

# Summary of the Annual Report 2013

## QUALITATIVE THINKING, QUALITATIVE EDUCATION: DELIVERING THE WORK PROGRAMME 2013



CEPOL is an EU Agency dedicated to training police officers and in particular, to strengthening the capacity of European law enforcement agencies to respond to evolving threats, focusing on those with a European or cross-border dimension.

In 2013, CEPOL focused its core business of providing learning and training to senior police officers on issues vital to the security of the European Union and its citizens.

CEPOL develops its calendar of activities in response to the assessment of security threats and needs of the Member States. Using the EU's Internal Security Strategy, Policy Cycle and the Stockholm Programme, CEPOL is able to create relevant and topical learning activities.

The agency successfully delivered its work programme, implementing 103 activities against a planned 98 activities. Importantly, the agency extended the reach of its training, achieving the highest level of participation to date, seeing increased numbers taking part in residential courses, online seminars (webinars) and the European Police Exchange Programme (EPEP).

Type of activity	Number of participants		Change
	2012	2013	
Residential	2098	2251	↑ 7.3 %
Webinars	1667	3562	↑ 113.7 %
Online Modules	1961	1994	↑ 1.7 %
EPEP	293	444	↑ 52.0 %
<b>TOTAL</b>	<b>6019</b>	<b>8251</b>	<b>↑ 37.0 %</b>

This growth in participation is testament both to the interest in and relevance of CEPOL's annual training catalogue and our commitment to increasing access to training. Through a thorough consultation process we created a catalogue of activities that closely served the priorities identified in the EU policy cycle, and also satisfied operational needs.

Increased participation has not been at the expense of quality and in 2013 our performance indicators demonstrated that we not only exceeded our delivery targets, but also achieved our highest levels of satisfaction. The quality of our output is dependent on our ability to work effectively and, in this regard, our continued efforts to operate responsibly and efficiently are evidenced in our performance.

### Summary of Key Performance Indicators for 2013, 2012 and 2011

Key Performance Indicator	% Target 2013	% Performance		
		2013	2012	2011
Overall customer satisfaction (with activities)	91	94	93	93
External stakeholder satisfaction	80	71	-	-
Implementation of planned activities (Annual Work Programme)	95	104	99	N/A
Implementation of Establishment Plan	95	92	84	91
Consumption of annual budget (Titles 1, 2 & 3)	T1:95	96	100	97
	T2:95	92	99	96
	T3:80	94	91	79

### CEPOL's Strategic Goals

- CEPOL will be led and managed as a top-ranking innovative EU agency.
- CEPOL and its network function as a European law enforcement education platform on the highest level of international excellence.
- CEPOL will be developed into a European law enforcement knowledge base.
- External relations will be considered and dealt with as a cornerstone for partnership.

# e-Learning

## Online modules available

- Cybercrime
- Europol
- Joint investigation teams
- Gender based violence
- European Police Exchange Programme knowledge landscape
- Money laundering
- SIRENE
- EU policy cycle for organised and serious international crime
- Police English language: Policing domains
- SIS II
- Prüm Decision
- Police English language: Station, equipment & officers
- LMS use for courses: course image 5.0
- Schengen
- Trafficking in human beings
- Webinars for educators
- How to write learning objectives
- CEPOL's approach to online learning and training
- Community policing and the prevention of radicalisation and terrorism (CoPPRa)

CEPOL offers e-learning to complement its residential activities. Participants can choose from online modules, webinars and online communities as a means of increasing knowledge and sharing experiences. While participation in CEPOL's e-learning activities is designed for self-paced learning by individual users, it is not intended to replace classroom-based training, study visits or exchanges. CEPOL will continue to embrace new technology to enhance the role that e-learning plays in CEPOL's learning and training catalogue.

CEPOL increased the number of online modules available in 2013 to 19, up from 12 in 2012. New modules covered topics including the EU Policy Cycle for serious and organised crime, money laundering and the Prüm Decision. Ten existing modules were also updated.

During 2013 online modules were visited by 1 994 users.

