible for their own safety and must contribute to the creation of a safe environment», says PR Head of the Patrol Police
Kateryna Bielugina.



Anastasia Bagniy



Currently, a District Officer's E-Office service is being tested on the platform in Kyiv's Holosiyivskyi District. It allows users to find out the contacts of their district police officer and send them a private message. Project authors also plan to connect the rest of the capital's districts to this service, as well as other cities where the **Bezpechne.Community** operates.

«If you think that your district officer can help with a particular problem, you can reach them with a private message. Moderators will be sure to check it out. If they decide that the message does not require the district officer's involvement, that it has no mention of specific offenses or if it is typical, then the answer will be given by the moderator. However, if the district officer needs to be involved, the message will be forwarded to the intended recipient and the moderator will no longer have access to subsequent correspondence», clarifies the e-office's algorithm
Anastasiya Bagniy.

Also, according to **Bogdan Hdal**, activist and resident of Kyiv's Holosiyivskyi District:

«Lack of personnel, excessive bureaucracy, gaps in legislation and a bunch of other factors greatly reduce district officers' effectiveness. With proper delegation, locals can become their eyes and ears, helping them respond to problems faster. The Bezpechne.Community is useful here since it allows people to send instant messages to their officers, messages with the legal power of an official report.»



Olga Yuskevych

Bezpechne.Community is open to all who are willing to maintain it in their respective city or village. The DreamKyiv team in its turn will show newbies how to work with the platform, set up a media launch and establish cooperation with partners.

The Bezpechne.Community authors' dream is for those willing to join the service to find funding for its operation in local budgets.

«The service is currently funded by the International Renaissance Foundation, but it won't last forever. For sustainable operation, funding should be secured at the local level,» believes **Anastasiya Bagniy**.

Schoolchildren mediators appeared at three Chernihiv schools

Chernihiv



Mediation services started operating in three schools of Chernihiv, with mediators helping to resolve conflicts among students.

In April 2017, Ukraine was shaken by a clash between Chernihiv teens when several dozens of spectators were using their phones to film pupil Polina Maloshtan being beaten by three other girls.

After this event, the NGO Chernihiv Public Committee for Human Rights Protection held a strategic session where school administrations, education departments, local deputies and activists sought solutions to security issues. They all agreed that the best course would be to adopt mediation practices.

*«The fight between the girls made it clear to teachers that mediation is necessary. After discussions with all stakeholders in Chernihiv, three pilot schools were selected for these services,» says **Kateryna Dankova**, program manager at the Committee. These schools are: Lyceum No. 22, School No. 29 and Gymnasium No. 31.*

The schools then selected 26 students to participate in four-day training on the basics of mediation together with social mentors.



Kateryna Dankova



Mykhailo Kolen'ko, Olha Melnyk, Alina Palub

Mykhailo Kolen'ko (age 16) works at a game server that has three and a half thousand users online at all times. Every month he has to resolve up to three conflict situations.

«I want to learn how to resolve conflicts and make it clear to the players that mutual understanding is in their own best interests,» says the student of Chernihiv's Lyceum No. 22 about his motivation.

Conflicts between students in Chernihiv schools have been resolved in this manner since October 2018. According to Lyceum No. 22 social mentor Natalia Sayenko, any student can inform her about a conflict. After that, two mediators are announced via a Viber group and approach the parties during the main recess or after classes.

At the start of the meeting, mediators explain to the parties the principles of their work - voluntary participation, shared responsibility, neutrality and confidentiality.

It is necessary to get to the cause of the conflict in the course of communication, says **Olga Vynogradova** (age 14). When the cause is known, it's easier for parties to come to terms.

«During our latest mediation, it took us a long time to understand why a person reacted aggressively. They initially claimed it was a defense reaction, but a conflict always has a cause. For instance, the parties could dislike each other ever since primary school. It is never a simple defense reaction,» says the student of Chernihiv School No. 31.

«People often argue without even understanding why and what consequences their arguing can have, so it's necessary to make it clear what each party wants, and then look for a compromise,» adds **Hanna Isayeva** (age 14).

All in all, the students involved in mediation believe that their work is having an effect. After such communication, the conflicting children no longer report the same problem again.

«They have resolved the problem, forgotten the conflict and started talking again. I believe, this is an indicator of success,» says **Hanna Isayeva**.



Hanna Isayeva

As for the teachers' opinion about the mediation service, **Appolinariya Pileko** (age 14) jokes that some teachers still «resist». According to Nataliya Kolotylo, social mentor of Gymnasium No. 31, younger homeroom teachers know the efficiency of peer-to-peer education, yet teachers of older generations believe that mediation is suitable for younger children but not for seniors.

