
POLICING AND MEDIATION

NEUROSCIENCE APPLIED TO
THE TRAINING AREA OF POLICE
MEDIATION



ANTONIO BERLANGA
POLICE INSPECTOR

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INTRODUCTION

The aim of this paper is to present the Spanish police experience, regarding the implementation and deployment of alternative dispute resolution systems in the citizenship and especially in the law enforcement agencies. One of the tools that have really worked is the implementation of the Police Mediation as an alternative dispute resolution method. This results in the improvement of the citizenship and in a greater confidence in the police as well as in investments at a global level.

The situation described above is linked to the mediation culture. Mediation seeks for the civic engagement, the promotion of equality and respect, a participatory democracy and citizen participation and engagement. This kind of mediation has been specially developed in certain neighbourhoods in big Spanish cities, as well as in other smaller countries. Thus, a dispute resolution method needs to be supported. This method needs an active civic participation and it claims that the community needs to deal with conflict management to manage the coexistence.

Our society is constantly changing. Believing that everything remains the same is criminally wrong. This can be clearly seen in the evolution of society. Being aware of their rights and freedoms, the society not only demands the protection of their rights but also their development. But choosing the best law enforcement policy model in this changing society is a complex task due to some mistaken concepts from politics and even the police force. Understanding the law enforcement policy models



above mentioned is very enriching for the political speech. Furthermore, it not only improves its communication but also its plan and hence the citizen security and coexistence policies. A paradigm shift needs to be faced without fear as well as a true *metamorphosis of the police* structure¹ and roles. A combined system of the community policing principles is desirable. These principles strengthen the efficient work relationships between the law enforcement agencies and the community thanks to a mutual collaboration and the problem-solving skills of the police. This law enforcement policy model aims to change the traditional police strategies into a more proactive version. In addition, it systematizes the complaints received from the residents thanks to an analytical process. The reason is that the police see these received complaints as a sign of an underlying conflict in the neighbourhood. Therefore, supporting strategic intelligence and a police approach is crucial.

¹ <https://www.universidadviu.es/la-mediacion-policial-metamorfosis-policial-cambio-paradigma/>

LEGAL FRAMEWORK

LAW ENFORCEMENT AGENCIES

Law Enforcement Agencies (LEAs), as well as other social actors, need to deal with many different problems and the strict law enforcement or administrative regulations do not solve them in many cases. In fact, they even worsen the situation sometimes. Thus, building public democratic security policies and a responsible social policy is essential. In this way, the citizenship will be the focus of these programmes.

Therefore, law enforcement agencies need to be integrated in our society by other methods. When using different modus operandi, new proximity police models arise. They are based in the mediation and the police are the main actors in local polices in Spain and in the Valencian community specifically. The Valen-

-cian Community Local Police Coordination Act “*ley de Coordinación de Policías Locales de la Comunidad Valenciana*” highlights one of the police specific competences by law—police mediation.

Thanks to this ability, they can manage different conflicts within the citizenship and in civil, commercial, criminal and school contexts, among others.

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² Law 17/2017, of December 13th, coordination police of the Valencian Community. Article 30. 2. One of the aims of the local police forces is to cooperate with the social services and social agents within the framework of protocols or agreements signed by the town councils, especially in the areas of prevention, mediation and assistance.

Article 33. Functions 1. The functions of the members of the local police forces are those indicated in the State regulations on security forces. 2. The following shall also be functions of the members of the local police forces: (e) To intervene in the management of public conflicts within the framework of police mediation when required by the public, collaborating proactively in the transformation of such conflicts.

THE NEXT QUESTION IS: CAN A POLICE OFFICER BE A MEDIATOR?

The answer is clear: yes. Law 17/2017 of December 13th of coordination of Valencia Local Police establishes the resolution of conflicts through mediation as one of the functions of the police. Therefore, a police officer who has the appropriate training can act as a mediator and the mediation agreement reached in that framework will be similar in value to a sentence issued by a judge.

Police Mediation has become, through Law 17/17 on the coordination of local police forces, a competence and function of the local police. Similarly, the specific framework of mediation requires specific training and specialization, since only agents who are trained and legally accredited as mediators can validate agreements and make them enforceable as "court judgments".