## Online communities

Through communities of practice, CEPOL supports interested police officers, educators, trainers and course participants. The platform for SIRENE operators provided essential support during the switchover to SIS II.

CEPOL supports the following platforms for communities of practice:

- platform for SIRENE operators
- platform for educators
- platform with police knowledge bases and access to CEPOL webinars
- platform for national contact points
- platform for e-Net managers
- platform for common curricula

## Getting the best out of CEPOL's online learning tools

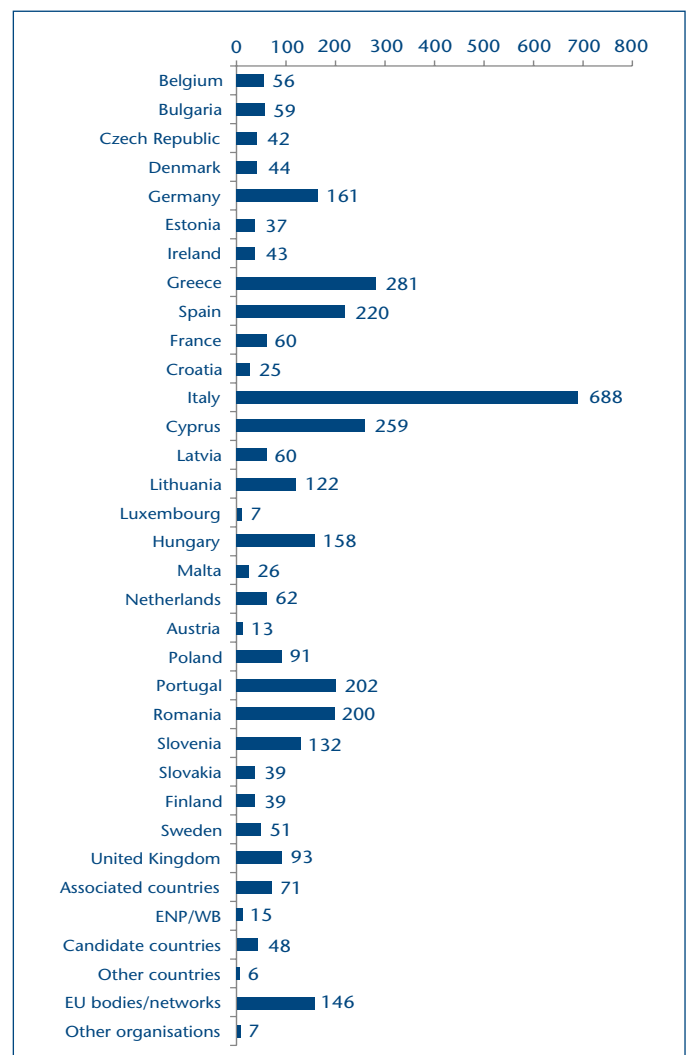
To meet the demand for online learning, CEPOL implemented a number of activities in 2013 designed to support police educators and training developers to incorporate CEPOL's online learning tools into their own training toolbox.

The Hellenic Police Academy hosted two activities in 2013: Training for webinar educators, and Management and development of CEPOL online modules. Both activities placed a special focus on practical examples, providing hands-on

experience to participants. In each course, participants gained an overview of the services offered by CEPOL and expert advice on how to use the services. The course for webinar educators also featured tips on ensuring active participation and tips for presenters on how to keep audiences engaged.

In 2013, CEPOL implemented 31 webinars attracting a total of 3 562 participants. Of these online events, 26 were from the 2013 work programme and a further five were implemented based on ad hoc needs. The overall participant satisfaction level for webinars in 2013 was 91 %. All webinars are stored on CEPOL's electronic network (e-Net), so they can be viewed by users after their initial broadcast.

## Participation in webinars by Member State and other country/body



## CEPOL: Coordinated justice and home affairs agencies

From the development of its work programme and training catalogue to the implementation of activities and the provision of experts, CEPOL relies on the provision of expertise and resources from its EU partners, in particular EU agencies in the field of justice and home affairs.