The parents were also taken unawares by the mediation service. **Natalia Sayenko** mentioned a mother who was asking indignantly what that mediation thing was and why it was done without her.

*«I explained to her what it is. I told her: «Do you want your child to keep fighting? Or do you want her to learn how to listen and how to make herself be heard, to be able to speak the truth, to tell you when she's in pain, why a quarrel began, to settle personal differences through conversation and find ways to resolve tensions? After that, parents realize the benefits of mediation,» says **Natalia Sayenko**.*

Alina Palub, curator of the School Police Officers Program, is pleased with the emergence of mediation services in schools. She is convinced that school mediators are better equipped to resolve conflicts because they are intimately familiar with school problems.

*«Conflicting parties seldom talk to the police as they are too afraid or embarrassed. Children do not think of policemen as someone they could ask for help. I remember, when we visited older kids in kindergartens, they were afraid of us. We would invite them to sit in a squad car, honk, speak on radio, and they would still be afraid. This means that parents scare their children with the police. God forbid something happens to them and it might not even occur to them they should contact the police,» says **Alina Palub**.*

At the end of 2018, two school police officers started working at the Chernihiv National Police. They hold awareness-raising events in schools and respond to calls from educational institutions, but according to the police, two special officers are not nearly enough to cover 35 schools.

Alina Palub also explains that the law forbids the police to speak with children one on one, otherwise the prosecutor's office could open criminal proceedings for violation of the rights of the child.

*«Conversations with children must be conducted in the presence of one of the parents, a social worker or a psychologist. If you want to help and talk to a kid one on one, his mother could file a report with the prosecutor's office the next morning, claiming that we have pressured and intimidated the child so he can't sleep at night. However, with three adults present, children still feel pressure and refuse to open up. They understandably don't want to entrust their innermost feelings to a crowd. It's another matter entirely when conflicting parties are approached by mediators who are pupils just like them,» says **Alina Palub**.*





Chernihiv Gymnasium No. 31

The policewoman believes that if children learn to resolve conflicts in schools by themselves, educational institutions will no longer need to involve the police.

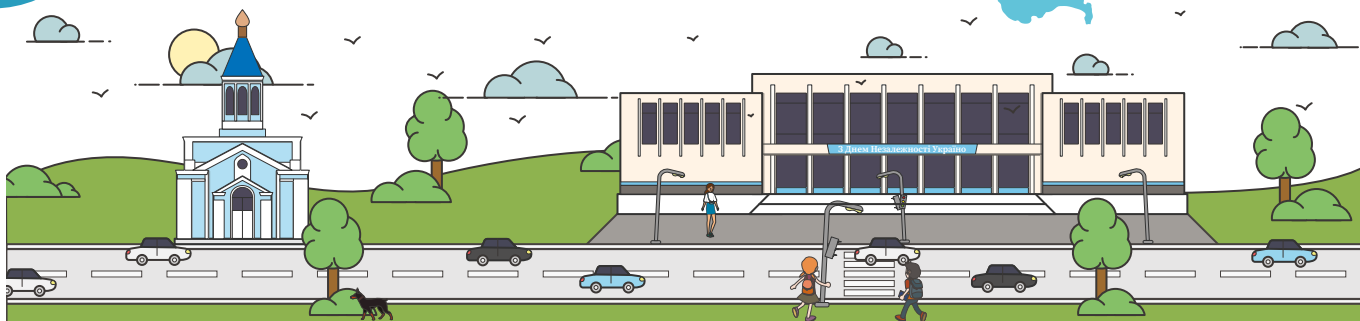
«We have noticed that despite our advice to call 102 in the event of violent incidents, as is the established procedure, school administrations often decide against it. Principals and their deputies are afraid of damaging their school's reputation. Thus, schools must be especially interested in mediation services, since the school kids may be able to resolve conflicts on their own at an early stage,» she explains. At the same time, the policewoman emphasizes that school administrations should not conceal systematic bullying and conflicts that they are unable to resolve.

Students complain that there are no neutral mediation spaces in schools. According to Kateryna Dankova, her organization has no funds for round tables, chairs, flip charts, office supplies and other necessary equipment. Thus, Chernihiv is currently working on changes to the local school program that will fund such spaces in 12 schools of the city. One mediation office will cost about 20 thousand hryvnias. Kateryna Dankova mentioned that the creation of mediation services in schools also has the support of district council deputies.

