

A New Model of Victim Care in Mossos D'Esquadra, the Catalan Police Force: The Role of Identity, Leadership and Technology

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OBJECT OF RESEARCH

The targeted study of the Spanish research team focuses on a project which aims at implementing a change in the Mossos d'Esquadra's model of victim care which is dealing with victims of male violence. For a long time, the care offices for the public of this police force had specialised units for female victims of men's violence. These units were in charge of both recording and following-up on a crime that was reported to them.

In 2009, a study conducted by Mossos d'Esquadra themselves showed that 80 percent of the records were done by the general department of the public care offices instead of the specialised units. It therefore appeared that police officers in those specialised units did not act as they had to. The study also showed that the following-up process of the records had some weaknesses and was, too often, incomplete.

Given this situation, two decisions were considered by the force:

- On the one hand: To allocate more people in the specialised units to do both recording and following-up as initially stipulated.
- On the other hand: To separate the recording from the following-up process. This would mean that the specialised units focus on the following-up process and leave the recording of a crime to the general department of the public care offices.

The first option could not be implemented from an economical point of view. Also, it was incoherent from an organisational perspective. Thus, the second option was adopted.

This first change was an impetus for a cascade of additional changes. The most important was related to the need of redesigning the victim following-up process, and therefore, the need to promote a change of culture in the organisation. New rules and procedures and a new management system followed. Along with this, several technological changes were implemented. For example, software and hardware were adapted and a call centre was established.

The project, which started back in 2011, is expected to be finished at the end of 2013; by then 3.000 police stations should have been implemented it.

GOAL

Within this context, the Spanish targeted study aims at analysing the role of leadership, identity and technology in facilitating this change.

DESIGN

We are taking a quantitative approach, collecting survey data from a representative sample within Mossos d'Esquadra (around 1.800 police officers). Data is collected in an online survey for police officers. The first stage of data collection was completed in June this year. Since we are interested in determining the facilitators of change over time, there will be a second stage of data collection between September and October 2013 and a third one between February and March 2014.