

DETAILS

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Kosovo Police Service School - an academy for public safety education and development

The Kosovo Police Service School (KPSS) was established by the Organization for Security and Co-operation in Europe (OSCE) in September 1999, with an aim to create a modern democratic police force that will restore confidence in law enforcement and effectively apply community-based policing principles.

Hasan Sopa, OSCE

To date, the KPSS has provided education and training for approximately 7000 police officers. Given that it began its work at the time when no other institution was functional it can easily be considered as one of the biggest successes in post-conflict Kosovo. Without a ny doubt, it is a tribute to the OSCE's institution building efforts.

We started from zero

According to Steve Bennett, who has been School Director from the outset, KPSS started with little more than the commitment and vision of the early members of the staff, international and national. With the time it evolved into a successful and professional educational institution. "An institution defined by practices, protocols, services, curriculum, and a full range of supporting activities, was needed to accomplish our mandate," he said.

"The OSCE, as an organization made a seri-



It is anticipated that over 7,500 cadets will graduate from the KPSS with the end of 2005.

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ous commitment of resources to make the school a reality, including the investments in the school's property to make it suitable for training. This demonstrated an early recognition and commitment of the OSCE's Permanent Council and the Mission leadership to rapidly and professionally undertake our mandate of police training and development," he explained.

In his view this commitment and investment had a positive impact on students and staff and their performance in the programs. "I have always been impressed with the capacity of the OSCE member states, the Mission and the Secretariat personnel, to put really good people into the Mission's departments. I can proudly say that the people who have come to work and develop police education are top quality professionals and visible evidence of the strength and character of the OSCE as a regional organization."

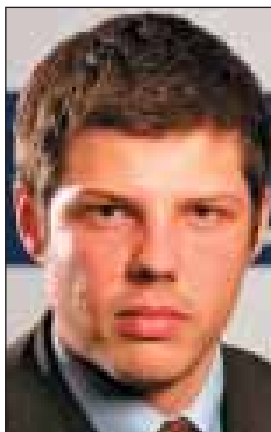
While the OSCE's commitment and investment is significant in terms of the results achieved, in Bennett's view, it is important to recognize the individual role every KPS officers plays. "No matter how good your school is and how good your instructors are, if you do not have people with basic integrity and basic capacity, willingness and the desire to learn, you never get any results."

KPSS a model of professional education

Gradually, KPSS has evolved as an institution that represents a good model for professional education and development of public safety personnel.

"In a relatively short period of time, we have been able to develop very capable people

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Nikola Gaon
Public Affairs Officer,
OSCE Mission in Kosovo

Dear readers,

This issue of Details is almost entirely dedicated to different aspects of policing in Kosovo. It addresses the future of the Kosovo Police Service School, the draft Law on Kosovo Police Service, gender ratios in the police structure, community policing and public safety concepts, as well as the police and the media relations.

And while many in Kosovo often forget that it was the OSCE Mission that has trained the post 1999 Kosovo police force, and that it is still providing both basic and advanced training to the rank of Colonel, even fewer know the meaning of the abbreviation - OSCE.

The Organization for Security and Co-operation in Europe (OSCE) stands for the largest human rights and human security organization in its area – from Vancouver to Vladivostok. With 55 member states from Europe, Central Asia, Caucuses, North America, and nine partners for co-operation, states from Middle and Far East, the Organization works in human, politico-security, and economic-environmental dimensions. It has 18 field operations, Kosovo mission being the largest.

In December 2001, the member states declared their intention to strengthen the overall Organization's police related activities. The Strategic Police Matters Unit (SPMU) was established at the OSCE's Secretariat in Vienna. It formed a network

of police advisers in the Organization's filed structure and has become a know-how hub.

The OSCE's Senior Police Adviser and Head of SPMU, Richard Monk, noted on number of occasions that social, political, or economic stability can not be accomplished without effective law enforcement and respect for the institutions of the rule of law. He also added: "The OSCE alone has the necessary experience to tackle this head on. We have strong field presence, the institutional influence and the broad spread of states to provide the long-term engagement required."

His statements find a strong basis in the Missions, like the Kosovo one, and the willingness of the OSCE's Permanent Council to take decisions in the times of need.

Following the decision of the Permanent Council to rapidly deploy the Mission in Kosovo in 1999, the Organization began its police education and development activities immediately following the end of conflict. The Mission re-established and re-furbished the Police Academy at Vushtrri/Vučitrn, now called the Kosovo Police Service School, and it put in motion a team that grew to over 260 international police trainers and 290 local staff working to create a new democratic police force.

Since 1999, close to 7000 new police officers graduated from the KPSS, while some 900 have received advanced training and were promoted to the range of ranks, from Sergeant to Colonel. This startling statistics further imply that every police officer one might come in contact with or see in Kosovo has received the OSCE training.

The OSCE's involvement in the policing issues in South-East Europe does not stop with Kosovo. Its police training and development operations run strong in the former Yugoslav Republic of Macedonia (FYRoM), Croatia, southern Serbia, and Montenegro. In all places, the OSCE helped modernize and build multi-ethnic police forces that upholds respect for human rights. Common to all three operations was introduction and support for the community policing concept that is also being implemented in Kosovo.

To illustrate the size of police related operation we will mention that in FYRoM; the OSCE helped train over 1,000 recruits to ensure multi-ethnic police composition and help implement the Ohrid Framework Agreement.

Building on the experience from south-east Europe, the OSCE runs similar operations in a number of former Soviet states: Kyrgyzstan, Armenia, Tajikistan, and Azerbaijan. In co-operation with their Police Academies the OSCE supports basic training and

refresher courses for police officers, while also helping overall development of the police forces by supplying information and communications systems and the necessary technical training.