The **Law of Convivence and Public Order Act**, is based on mediation as an alternative measure to sanction, establishing a specific Chapter.

ARTICLE 6. PROMOTION OF MEDIATION

The City Council will proceed to designate mediators, who will be registered by the City Council of Valencia as a recognized mediating institution, who, as neutral, impartial and professional third parties in this field, will mediate in conflicts related to citizen coexistence according to the criteria set out in this ordinance.

The team of mediators will be made up of officials duly accredited by the City Council of Valencia and the Police Mediation Service who must meet the requirements established by law for the exercise of mediation, and will act in accordance with the established procedure. The established agreement will enjoy the executive force derived from the provisions of the Law on Administrative Procedure.

The screenshot shows the website interface for the Spanish Ministry of Justice. At the top, there are logos for the Government of Spain, the Ministry of Justice, the Agenda 2030, and COP25. Navigation links include 'ATENCIÓN AL CIUDADANO', 'SEDE ELECTRÓNICA', 'DIRECCIONES Y TELÉFONOS', and 'ÁREA PRIVADA'. A search bar is visible on the right. Below the navigation bar, there are tabs for 'EL MINISTERIO', 'LA JUSTICIA EN ESPAÑA', 'CIUDADANOS', 'ÁREAS TEMÁTICAS', and 'ÁREA INTERNACIONAL'. The breadcrumb trail reads: 'Inicio > Ciudadanos > Registros > Mediadores e Instituciones de Mediación > Búsqueda de Mediadores o Instituciones de Mediación'. The main heading is 'Detalle de Instituciones de Mediación'. The details for the 'AYUNTAMIENTO DE VALÈNCIA' are as follows:

- Denominación:** AYUNTAMIENTO DE VALÈNCIA
- Representante:** HILARIO LLAVADOR CISTERNES, ANTONIO BERLANGA SANCHEZ
- Dirección:** PLAZA DEL AYUNTAMIENTO, N.º 1, Valencia, Valencia/València, 46002
- Email:** mediacionpolicial@valencia.es
- Especialidad:** MEDIACIÓN GENERAL
- Área geográfica:** Internacional, Toda España
- Utiliza sistemas de mediación electrónicos:** No

The Valencia Local police Department, has been constituted in the Ministry of Justice of Spain as a Mediation Institution, whose aims include promoting mediation, facilitating access to it and its administration, including the appointment of mediators, and must guarantee transparency in this appointment. If their purposes also include arbitration, they shall take steps to ensure separation between the two activities.

With regard to the police mediator officers, and their specific training, all of them have carried out a specialized training program and a rigorous selection, which we will see in detail later on and how new technologies in neuroscience are applied to select the best profiles (skills and abilities) to form part of the Police Mediation service.

<https://remediabuscador.mjusticia.gob.es/remediabuscador/DetalleInstitucion.action?id=2131>