The Chernihiv Public Committee for Human Rights Protection does not intend to stop there, already planning to continue mediation 101 training for students of other schools in 2019.

Security Hub: in Odesa Oblast, local authorities and the public are working to keep their town safe

Tatarbunary



In the Black Sea region town of Tatarbunary, civil society activist and former police officer Leonid Semenenko created a Security Coordination Hub. For three years now the Hub has been working to keep the town safe together with all willing to get involved.

Twenty organizations whose activities are related to city security have already signed a Memorandum of Cooperation since the Hub's creation, specifically the Tatarbunary Rayon Council, Tatarbunary Rayon State Administration, Tatarbunary City Council, Tatarbunary Police Department, local department of the State Emergency Service, Rayon department of the State Migration Service and the NGO «Kosatska Varta» dedicated to upholding public order.

The Hub's creators developed a universal approach to assessing the security situation in a community dubbed «security passport». This analytical document collects as much information as possible about the entire spectrum of community security issues, as well as the potential and capacity of all stakeholders to develop a safe environment. According to Hub's experts, a thorough analysis like this allows adjusting priorities on the fly when working on local security programs and strategies.

«Our town has never had anything like it. We never used to gather and analyze information like this. We had certain statistics, but it never had any effect on the policies of local authorities and state bodies,» says **Igor Brynosh**, deputy head of Odesa Regional Organization «Committee of Voters of Ukraine».

Between April and September 2017, Hub's volunteers were interviewing the locals regarding security factors and dangerous places in the town. 891 processed questionnaires show that the residents are concerned, among other things, by the lack of lighting in the streets and traffic lights along the international road Odesa-Bucharest, as well as by street mugging.

«Focus groups of teachers and parents told us that children are afraid of crossing that road which is only five meters wide. Parents often have to come from the other part of the town to help their children cross the road,» says **Igor Brynosh**, adding that the town is already preparing documentation to install traffic lights on the road.

The poll's results have already attracted the attention of the National Police, who changed patrol routes and the format of district officers' work, and the local authorities have already provided lighting in the streets.

However, activist Leonid Semenenko complains about the vandals destroying the lights.



Leonid Semenenko

«Sometimes we find the lights smashed the very next day. The authorities are able to do more here than the people. I hope this year we will bring the Safe City program to its logical conclusion by installing a network of cameras all over the city. This will help preserve people's property and track any and all wrongdoings,» he says.

The people at the Security Hub believe that such hubs are an effective tool for promoting security initiatives.

«While officials want changes but their authority is limited, security hubs can resolve such issues with ease. They have every means for this at their disposal, from awareness-raising activities to pickets,» says **Igor Brynosh**.

As a separate line of work, the Hubs develop leadership and human potential in the field of security. Thus, volunteers plan to work with local officials and council deputies by holding seminars for them and preparing a practical guide on the development of a safe community.

In addition, the Hub has established a council consisting of five veterans willing to act as mentors. According to Igor Brynosh, many former police officers have both the experience and desire to help the society, and yet they are never asked to participate in the security building process. Now these veterans volunteer to share their expertise with active police officers on how to build and maintain a safe environment, as well as take part in joint patrols, awareness-raising and training events.

The Hub believes that developing leadership and human potential will help create an effective police force.



Igor Brynosh



At the same time, the Security Hub is also a platform where people come every day to consult district police officers, lawyers and other professionals. It also serves as a site for meetings with minors on probation and representatives of discriminated groups, as well as for coordination meetings on security issues.

Every Tuesday and Friday moms leave things at the Hub that their children no longer need, to be shared with the kids that do need them.

The Hub has also conducted two waves of optional classes for youth entitled «Your safety in the community». The program has been adopted by five schools, along with the rayon education department and the police. Under this program, schoolchildren talk with police officers, psychologists, social workers and Hub members.

In addition, at the request of local women, the Hub is involved in the opening and development of a self-defense school for women. Tatarbunary women will be trained in the martial art of sambo by Sergiy Dukin, Candidate Master of Martial Arts Sports, lawyer and ex-policeman.

The Hub's volunteers, together with the police, talk to locals in the streets, at bus stations, stores and people's apartments in residential buildings. The Hub values this part of their work as it allows them to promote their efforts while keeping people updated on important security issues and police activities.

Together with the Legal Aid Bureau, Rayon Center of Social Services for Children, Family and Youth and other public authorities, volunteers also participate in awareness-raising events and visit other rayon settlements.