With all these activities, the OSCE is helping develop democracies that will uphold rule of law, but it is also helping boost regional co-operation to fight organized crime.

According to Mr. Monk, criminals are already co-operating internationally and governments need to work together to stop them. He said that if there was one country that lacked internal control and was left unchecked, it could become a threat to everyone in the world. "It is vital that the international community should unite to tackle this modern scourge. The OSCE is keen to play its part."

As it stands, the OSCE will continue to increase its role in police education and development. Kosovo, on the other hand, can be proud to have had received so much attention of the OSCE and other international organizations that are helping develop its law enforcement and rule of law institutions, bringing it closer to the European family.

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Ambassador Werner Wnendt, the new head of the OSCE Mission in Kosovo and UN Deputy Special Representative of the Secretary General for Institution-Building has made it his priority to develop Kosovo in such a way that it can be a home for all people who want to live together, in peace with their neighbours.

He acknowledges progress made thus far with the police training but does say that additional efforts are need to further develop Kosovo Police Service as a democratic institution that upholds respect for human rights.

During his visit to the Kosovo Police Service School he said: "I am pleased to see in place a police training facility that can be compared to western European ones. Joint funding from the OSCE and Kosovo's consolidated budget makes KPSS's eventual hand over much easier."



KPSS and KPS to work for people of Kosovo

Steve Bennett believes that the School and KPS will continue to exist in the future and work for the interest of all people of Kosovo. "I believe the School will evolve into what Kosovans determine is the best solution for public safety education and development. Over the last five plus years, the School has been providing services to several key disciplines in the public safety system and I think the validity of this model is self evident as we view the results."

In Bennett's view public safety depends on an effective and co-ordinated system of service delivery and the School can and should be an early and sustainable mechanism to promote that philosophy. "I anticipate that we will continue to move toward the model, which I would call an academy of public safety education and development," he concluded.

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and I would confidently compare KPS to any contemporary police agency in the world," Bennett said. "The only thing they lack is the years of experience, and certainly I'm not going to diminish the value of the experience in this kind of the job. Taking this into account, I think that they are comparatively far ahead of what I otherwise would have expected when we started."

Lack of leadership experience

When it comes to handing over responsibilities, Mr. Bennett believes that at a basic operational level KPS officers know what to do. But he thinks that one can only become so effective after reaching a certain level of experience. "There are things where you need to have a particular acquired skill and experience to complete your competence. Because the majority of officers have less than five years of experience it is unreasonable to expect mastery of all skills at such an early stage of development. They are, however, daily closing the gap toward full competency."

As for the current mandate, Bennett thinks that the KPSS should certainly continue to develop KPS's competencies as it did over the past several years – providing basic police training followed by on the job mentoring, offering specialized courses, and aiding organizational development. He also said: "As we move toward further transfer of competencies it is expected that perhaps as early as the fall of 2005 there will be progress on the development of Ministries which would eventually be capable of assuming responsibility for justice and law enforcement."

According to him, in the first instance it is role of the Ministries that needs to be identified. They are then to be provided with capacity building to enhance their competences. "I personally think that this is an important area where OSCE's experience and mandate are particularly well suited to the task. In my opinion we are still the best organization for this mandate. This is not an exclusive mandate but one which will certainly be shared as will be determined during future planning and diplomatic dialogue."



A short Biography:

Mr. Steve Bennett

Director, Department of Police Education and Development, OSCE Mission in Kosovo
Bennett, has over 40 years of law enforcement experience serving in the United States and abroad. He was seconded to the OSCE in 1999 and spent the last 5 and 1/2 years as Director of the OSCE Department of Police Education and Development, where he is still serving. He has also participated in the police development programs in the Former Yugoslavia Republic of Macedonia, Serbia, Afghanistan, Iraq, and Jordan. He has previously served as Director of the Oregon State Board on Police Standards and Training, and is a past president of the International Association of Director's of Law Enforcement Standards and Training. He is a criminal justice graduate of Saint Edward's University in Austin, Texas, the FBI National Academy, and the Northwestern University Traffic Institute where he was the recipient of the "Kreml Leadership Award"

A Police Law for Kosovo

The Police Law of Kosovo is nearing completion and will be issued in the form of a Regulation and related Administrative Direction in the coming weeks.

It is the product of many hours of collaborative work by expert consultants, technical advisers and lawyers from the PISG, UNMIK, OSCE and other organizations. Whilst it is impossible to claim that any legislation can achieve complete consensus among the various stakeholders, great efforts were made in the development process to win support for a legal framework that looks to the future needs of the KPS and, more importantly, the people of Kosovo. The Police Law will create a sound legal foundation upon which the KPS can continue to develop as a paradigm of democratic policing in the region.

Frank Harris, KPSS

A law based on sound principles

A democratic police service must be founded on a sound legal framework, one that fully embraces the principles of accountability, transparency and community-centricity. As the Kosovo Police Service (KPS) prepares for final transition to the PISG and executive authority for policing in Kosovo it requires such a legal framework. Unlike its sister organizations in other areas of the former Yugoslavia, the KPS is a totally new organization that is free of many of the concerns that face an established police organization that must undergo the often painful process of reform. As a result of a communist heritage and the overt politicization of the police during the period of conflict, the prevailing model of policing in the former Yugoslavia is the 'state-centric' model. The latter is characterized by a heavily centralized organization, politicization, poor accountability and an absence of public confidence.



A law that recognizes threats to democratic policing

Whilst the KPS currently enjoys a high level of public trust and confidence it will be vulnerable to changes that would adversely affect its public image unless it has a robust legal framework. There are indications within the existing transferred entities of the PISG that centralization, politicization and overt political interference could become threats to the democratic values of the KPS. The Police Law of Kosovo must, therefore, not only create a legal basis for the currently emerging structures and organization of the KPS, it must also contain measures that preserve KPS values and prevent it from later being moved toward a 'state-centric' model. It is satisfying that these issues and concerns have been considered in the development of the Police Law and to a large extent are properly addressed in the new legislation.