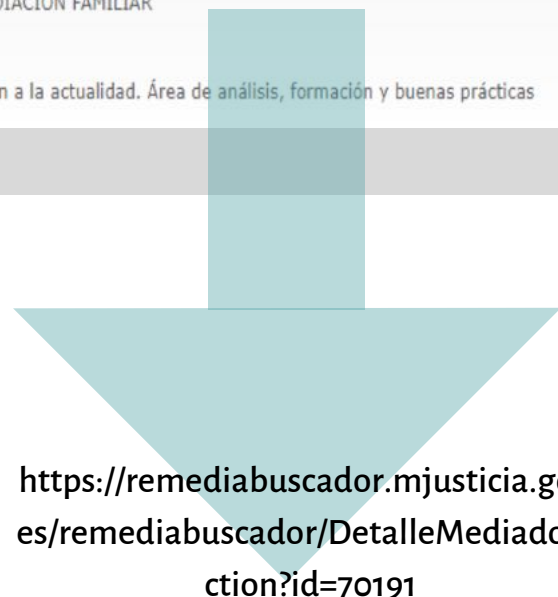


The screenshot shows the official website of the Spanish Ministry of Justice. At the top, there are logos for the Spanish Government, the Ministry of Justice, the Agenda 2030, and COP25. Navigation links include 'ATENCIÓN AL CIUDADANO', 'SEDE ELECTRÓNICA', 'DIRECCIONES Y TELÉFONOS', and 'ÁREA PRIVADA'. A search bar is visible on the right. Below the navigation bar, there are tabs for 'EL MINISTERIO', 'LA JUSTICIA EN ESPAÑA', 'CIUDADANOS', 'ÁREAS TEMÁTICAS', and 'ÁREA INTERNACIONAL'. The main content area shows the breadcrumb trail: 'Inicio > Ciudadanos > Registros > Mediadores e Instituciones de Mediación > Búsqueda de Mediadores o Instituciones de Mediación'. The title of the page is 'Detalle de Mediadores'. The profile details for Antonio Berlanga Sanchez are as follows:

- Nombre:** ANTONIO BERLANGA SANCHEZ
- Dirección:** Avenida Cid 37 Jefatura Policía, Valencia, Valencia/València, 46018
- Email:** aberlanga@valencia.es
- Especialidad:** MEDIACIÓN GENERAL, MEDIACIÓN CIVIL, MEDIACIÓN MERCANTIL, MEDIACIÓN FAMILIAR
- Área geográfica:** Internacional, Toda España
- Experiencia:** Coordinador Servicio Mediación Policía Local de València desde su creación a la actualidad. Área de análisis, formación y buenas prácticas

The Valencia Local police Department is a reference in Spain, Europe and overseas countries in the use of the Police Mediation, the special police unit, was selected as **the best police practice in Spain**.³ It is the first police unit specialized in alternative dispute resolution and restorative justice.

For facilitating the real implementation of the Police Mediation program as a community policing strategy. It is crucial to count on a police force with a solid background in trust building and community policing in order to develop the police mediation program. In this sense, Valencia Police Department is a pioneer police force working with citizens in conflict solving, through providing Police Mediation and with young people also peer media-



<https://remediabusador.mjusticia.gob.es/remediabusador/DetalleMediador.action?id=70191>

-tion in schools and advice. As an example, it is an official mediation institution, so agreements signed by their police mediators have, once signed by the parties, the value of a judicial decision.

³ <https://www.lavanguardia.com/local/valencia/20161127/412206130809/premian-a-la-mediacion-de-la-policia-de-valencia-como-mejor-buena-practica.html>

This new law grants a strategic role to the use of police mediation. In this way, the role of the police in the community is reinforced, where the approval of the agreements prevents the parties in conflict from having to file complaints or go to the courts of justice.

It should be highlighted, the excellent results obtained since the

creation of the police mediation Unit in 2009 as part, of the European Project: "**Safeland neighborhoods and safe schools in Europe**". Here the mediation agreement rate is 70% on average, the highest rate of agreements was the last year, 2019, with 72% of agreements between the parties involved in neighborhood conflicts.



ENGAGEMENT & COMMUNICATION, STRATEGY ON POLICE MEDIATION

(ONLINE DISPUTE RESOLUTION)