The Hub currently has no legal status. However, in the future, it is expected to be transferred to local self-government, to act as an advisory body. In addition, there are plans to establish a local sheriff's office within the Hub, funded by the city council directly.



Working together, we help many people to adjust their lives

Experts on restorative justice for minors trained in Sievierodonetsk.

Sievierodonetsk

09



In Sievierodonetsk, the Crisis Media Center «Siversky Donets» has trained 10 restorative justice specialists. They are ready to take minors who have committed their first offense away from the vicious circle of criminal justice. However, the question remains whether local governments are willing to cooperate.

Restorative justice is a new approach to resolving legal conflicts. It focuses on conflict resolution through involving conflicting parties and society in communication with legal bodies and encouraging offenders accept responsibility for their actions. An important part of this process is active involvement of affected parties, with an emphasis on relations building, reconciliation and agreements between the victims and offenders regarding the desired outcome and compensation.

Restorative justice allows victims to overcome negative emotions and the fear that the crime could be repeated in the future. It helps the victim understand why the offender committed the crime, and the offender – what consequences that crime had.



Daryna Kartashova

«Many victims retreat into themselves. They are afraid that it could happen again and feel that something is wrong with them if they became a target of a crime. Restorative justice allows both parties to accept their emotions and remain, not friends perhaps, but at least people able to greet each other on the streets,» says **Daryna Kartashova**, restorative justice specialist, adding that this method also helps reduce crime rates.

The project's author's in Sievierodonetsk see the value and main goal of restorative justice in keeping teenagers away from prisons which are liable to turn them into repeated offenders, since prisons lack the proper environment to form a child's personality. Executive director of Vostok SOS **Oleksandra Dvoretzka** agrees with this:

«Everyone believes for some reason that whoever ends up in a penal institution deserves to suffer. There should be mold and cold and hard mattresses. You might think that prisons' main task, as in that Foucault book, is to watch and punish. With this approach, there can be no hope of rehabilitation. On the other hand, when I read Nils Christie's A Suitable Amount of Crime about the practice of mediation, I realized that people work even with grave crimes in other countries, and their societies are OK with this. We need to change our approach as well. If we make it the government's task to make the criminal suffer, we shouldn't be surprised that he holds a grudge against the society that cost him years of suffering and applauded this,» says the human rights activist.



Oleg Nevenytsia

According to **Oleg Nevenytsia**, Head of the Board of the Crisis Media Center «Siversky Donets», local prosecutor's offices and the National Police are reluctant to work with the experts.

«Our team of experts did manage to get three cases of minors with bad behavior from the police. Other cases, however, are shrouded in mystery and red tape. Law enforcement is willing to support certain initiatives but there are standing orders from higher up, and the police show no independent initiative,» says **Oleg Nevenytsia**

He expresses regret that law enforcement officials are not ready to implement restorative justice together with professionals. «Siversky Donets» is also forced to conclude that judges of the Sievierodonetsk City Court do not participate in discussions on restorative justice, citing busy schedules.

Human Rights Information Center lawyer Lyudmyla Yankina calls this attitude of judges toward the implementation of restorative justice paradoxical.

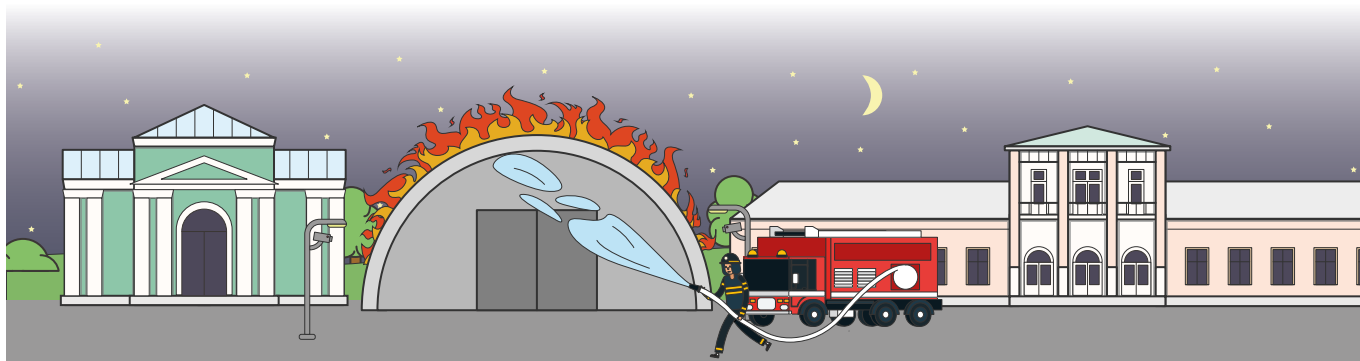
«Judges should be the most interested in this mechanism, as it would greatly reduce their load of criminal trials. They would also find it easier to work on cases where the parties had experience with restorative justice programs,» she says.