Key features of the legislation

It is beyond the scope of this article to provide a detailed summary of all the provisions of the draft Regulation and Administrative Direction. However, the following is a synopsis of the key features of the law as they relate to the principles of democratic policing, namely: accountability, transparency and community-centricity.

Accountable - The new law embraces the principle of accountability in a number of

important aspects. The Police Commissioner is required to publish an annual Policing Plan that sets out key objectives for the coming year and data about police performance in the previous year. This allows the public to see how well the KPS can respond to community concerns, as well as showing how tax-payers' money is spent.

The law recognizes that public trust in the police is contingent upon the non-political nature of the organization. It introduces measures that prevent serving officers from being actively engaged in political parties, as well as legal devices that seek to prevent the KPS from becoming a political tool.

Respect for human rights is a vital component of a democratic police law and this is clearly addressed in the draft Regulation. An important gap in the existing provisions of the applicable law is the use of force by police officers. This gap is closed by the new Regulation in a carefully crafted provision that defines the limiting factors that a court will (if necessary) use to determine whether the use of police force was justified in the circumstances.

Transparent - The KPS has, from its inception, embraced the principle of transparency in the way it offers a totally objective system of recruitment and promotion, one that is based purely on merit. Likewise the KPS reflects the society it serves in terms of the ethnic and gender mix of its officers. All of this is institutionalized in the new law. In addition, the law introduces an independent oversight mechanism known as the Police Inspectorate – a measure that looks to the

potential problems of the future. The Inspectorate will have two main functions. Firstly, it will be responsible for the investigation of allegations of serious misconduct by police officers of all ranks, including the Commissioner, thereby moving toward a system in which the police are policed by an independent body rather than policing themselves. Secondly, it will perform a wide ranging audit function, with powers to inspect and report on the efficiency and effectiveness of the KPS at every level.

As a further measure to reinforce transparency, the law introduces another independent entity known as the Senior Police Appointments and Discipline Commission. This group will be responsible for short-listing candidates for the ranks of Commissioner and Deputy Commissioner, as well as hearing trials in relation to serious discipline offences and recommending penalties.

Community Centric - Part V of the Regulation is concerned with local policing and provisions that allow local communities to engage in the formulation and implementation of local policing plans. This is a vital feature of democratic policing. Police officers are required to actively consult community representatives about their concerns in relation to safety and security, and then act on those concerns.

Challenges that lie ahead

Of course this law will become merely a lifeless document unless it is brought to life by the officers of the KPS, for the benefit of all the communities in Kosovo. There is no doubt that the performance of the KPS will continue to be a critical element in the effort to move Kosovo toward final status resolution. As with so many other neighbouring territories, it is the police that hold an important key to the creation of a safe and stable society, one in which all communities can develop and prosper in peaceful coexistence. The new legislation represents a sound framework for KPS success as it takes on this considerable challenge.

About the author

Frank Harris is the Planning Adviser within the Office of the Director – OSCE Department of Police Education and Development. He has been fully engaged in the Working Groups that have produced both the draft Regulation and related Administrative Direction.

Community - based policing and community safety

“An effective Rule of Law requires above all that every member of every community in Kosovo is able to live work and travel in a peaceful and secure environment. Such an environment requires not only an effective and professional police service and judiciary but above all the active co-operation of every inhabitant of Kosovo” – Kosovo Standards Implementation Plan.

Hasan Sopa, OSCE

Although the overall safety and security situation has been steadily improving over the last five years, Kosovo’s citizens are not entirely confident that the Kosovo Police Service (KPS) has the required professional experience to tackle these complex issues. They are a new police service and there is still much they need to do before taking over a full responsibility for policing.

To help Kosovo become safer and more secure place, in 2003 the OSCE-run Kosovo Police School Service (KPSS), in close co-operation with its local and international partners, implemented the first Community Safety Action Teams Programme. The purpose of the programme is to develop new, and promote the existing, relationships between community members, municipal representatives, and the police. The Programme created multiple forums for their interaction and involvement. It is based on the community policing principle that states: “The police are the people, and the people are the police.”

The concept

Under the community policing concept, police officers and ordinary citizens work together to solve community’s problems that relate to crime and social disorder. “Achieving these goals requires a strong relationship between the police and law-abiding people in the community,” says Julie Fleming, Community Policing Coordinator at the KPSS in Vushtrri/Vučitrn. “Police working together with community members and local government representatives with a common goal of reducing crime and increasing safety, is the essence of community policing,” she explained.

“Community-based policing is both a philosophy and a strategy,” says Dr. Tamara Duffey, Special Projects Advisor at the KPSS. “This strategy provides an opportunity for the police and local communities to work together in finding local solutions to local problems,” she added.

According to Dr. Duffey, a human rights-oriented police culture underpins the entire philosophy of community-based policing and has two core action tracks: changing the methods and practices of the police to be more democratic, and establishing strong and collaborative relationship between the



Under the community policing concept police develops close relationships with local population, especially young people.

police and the public. “This kind of relationship gives the community a greater voice in setting police priorities and involves everyone in efforts to improve the overall quality of life,” she said.

Community safety must engage all local partners

Often people think that security and safety are purely police service matters. Julie Fleming, thinks the opposite: “All local partners must be engaged in community safety. “When people get involved they get a sense of ownership.”

In Kosovo, there is no history of community policing. To the contrary, there is legacy of mistrust and lack of co-operation. Chang-

ing this requires a long-term effort. Dr. Duffey explains: “It is a complex process that requires contemporaneous action to be taken at all levels translating philosophy into actions. This usually requires changing the attitude of the people who have become, often for legitimate reasons, fearful and distrustful of the police.”