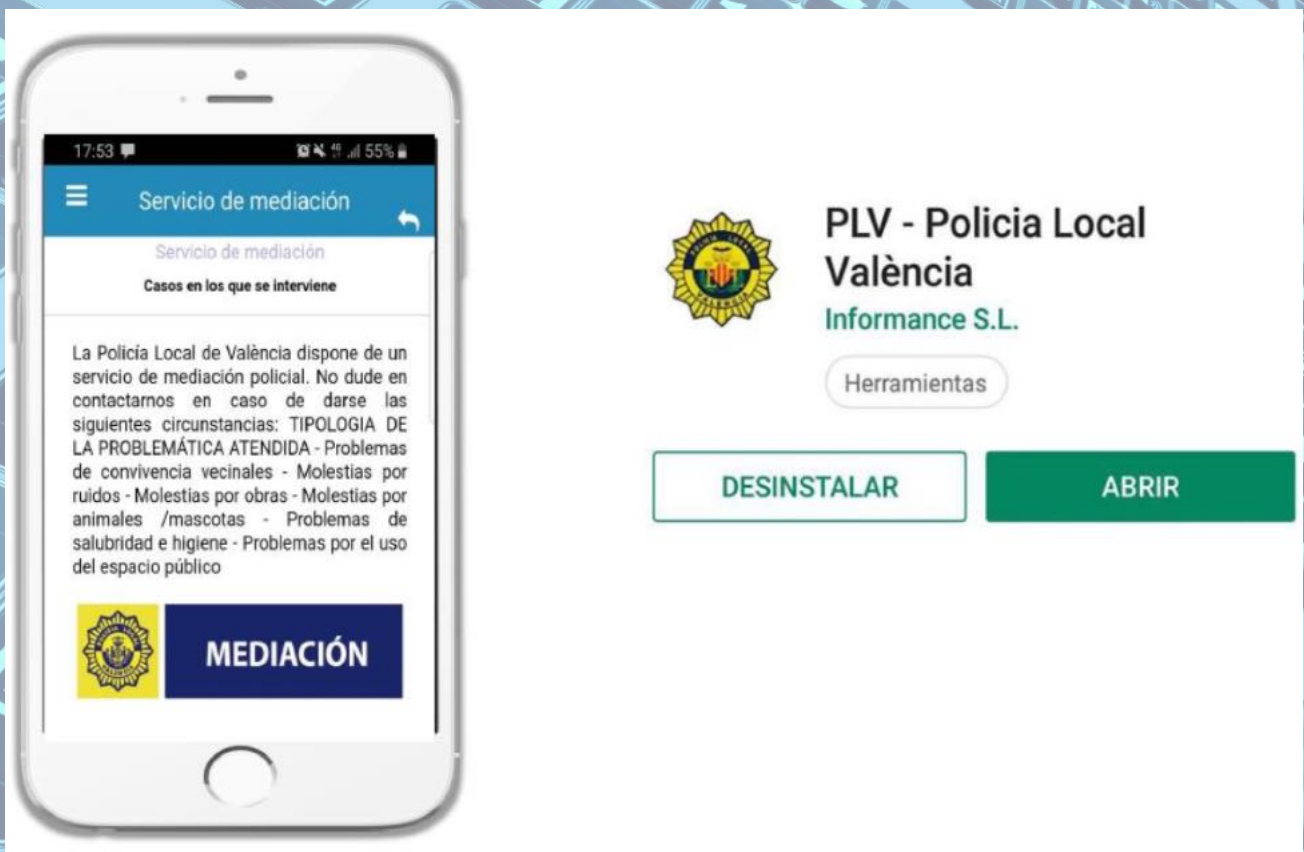
Social media has changed many aspects of public and private lives and directly impacts public security. Therefore, Law Enforcement Agencies (LEAs) adopt social media and understand its relevance for

their work. We considered the adoption of social media by public security organisations in themselves a best practice.



The Valencia Local Police Department, apply this idea in Police Mediation through an APP "PLV - POLICE MEDIATION". "The Police Mediation App" offers the possibility to directly communicate

with citizens bidirectionally, engaging with citizens, allowing police mediator officers, to directly connect with the local community and local partners.



HOW TO MEDIATE IN TIMES OF CRISIS? POLICE MEDIATION IN A CRISIS SITUATION - COVID 19

*“Sometimes, a door closes...And
the whole Mediation Universe
opens”.*

By: Antonio Berlanga

The confinement as a result of the Covid-19 has put citizens in an exceptional situation: spending twenty-four hours a day -except for small periods of time- at home.

Therefore, it is necessary to face the confinement situation, adapt and reinvent itself, incorporate new tools for effective management and transformation of conflicts. Efforts to resolve these conflicts should be strengthened in those known as ODR (Online Dispute Resolution): electronic mediation or online mediation. There is no doubt that new technologies contribute to facilitate the mediation process, making useful tools available to citizens in times of lockdown.

A free Online Police Mediation service for neighbourhood conflicts during the health emergency was established by the València Local Police.



**POLICE MEDIATION
SERVICE
VIA ONLINE**

POLICE MEDIATION SERVICE FOR NEIGHBOURHOOD
CONFLICTS DURING THE HEALTH EMERGENCY

Those who need or wish to request mediation for neighbourhood conflicts can do it via email and skype.

For this purpose, those interested can contact us by

 EMAIL	mediacionpolicial@valencia.es
 SKYPE	Mediacionpolicial
 YOU TUBE	Mediación Policial Valencia

Valencia City Council is registered as a mediating Institution in the Register of the Ministry of Justice.