In 2013, CEPOL took over the chair of the contact group of EU Justice and Home Affairs (JHA) agencies. The role of the group is to facilitate better cooperation and coordination between agencies and to raise the profile of agency activities. Under CEPOL's chair, the group undertook initiatives regarding staff mobility between agencies, to ensure a more systematic exchange of information and coordination in the field of external relations and initiatives towards better training and coordination in the light of the European Law Enforcement Training Scheme. The meeting of the heads of JHA agencies took place in Bramshill in November 2013.



### Striving for stakeholder satisfaction

In 2013, CEPOL conducted its first stakeholder satisfaction survey. The aim of the survey was to identify stakeholders' views on CEPOL's progress against its four strategic objectives and stakeholders' satisfaction with CEPOL's work. The findings of the survey will be used to identify opportunities to improve stakeholder relations and inform future strategy.

The aggregate satisfaction score amongst stakeholders is 71 %.

## Research and science

In 2013, CEPOL continued its work to raise awareness of police science in Europe, in particular the role that science and research plays in training, education and policing.

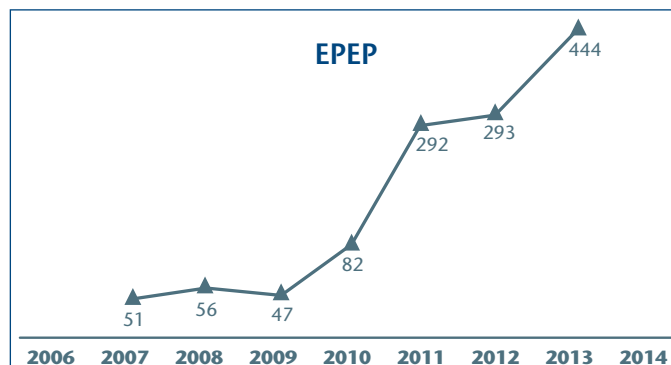
The 11th annual CEPOL European Police Research and Science Conference took place in September 2013, hosted by the Deutsche Hochschule der Polizei, in Münster, Germany.

As in previous years, the conference also featured open forums enabling participants to share news about ongoing, planned and recently completed research projects. The conference attracted 126 participants from EU Member States and beyond.

Two issues of the European Police Science and Research Bulletin were published in 2013, in an updated format.

### 2013 European Police Exchange Programme (EPEP)

Participation in the 2013 European Police Exchange Programme was the highest since the programme's launch, in its current form, in 2011.



In total, 444 police officers, trainers and researchers from 25 Member States and eastern European neighbouring countries, the western Balkans and Turkey took part in an exchange.

SEGMENT	PARTICIPANTS
General exchange programme	232
Commanders' exchange programme	28
Exchange programme for trainers	30
Exchange programme for researchers	4
Exchange programme interagency cooperation	11
Exchange programme ENP-western Balkans	36
Study visits	107
<b>TOTAL</b>	<b>444</b>