Changing traditional policing to community policing is not an easy task. Ron Schwartz, a retired Public Safety Director for the Grants Pass Department of Public Safety, Oregon, United States, and an Instructor at the KPSS, explains: “Community policing is not simply a police unit deployed in the community, it is rather a philosophy. It means shifting the focus of police work from handling random

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calls to proactively working to resolve community problems.”

In the United States, says Mr. Schwartz, advanced technology and police equipment, made for speedy and efficient response to calls for service, but have left effectiveness behind. Police officers became “men without legs” driving around answering calls and making very little or no contact with the community. They had less impact in fighting crime and providing security. This “band-aid” approach was obviously only a temporary solution.

“It was not until we involved the whole community, business associations, schools, elderly people, the Parks Department, and even the trouble-makers, that we began making a real difference. We simply outnumbered the gangs who were hanging in the park, selling drugs and bothering people. Our presence there as a community involved in doing something different made them eventually go away,” he said.

Problem solving strategy

Mr. Schwartz and his US colleague Pamela Cournoyer, President and the CEO of Community Leadership and Support Service Incorporated, have come to Kosovo to assist KPSS empower the Community Safety Action Teams Programme. To date, teams of up to 35 people have been established in eight municipalities, and are being trained in additional four municipalities.

Community Safety Action Teams (CSATs) will continue working to further promote the community police philosophy through implementation of prevention, partnerships and problem solving strategies to address concerns recognized both by the people and the police.

According to Mr. Schwartz, communication between the police, municipality and community members has increased remarkably. This is just one of many benefits of community-based policing. “Since 2003, concrete problem solving projects have taken place in different municipalities including addressing youth and drug problems in schools, landfill issues, traffic safety, thefts, stray dogs, border crimes, and many more,” he added.

Community policing and the CSAT Programme have provided an excellent opportunity for police, municipalities and the communities-at-large. One could say that much bigger progress is yet to be expected. As Pamela Cournoyer noted, “People here are open and willing to learn and work together for the betterment of their communities.” According to her, that is not something that can be seen very often where she comes from.

It is for real - Women are making difference

Involvement of women in the new Kosovo Police Service has been one of the greatest challenges that the OSCE Mission’s Department of Police Education and Development has faced since it first opened its doors in September 1999.

Ardian Spahiu, KPSS

Considering the patriarchal mentality still present in the Balkans, it was not expected that the women in Kosovo would be interested in joining the newly created Kosovo Police Service (KPS). The reality turned out to be the opposite.

KPS female officers can do just as good as their male colleagues

Women in Kosovo, like everywhere else in the western world, showed that there is no role or responsibility in society they could not take on. In fact the experience in Kosovo has taught that KPS’s female officers can be just as good as, if not better, than their male colleagues, in performing their duties.

It is encouraging that all of the KPS female cadets and later graduated officers were strongly supported by their families, friends and the society. Shortly after 1999, seeing female officer policing streets of Kosovo, for many, was a dream come true.

“My family is very proud of me being a police officer and having a chance to serve the people of Kosovo. I am very happy that I have a chance to prove that Kosovo women can make a big difference in improving the life of all Kosovans,” said Arbresha Bajrami who is serving with the regional police station in Pejë/Peć and was awarded KPS’s first Lifesaving Medal.

Everyone serves under one flag

KPS is very proud of its multi-ethnic composition. Thanks to the never-ending efforts and contribution of the OSCE and the international community, today we have men and women of all ethnic groups serving under one flag, the flag of the Kosovo Police Service.

Sladana Stojanović, KPS Instructor and mother of two, said: “I am very glad that I had the opportunity to show that women can do difficult and responsible jobs in Kosovo and make positive changes.”

We can say that the OSCE’s has completed its mandate in this regard. Out of 6,953 police officers that graduated from Kosovo Police Service School (KPSS), 15 percent are female representing all ethnic groups of Kosovo.

Since 16 October 1999, when the first class of 176 recruits graduated from the KPSS, Kosovan female officers were present in each and every class. Class 30 is scheduled to complete basic education programme on the 4th of June 2005, at which point, KPS will have the following ethnic and gender composition:

Kosovo Albanian	84%
Kosovo Serbs	10%
Others:	6% (<i>Kosovo Roma, Turks, Gorani, Bosniaks, and Muslim Slavs</i>)
Male	85%
Female	15%

The OSCE Department of Police Education and Development is tasked with developing and training a new democratic Kosovo Police Service that will uphold the rule of law and further respect for human rights. More over it aims to ensure that the gender balance is respected and maintained by strongly encouraging women to joining this institution and play their part in society.



New generations of recruits set task of policing in Kosovo

William Henley, OSCE

While most modern European police services have had centuries to evolve and develop, Kosovo has had little over five years to develop its own professional, indigenous police capability. Selected by international police officers from the United Nations Mission in Kosovo (UNMIK) and the KPS, new recruits are trained by the Kosovo Police Service School (KPSS) - run by the OSCE Mission in Kosovo.

Marking the end of six months of police education and basic training, the structured field training with UNMIK police challenges recruits to practically apply the theoretical knowledge gained at the KPSS in Vushtrri/Vučitrn, in northern Kosovo. Skills that the police officers have to master include basic police patrol duties, use of firearms, first-aid and traffic control.

Field training – practical and mental preparation

During the field training, graduates of the Police School are deployed with UNMIK and KPS Primary Field Training Officers, who function as mentors and evaluate their overall performance.

“At the beginning it was hard because I didn’t know the rules and procedures, but as time advanced I realized I was performing really good,” explains Majlinda Sadiku, a new police officer from the twenty-ninth class of recruits, receiving field training in Prishtinë/Priština. “We had the support of the older policemen who helped us in different situations. Their advice was especially important when it got to communication with people. So what we learned at school, we did it in practice, but without the help of older policemen, we wouldn’t have been able to achieve what we achieved,” she said.