 GOBIERNO DE ESPAÑA  MINISTERIO DE JUSTICIA  MEDIACIÓN POLICIAL

Through social networks, email and videoconference, citizens can quickly and easily contact a professional police mediator registered in the Ministry of Justice in order to help them resolve the conflict.

NEUROSCIENCE APPLIED TO THE TRAINING AREA OF POLICE MEDIATION

This project, it is part of a scientific research investigation at the University of Valencia (Spain) with the Police Mediation Unit. The research project is called “*UMEPOL2020*”

“Curriculum design of training programmes and good practices in alternative methods of conflict resolution and emotional management for law enforcement agencies”

This project creates and develops training programmes for the Police that introduce emotional education and conflict management, introduces specific programs in alternative methods of conflict resolution and emotional management into LEAs in order to improve their relationship with citizens by solving social conflicts and improving coexistence.

The project has to lines of investigation (*Social Conflict Resolution and Police vs. Citizens*) and through these training programmes cognitive skills will be improved and a better work environment will be created with other colleagues and officers increasing their job satisfaction. In this way, psychosomatic disorders, dependencies and addictions will be reduced (*Work Place Conflict*).

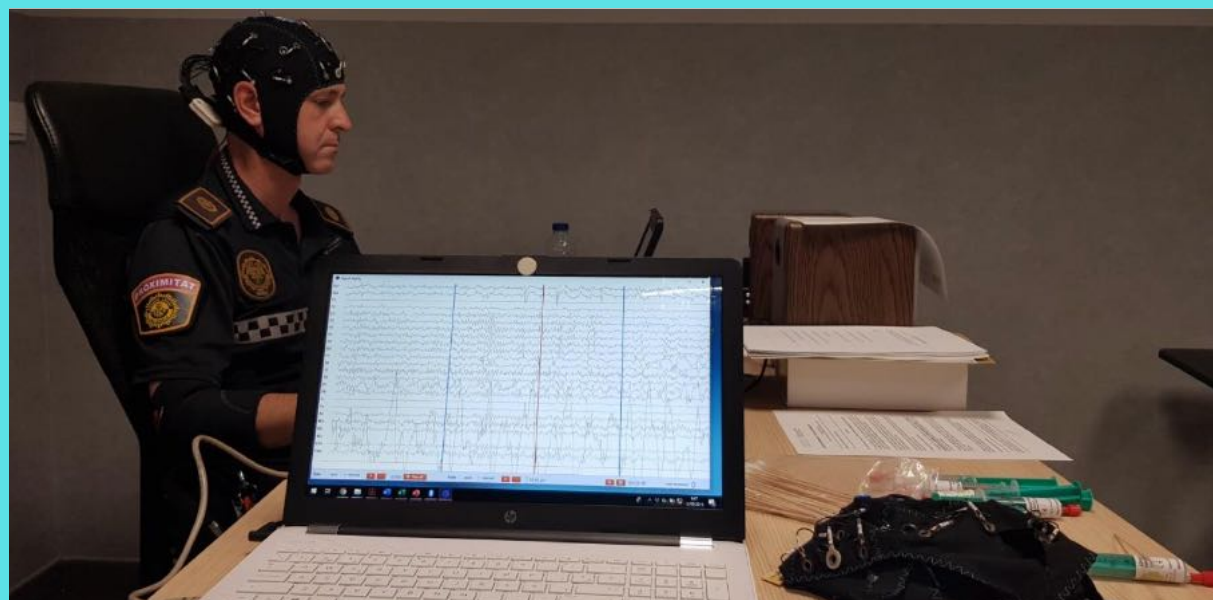
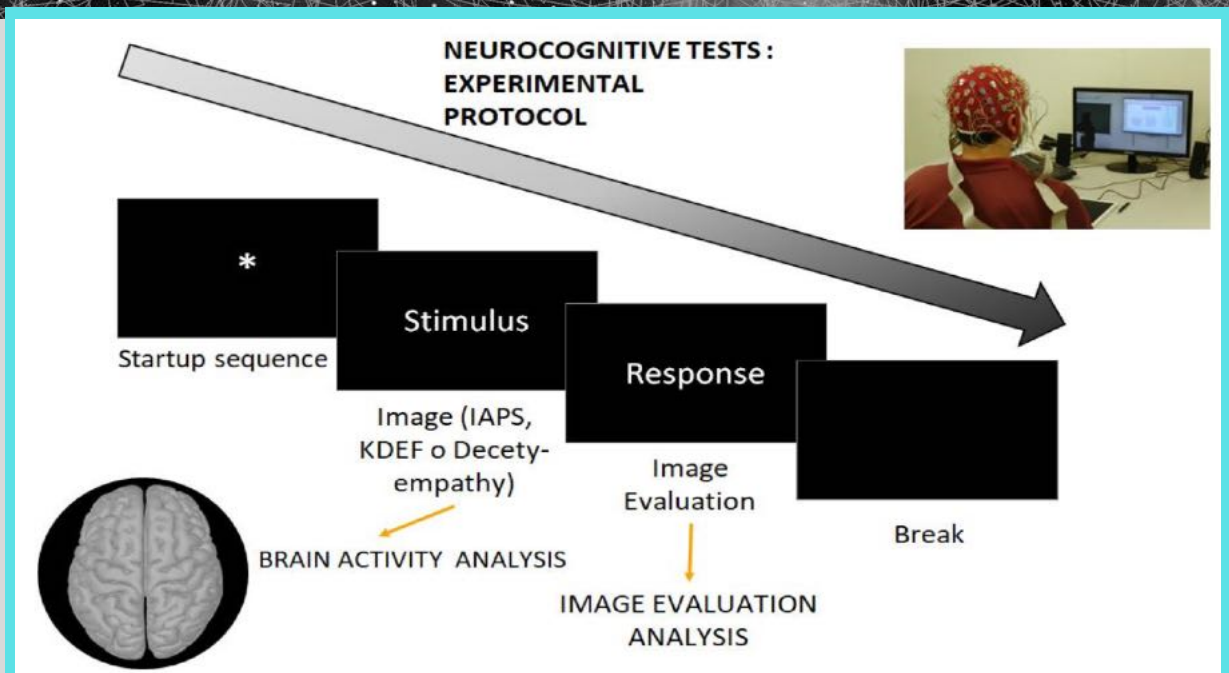
The Methodology for the development and improvement of emotional management, empathy and alternative conflict resolution with psychotechnical tests and combined with neurological tests (The brain activity of the participant police officers will be recorded, which will be synchronized over time with the appearance of images and with the responses given during their evaluation. Brain activity will be measured through an electroencephalographic measurement (EEG). Our intention is to carry out the study of the electroencephalographic activity of those areas of the cerebral cortex involved in some features of the emotional intelligence of the Mediation Police Officers.