Of the ten specialists trained in Sievierodonetsk, five have not given up on their work anyway. When asked, they get involved in new cases as volunteers.

Severynivka rapid response center in Vinnytsia Oblast: what it is and how it works

Severynivka

10



Fire department, administrative services center and district police officer's office all in one building - in autumn, a rapid response center started working in Severynivka territorial community. This institution, staffed with local volunteers, oversees security in seven localities.

Human Rights Information Center correspondent visited the village of Severynivka and found out who and how implements Polish experience with security centers in Ukraine.

A rapid response center is an institution that concentrates as many services as possible in a single place, allowing citizens to use a variety of services.

Over half a million hryvnias went into building the security center on the initiative of Severynivka territorial community. The project application prepared by the residents and the NGO Podil Agency of Regional Development was supported by the International Renaissance Foundation.



The center's staff consists of volunteers from among the locals, since it is the locals who are most interested in making their homes secure and who are most familiar with local problems.



Ivan Obratsov

Severynivka territorial community decided that they would nurture a kind of «elite», starting with school kids, which would support and build security in the future. For this, adult volunteers and highschoolers are being taught first aid, basic fire fighting and special equipment skills.

*«There is a mechanism in Poland when teams of volunteers respond to calls and handle their tasks effectively. Their main incentive for this is recognition, because in gminas (in Poland, a city, village or a group of villages or cities), volunteers are considered an elite,» says **Ivan Obratsov**, manager of the project «Safe Community - Common Interest, Common Responsibility» of the Podil Agency of Regional Development.*

One of the first things communities did for the sake of security is install 24 cameras in five villages and two hamlets. It cost the community 600 thousand hryvnias. Some of the cameras are along the roads, others - in social institutions, such as hospitals, kindergartens, sanatoriums, schools, cafes and other crowded spots.

This system allows monitoring the security situation in real time.

The cameras record car plates both during daytime as well as at night. The software stores this information and keeps it on the community's server for two weeks. The software has an intuitive search function that shows you a video recording of a car's movement and a picture of that car's plates as soon as you enter the first three digits of the plates. Only law enforcement officers can access this data.

Severynivka UTC has already cracked their first case thanks to their new CCTV which involved a stolen motorcycle.

*«Of course, it won't reduce crime rates by 100%, but now criminals will at least think twice whether it's worth committing a crime when cameras are watching,» says **Ivan Obratsov**.*

Ruslan Petrunko, Deputy Head of the Preventive Activities Division of the Main Directorate of National Police in Vinnytsia Oblast, hopes that other territorial communities would also implement such projects:

«It is difficult for law enforcement to guarantee a safe environment without the support of communities and local self-government. Such projects make it possible to prevent crime and offenses, and it's better than dealing with their consequences.»

The community is also forming a team of twenty volunteer firefighters who will undergo special training.



Sergiy Skorysh

*«Volunteers will be on duty once or twice a month. Everyone will find time for this work», says community resident and volunteer lifeguard **Sergiy Skorysh**.*

Ruslan Shevchuk, Head of the Main Directorate of the State Emergency Service in Vinnytsia Region, says that the training for volunteer firefighters will be high-quality. He points out that there are no high-rise buildings in Severynivka territorial community, except



Ruslan Shevchuk

for the school, which is why rapid response center personnel will not require special training.

At the expense of the Renaissance Foundation, the community has already purchased ten radios as well as uniforms. Also, as part of partnership charity assistance from Poland's Gmina Puńsk, Severynivka received a fire truck able to carry 6 tons of water.

Ruslan Shevchuk was impressed by the vehicle's power. He says that other oblast rayons have nothing like it – they only have ZIL-130 or ZIL-131 vehicles that carry 2.5 tons of water, which is only enough for three minutes of fire extinguishing.

In the future, the center's creators plan to renovate the fire department building and buy protective gear for rescuing people from smoke-heavy premises. This initiative will require over 1 million hryvnias, and they are still looking for the money. The renovation will be likely financed by sponsors, the community as well as by regional and state budgets, since security is everyone's concern in a community.



Contacts

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For a wider introducing with the Ukrainian Community Policing initiatives,
please visit our web-site: www.cop.org.ua