As Isa Gashi, another new recruit, added: “We had teams of one experienced policeman and two or three new policemen. The experienced policeman did his best to pass on to us what he knew. With their help, we managed to bracket together very well what we learned at the School with actual work in the field.”

Key to the field training is incorporating the basic training’s emphasis on democratic and community policing while undertaking practical, day-to-day police duties. This involves enforcing the law for the common good and serving the people without resort to prejudice, fear or favor. Herein, police officers learn about how to best work together with the local community to combat crime and antisocial behavior.

“After they’ve completed this practical part,

they become experts of different fields, criminology, community patrolling, traffic, etc,” explained Refki Morina, Police Spokesperson for the KPS. “All this happens gradually, going step-by-step, so that they reach the level where they can be professional police officers in a certain field,” he added.

Morina certainly speaks very highly of the commitment of new recruits and of what the KPS has been able to achieve in recent months and years. “This new generation of police officers is enthusiastic and has the will to work.”

KPS police officers patrolling Kosovo now outnumber their UN civilian police counterparts. “We have about 30 police stations transferred to local control”, says Morina. “An entire region, Gjilan, has become independent and is now run by KPS members. The successes of this region are really great, particularly since they’ve been transferred. In recent days for instance, 15 kg of heroin have been seized, worth half a million euros,” he added.

Good recruiting means good officers

Over successive years, the intake of new recruits has grown and grown, improving the capacity of the domestic police to eventually take full responsibility for policing in Kosovo.

But the selection procedure is rigorous. Despite huge interest, with over 19,000 applications received by August 1999, only 176 cadets were selected when the KPSS first opened in September 1999. To date, only around 7,300 have been selected to join the ranks of the KPS.

In addition to having to be over the age of 21 and in excellent physical and mental condition, candidates are selected on the basis of their willingness to work with different ethnicities and religions, educational merit, their commitment to human rights, and their overall strength of moral character.

Importance is placed on the need to create a truly representative police service. Of the first thirty generations of prospective police officers recruited, ten percent have come from the Kosovo Serb community and another six percent from other ethnic minorities. The number of female trainees is improving also, with over seventy women in the twenty-ninth class of recruits.

“I see KPS as a police force that will really serve the people of Kosovo and will be connected to the people, regardless of ethnicity or gender,” explained Morina. “A really democratic police force that will work in line with applicable laws.”



With their field training completed, recruits are charged with putting their newly acquired policing skills to the test.

Advanced training and specialization

Beyond the compulsory field training, a culture of continuous learning is being structured into the professional development of all police officers. So as to ensure the confidence of the public in the police over years to come, certified officers are regularly identified for advanced training on areas such as criminal investigations, supervision, and management.

The KPSS also offers specialized, extra-curricular training in organized crime, hostage negotiation, and special weapons and tactics, as well as providing training for border police and correctional service officers.

Through creating a skilled, professional police service, the KPSS endeavors to restore trust and confidence in the structures and agents of law enforcement. This is the key to ensuring the enduring cooperation of the wider public and different communities in community policing, and in safeguarding a law-abiding, democratic society that is respectful of human rights.

Morina is positive about the future. “People in Kosovo from all nationalities have understood that they have to cooperate with the Kosovo police because we are in their service and we protect the interest of all Kosovo inhabitants”.

Their field training over, the challenge for the new police recruits is to meet these high standards expected of them by their superiors, their trainers, and the public at large.

OSCE deploys Human Rights Experts to the police

The role of the police in a modern, democratic society is to uphold human rights, rule of law, order and safety. This is the expectation of ordinary citizens and one of the major priorities for the OSCE Mission in Kosovo.

Zaal Margvelashvili, OSCE



Human Rights Experts are helping ensure police activities are human rights compliant.

In 1999, the United Nations Interim Administration Mission in Kosovo (UNMIK) was tasked with the responsibility for policing in Kosovo on the basis of the UN Security Council Resolution 1244. It deployed an international police force (UNMIK Police), and in parallel, the building of a new Kosovo Police Service (KPS) began.

At the initial stage, all policing functions were undertaken by the international UNMIK Police; KPS officers simply assisted and benefited from the experience of international policemen and women. Over time, the role and function of the KPS gradually increased, and in 2004 the full transition of

policing functions at municipal and regional levels from UNMIK Police to the KPS was initiated.

The OSCE Mission has been closely following-up developments related to the police, changing its focus as necessary in response to the changing situation in Kosovo. From the offset, the Mission was monitoring the law enforcement agencies and addressing specific cases from a human rights perspective. Later on, OSCE took a more thematic approach, wherein reports on various human rights issues were produced and presented to police authorities. To ensure that its impact would be sustainable in the

long-term, the OSCE shifted its efforts to the development of institutional human rights protection mechanisms in the police service.

In an agreement with the UNMIK Police leadership, and following the signing of a Terms of Reference with the KPS, in January 2005 the Mission began implementing a Human Rights Expert (HRE) programme designed to create and foster a culture of human rights within the police.

Shortly after, the Mission began placing HRE teams in the main police headquarters in Prishtinë/Priština and the five regional police offices. Their role is to ensure the transfer of the Mission's human rights expertise to the police. The teams advise the KPS and UNMIK Police on the development of human rights compliant policies, and, at the same time, they build the capacities of police officers to perform their duties in a human rights compliant manner. This approach allows the OSCE to influence the decision-making of the police at an early stage, making changes sustainable in the long-run.

The HREs work closely with senior, professional, and junior police officers. In the interest of good co-operation they are attached to the offices of police commanders and conduct their work from police premises.