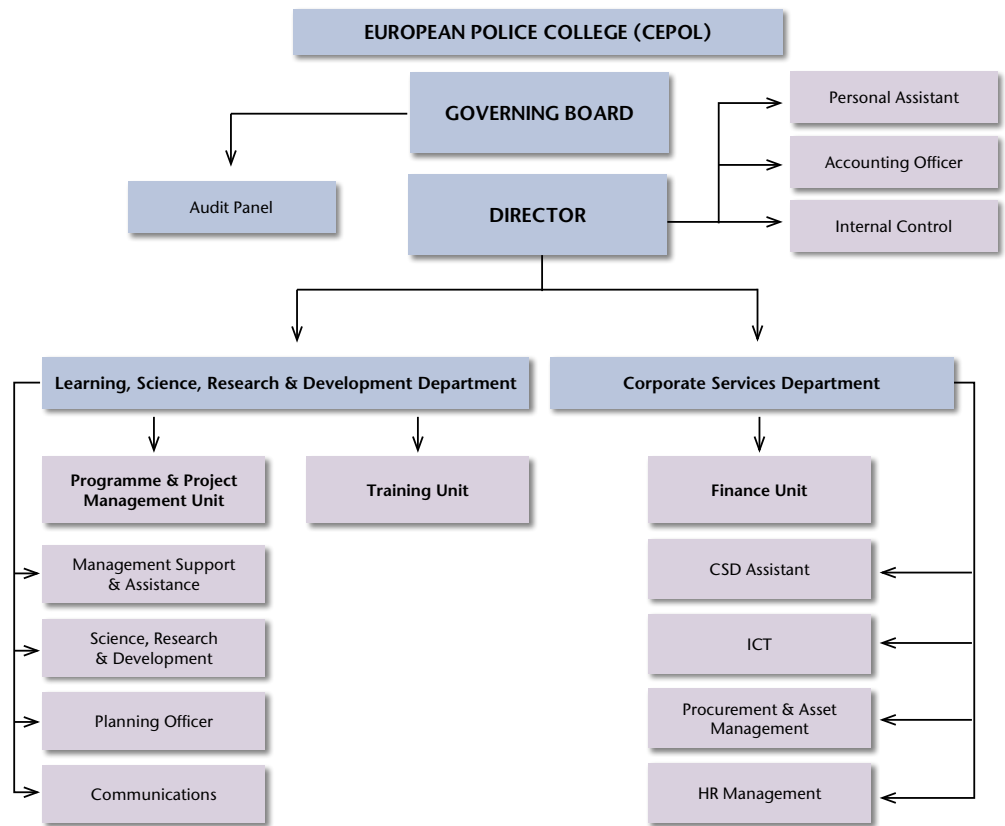
# ORGANISATIONAL ISSUES

## Structure

CEPOL's management continued to review and implement measures to improve the operational effectiveness of the agency.

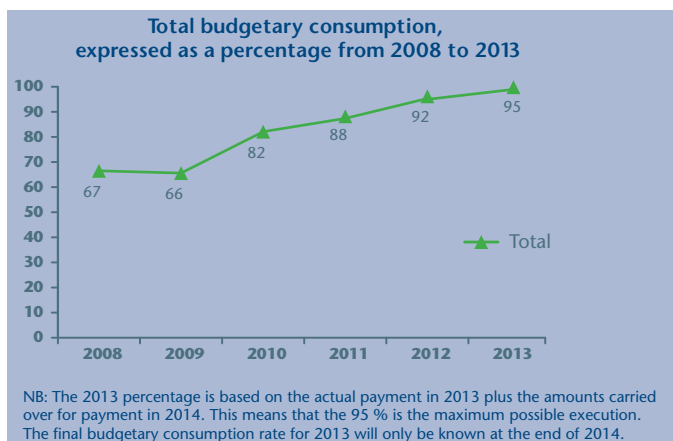
The year 2013 was the first full year in which CEPOL operated with its complete management structure (see chart on the right), following the activation of three business units in 2012. Towards the end of the year, the management team completed its first joint self-assessment on the enhanced management structure with a view to improving the management team's effectiveness and vertical and horizontal cooperation.

The agency started to implement actions identified in the Roadmap on the follow-up to the Common Approach on EU decentralised agencies. These actions included the agreement by the Governing Board to outsource the agency's accounting function to the Commission.



## Budget

CEPOL's operating budget for 2013 was EUR 8.45 million. The budget is consumed over three budget lines (titles). Title 1 covers staffing; Title 2 covers expenditure related to infrastructure, such as running costs; and Title 3 covers operational costs. Over the years, improved planning and processes have resulted in improved budget management and execution, as shown in the chart 'Total budgetary consumption'.



## Staff and recruitment

CEPOL continued to be an attractive agency to work for. In 2013, eight recruitment exercises were undertaken attracting in excess of 650 candidates.

As at 31 December 2013 the gender split was 18 male and 16 female staff members.

CEPOL aims to have a wide variation of staff employed based on a geographical balance. The chart below shows the breakdown of CEPOL staff by nationality.