OBJECTIVES

- Creating and developing training programmes for the Police that introduce emotional education and conflict management.
- Relating alternative methods of conflict resolution and mediation with cognitive neuroscience techniques and their application to Law Enforcement Agencies (LEAs).
- Introducing specific programmes in alternative methods of conflict resolution and emotional intelligence to improve their

relationship with citizens by solving social conflicts and improving coexistence. (Social Conflict Resolution and Police vs. Citizens).

- Through these training programmes cognitive skills will be improved and a better work environment will be created with other colleagues and officers increasing their job satisfaction. In this way, psychosomatic disorders, dependencies and addictions will be reduced. (Work Place Conflict).





**POLICE
MEDIATION**



**DEPARTMENT OF
STUDIES AND
FORESIGHT**

More Info. Police Mediation Project Manager

Police Inspector Mr. Antonio Berlanga aberlanga@valencia.es
Public Safety Area
Police Mediation Manager (Analysis, Training and Good Practices)
Department of Studies & Foresight
University, Employment and Training Programmes Coordinator

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YouTube Presence Police Mediation



Police Mediation You Tube Channel (english version)

<https://www.youtube.com/channel/UCxi3kJY6O7r-TOzloOGm3Hg>

Video Police Mediation & Neuroscience

https://www.youtube.com/watch?v=A_uu8thjpo

Video Training Police Mediation

<https://www.youtube.com/watch?v=T60quF9RPrY>