The HREs focus their activities on areas such as: arrests and custody; the rights of vulnerable arrested persons (such as juveniles, the mentally ill, and those in need of medical treatment); the rights of victims, especially victims of domestic violence and trafficking; transparency and public confidence in the police, including internal complaints and oversight. They also identify capacity-building needs and assist the police in organizing trainings.

The successful implementation of the programme largely depends on mutual trust between police officers and the HREs. It is also subject to the commitment of all parties involved to embrace human rights protection as a foundation of and as a reason for their work. The OSCE is determined to facilitate such a process. Judging by the co-operation it has had with the KPS thus far, the HREs programme should be yielding immediate results.

Crime fighting and news reporting:

Police and journalists should be working together

One of the most popular types of news stories is the crime story. Turn the page of any national or local newspaper or watch or listen to any radio or television bulletin and chances are that a crime story will feature. If a public figure is accused of criminal activity, the scandal excites. If a gang is attacking and robbing passers-by in a certain town, the public need to be warned.

William Henley, OSCE

Police records and crime statistics generate a vast number of crime-based news stories. Whatever the crime, the police should thus be the main point of contact for any enquiring news journalist. It is the police whom respond to and investigate crimes, whom are best placed to judge the accuracy of a story, verify journalists' leads, and provide crucial details, such as the circumstances surrounding a crime or progress with the police investigation. And as all good journalists and editors understand, the reliability of a newspaper or a television or radio station is crucial to its success. If the public cannot rely on the accuracy of its stories, a news outlet's sales or ratings will undoubtedly fall.

Main point of contact

Police officers can offer reporters access to crime scenes for filming or photographing, providing editors with illustrations to complement a reporter's words. The police might grant exclusive interviews or allow journalists to travel with their officers during operations or as arrests are attempted, offering reporters an unparalleled insight into the very heart of crime fighting and vastly enhancing the element of drama in a crime story.

It thus makes good sense for journalists to cultivate contacts with police spokespersons and officers alike. But editors should understand that their journalists can't build confidence with the police overnight. They should allow reporters to specialize as dedicated crime correspondents. As Claude Salhani, editor at United Press International, explained at a recent OSCE-sponsored training for journalists and police spokespersons: "If a police officer trusts you, if you share a coffee or even eat with them from time to time, he or she will be much more willing to speak off the record with you, helping you out with information that makes your job as a journalist a whole lot easier."

Poor cooperation

However, in March 2004 it became clear that the Kosovo news media's level of cooperation with the police was far from satisfactory. Both the print and broadcast news media came in for strong criticism for



Cooperation between the police and the journalists is a two way process.

their reporting of the incident that sparked an explosion of violence – the drowning of three Albanian children. A report by the Temporary Media Commissioner blasted the "reckless and sensationalist reporting" of 16 March, singling out Radio Television Kosovo (RTK) and Kohavision (KTV) for having "willingly chosen to ignore" the statements of the UN police.

"At about 22:00 we received intelligence information that some Albanians from the areas were coming to Caber to protest the death of the children," Tracy Becker, UNMIK Regional Police Spokesperson in Mitrovica later explained about the events of 16 March: "I went back to the media, specifically to RTK and KTV, and gave them an on-camera interview during which I appealed for people to stay calm and stay home so that the police can focus on finding the children rather than deploying manpower to handle crowds," she said.

"I again emphasized that we had no evidence to support the rumour of Serbians killing Albanian children. I requested RTK and KTV to air the footage in order to calm the public and decrease ethnic tension. To my knowledge they did not air my interview," added Becker.

Distrust and Fear

As Alma Lama, a reporter with RTK, explains: "Up until now, relations between police and journalists have been poor. It's a general lack of trust which is the main problem," she says. Journalists naturally see their purpose as serving and informing the public, but a common assumption is that the police wish to exercise control over the information that they make available to journalists, that they withhold information that is unflattering of their own operations. For journalists, it may feel uncomfortable to get too close to the police.

In turn, police are fearful that by releasing details to journalists, news outlets will publish or broadcast key information that could jeopardize an arrest, allowing suspects to escape or endangering investigating officers. They understand that journalists are under constant pressure by their editors to deliver exciting stories. The police thus fear that their words may be taken out of context or manipulated, intentionally or unintentionally, by over-enthusiastic reporters and editors. The reckless and unsubstantiated reporting of 16 March has done nothing to improve the police's trust of the media.

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But over-caution on the part of the police can further aggravate mistrust and disdain amongst journalists. Even if police officers trust journalists, they may view them as pestering and bothersome, distracting attention away from real police work. In truth, the media should be harnessed as a real asset to crime fighting.

Media as a tool for crime fighting

One of the most common problems for the police is victims and witnesses failing to come forward to report crimes. This is especially the case for some of the most hidden types of crimes – human trafficking, corruption, domestic abuse, drug dealing. Fear of public scorn, or anxiety that the police will fail to treat their allegations seriously, are common causes of a victim or witness' unwillingness or reluctance to speak to the police. But by assisting the media in publishing crime stories, bringing the aforementioned crimes to the attention of the public, witnesses and victims can be encouraged to come forward.

“Take domestic violence as an example,” explained Refki Morina, spokesperson for the Kosovo Police Service: “Journalists are crucial in raising awareness amongst citizens about these crimes. Their reporting on these cases has encouraged more and more victims to come forward to the police, especially in cities, but also in rural areas.”

Through publishing descriptions and pictures of suspects, for instance, or airing

police appeals for the public to come forward with sightings, the chances of apprehending a suspect are greatly enhanced. Sometimes journalists are willing to contribute information from their own investigations and are willing to testify in court, helping to secure successful prosecutions.

Protecting the public

The first priority of the police is to protect the public. If a spate of burglaries or a series of attacks are occurring in one part of a town, the police would wish to warn the public about the danger. It is therefore in the police's interest to utilize the media as a means of contact with the public, using television, radio and print media to get their message across. Beyond public safety, the media also acts as an excellent tool for highlighting police success stories, reporting on arrests and successful prosecutions. By strengthening the transparency of the police, allowing journalists greater access to police officers, the police help to improve public confidence in the criminal justice system as a whole. As a consequence, the likelihood that citizens and communities will pursue the path of vigilante justice – as happened in March 2004 - is greatly lessened.

A year ago, a number of journalists and editors failed to give adequate attention to the police's calls for calm. They failed to be objective and were irresponsible in their reporting of the facts, giving undue weight to speculative accounts of the events of those days.

As Georgy Kakuk, regional UNMIK spokesperson, later explained about the events of 16 March: “During that evening it did not seem to matter to the journalists what we said. They seemed to have made their conclusions before. Whatever we said, it was disregarded.”

Mutual benefits

They should have, in fact, worked together with the police. For to reap the benefits of cooperation between police and journalists, both parties need to cooperate in a culture of understanding and trust.

Reporters and editors should understand that the police cannot compromise an ongoing investigation, reveal important witnesses, or undermine the achievement of justice and human rights. Journalists must ask themselves whether getting a story out into the public is really worth the damage it may cause to a police investigation or whether it will incite further violence and endanger public safety. Journalists need to be objective and measured in their tone, and above all they need to be accurate.

Reporters and editors alike have to be satisfied to wait for a full police announcement or press conference on the results of a police investigation. Speculation - the journalist's 'hunch' - can drive his or her own investigations, but should rarely feature in the printed article or broadcast, unless conclusively proven. Far from betraying the principle of objective and impartial reporting, cooperation with the police can enhance the reliability of a story and in turn improve a news outlet's sales or ratings.

Two-way process

This is of course a two-way process. In return for agreeing to hold a story until crucial arrests are made, the police should consider offering journalists exclusivity, providing interviews and quotes to improve the quality of their stories. Police spokespersons should be open and honest with journalists' deadlines and be understanding of the pressures that journalists are under from their editors, their rivals and from the readership or audience. But above all, they should be appreciative of the benefits of utilizing the news media in crime fighting.

The utility of cooperation is clear – for both journalists and the police. Working together does not entail selling out. Neither does it limit the effectiveness of police work or the quality of news reporting. Whether the objective is to improve news reporting, sell more newspapers or gain higher radio and television ratings, or whether it is to strengthen the attainment of justice and secure public safety, the police and the news media should realize that the only way that can really achieve both is to work together.



The OSCE assists media and the police in building mutual respect.

Supporting future leaders

Edita Bučaj, OSCE

Vushtrri / Vučitrn is a small town, some 25 kilometres north of Kosovo's main city of Prishtinë / Priština, but for the Kosovo's police force, whose strength now reaches some 7000, their capital is the former. Its icon – the OSCE-run Kosovo Police Service School (KPSS) – is situated in the centre of Vushtrri/Vučitrn. The order and tidiness there is striking, as is its organization.

Not only police officers have had the chance and privilege to study here. The School is responsible for training all public safety groups, which includes security, corrections and custom officers, and firemen.

But the targets have expanded and the KPSS is seeking ways of building bridges with the community, especially the young people.

The largest age group in Kosovo is undoubtedly made up of youth, with approximately 60 percent of population under the age of 30.

As the political elite in Kosovo is not very rich with young politicians the idea came up to start a project which would develop and strengthen youth groups and at the same time contribute to establishing links between them and the police.

"We started organizing youth camps back in 2004. The first one was held in July and the second in November," says Nerimane Gerguri, one of the KPSS's Youth Camp Project managers "The third is to be held at the end of June 2005 and the number of teenagers

attending will be 250. This number is double compared to the first camp and is very encouraging."

By tackling different aspects of human rights, civic responsibilities, conflict management and resolution, these youngsters are provided with a very useful skills required to become a leader in a diverse environment like Kosovo.

"The impact of these camps will be seen in the long-run, because they are young and still need to go through their high education. However, the curricula developed with our professional officers presents a very good starting point at the time when they are about to begin shaping their future," says Juliane Hertweck.

Ms. Hertweck has been working with Kosovo youth groups for quite a long time and is confident that the work they do with them will benefit the students, communities they come from and the police.

"It is also about changing their mindset. There is no longer reason to be afraid of approaching police and talking to them, because the police are there to serve the people," she adds.

Besides giving youth from all ethnic groups an opportunity to get to know the police and fellow peers from different areas, the camp help them develop a feeling mutual trust and respect with others in their age group.

"I made lots of new friends while at the



KPSS seeks ways to build bridges with local communities.

camp and we really had a good time with the police officers and trainers at the School. For most of us, this was the first such experience and I advise everyone who can participate in these camps to do so," said a Kosovo Turkish participant.

"The Police School will continue to host activities like this in the future," said Steve Bennett, KPSS Director. "The OSCE Mission in Kosovo has all the intent to continue supporting young people in getting the place they deserve in the society by providing them with different educational projects," he added.

Highlights from the field

Nderim Pasuli, OSCE

The OSCE Mission in Kosovo delivers its programmes through a network of eight Offices in: Gjilan/Gnjilane, Lipjan/Lipljan, Mitrovicë/Mitrovica, Pejë/Peć, Prishtinë/Priština, Prizren, Rahovec/Orahovac, Štrpce/Shtërpçë, as well as its headquarters in Prishtinë/Priština.

As its new feature, Details will provide insight in the specifics of the OSCE Offices' work and will shed the light on projects they conduct.

OSCE Office Prizren was chosen as a first one for its work with youth and minority communities.

Working with youth to advancing their knowledge about local institutions and their responsibilities

Two Municipal Elections have been held in Kosovo and the municipal authorities are up and working. However, there is still a noticeable lack of knowledge, especially amongst young people, about municipal structures, their functions and responsibilities.

To ensure democratic practices become a part of Kosovo's tradition it is necessary to develop strong links between the youth and the

local institutions.

The OSCE Office in Prizren has been concentrating on raising the awareness of school children about the Prizren's municipal structures and their competences with a particular focus on the municipality's obligations towards citizens, but also citizens obligations to the municipality. It helped establish and now supports the activities of the School Representatives Net (SRN), a multiethnic group of over 30 high-school students, accompanied by their teachers, representing the Schools of Medicine, Economy, Technology, Music and the Gymnasium.

According to Maurizio Giachero, from the OSCE Office, the School Representatives Net aims to foster networking activities among different schools' representatives. "It is also to develop their capacity for interaction with local institutions," he said.

Municipal Tour Project

Back in December 2004, under the Municipal Tour Project, the SRN was taken for a study visit to the offices of Prizren Municipality. The visit provided for direct communication with Municipal Youth Officer and a briefing on the respective office's work and other services the municipality provides to citizens.

“The visit offered a good opportunity to the attendees to advance their knowledge and understanding of the municipal structures, activities and citizens’ rights. The interest of participants was very big and they expressed their wish to continue with similar activities,” said the Project Manager, Ms. Gylser Skenderi.

Visiting the OSCE office

In a follow up, in April 2005, the OSCE Office and the SRN organized a study visit to the OSCE and briefed the students on the OSCE mandate and activities. The visit helped complete the picture about the interaction between local authorities and international community, and the ways in which they co-operate. Much of the briefing concentrated on the OSCE’s institution and capacity building activities.

“Institution building means supporting the development of democratic structures on behalf of the whole society” said Mr. Horst Denecke, Head of the OSCE Office Prizren.

Project proposal drafting procedures

If it can not be written it can not be done. With this in mind, the OSCE Office in Prizren, earlier this month, organized a workshop on project proposal drafting procedures for the SRN members. In group work they had to write their own project and present them. Teachers saw the workshop as a good stimulation for the students in the SRN to undertake more activities on their own. The Prizren office expects to see first project on youth involvement in work of the municipality in a very near future.

Community policing and youth

The community policing concept is based on a strong co-operation and frequent interaction between police and citizens. The OSCE Mission has initiated and still supports its implementation.

Under the concept the police and citizens are to jointly identify security concerns and work to resolve them. Through direct involvement citizenry develops sense of ownership and responsibility for the overall safety.

To increase the interaction between the KPS and Prizren’s youth the OSCE Office, on 10 May organized a study visit to the local Kosovo Police Service Station.

“The police serves citizens and works to establish safer environment for all, regardless of their ethnic, religious or other backgrounds. It respects and promotes human rights”, said Mr. Fatmir Kryeziu, the KPS Community Police Officer in Prizren.

Pupils and teachers were particularly interested to learn about the KPS’s role in juvenile crime prevention, KPS’s organizational structure and regular daily activities.



OSCE Office in Prizren, working with youth to advancing their knowledge about local institutions and their responsibilities

The knowledge gained through study visits to Prizren Municipality, OSCE Office and KPS will be passed through the School Representatives Net to other pupils in their five respective schools

The SRN helps secondary school students to better understand Kosovo institutions and get acquainted with their work and responsibilities for operating in an open, transparent and publicly accountable way.

The rights to information for Roma community in Prizren

Minority communities often face isolation and lack information about services and opportunities available to them. Development of quality broadcast programmes that provide information about education and other relevant issues from the political and social life has a crucial role in tackling this issue.

As a historic crossroad for traders and entrepreneurs Prizren has been a synonym of tolerance. It is considered as a centre of culture and art by different ethnic communities. In addition to Albanian, Serbian, Bosnian, and Turkish, Romani language is also spoken in the streets and other public places.

Roma Programming at ‘Radio Prizreni’

However, Roma community and Romani language were not adequately represented in local radio broadcasts. To remedy the situation the OSCE Office in Prizren supported the establishment of the Roma Programming Editorial Desk at Radio Prizren, which has by now established itself as a multilingual institution.

The newly established Roma Editorial Desk is one of the main sources of information to the Roma community in the region. “The main purpose of the project is to provide a broadcast service to the Roma population in their own language, to integrate a Roma editorial and Roma staff into the radio station’s scope, and upgrade broadcasting skills by reaching adequate editorial standards, which will suit to the needs of Roma community,” said Maurizio Giachero, a Democratization Officer at the OSCE Office in Prizren. “We also aim to further enhance Radio Prizren’s position as a multi-ethnic broadcaster and fostering the development of sustainable media.”

The Editorial Desk is strongly supported by the management of Radio Prizren. “Radio Prizren as a community oriented broadcaster aims to tackle one of the main challenges faced by Roma community living in Prizren region, which is undoubtedly the lack of qualitative programs and the right to information in Roma language,” said Mr. Abdullah Hoxha, the Director of Radio Prizren.

Integrating Roma community

During a visit to Radio Prizren and the Roma programming desk a positive working environment between journalists of different ethnic background was clearly noticed. Their general motivation is to identify and address communities’ needs.

“The Roma Programming Editorial Desk is intending to increase the co-operation between different ethnic groups and enhance their level of understanding for the benefit to all. By broadcasting specific programmes in Roma language we would like to encourage and promote the integration of our community into the society, by raising the public awareness, especially of other communities, about the needs, challenges and rights of Roma community”, said Mr. Nexhip Menekshe, the Editor of Roma Programming.

Through public awareness raising programs that include cultural content and debates with representatives of different communities on challenges, difficulties and needs, this editorial desk is targeting to promote equity and integration of Roma community into society.