



Police Service
of Northern Ireland

Here for You

PUBLIC ENGAGEMENT VISION



**we care
we listen
we act**



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Introduction



Police Service
of Northern Ireland

Our Purpose

**Keeping
People Safe**

What we do

**We care
We listen
We act**

How we do it

**By delivering
visible, accessible
and responsive
local policing**

Outcomes:

We are committed to providing a service that cares, listens and acts in collaboration with the public, our staff and our partners. Our activity will be measured against the outcomes contained in The Northern Ireland Policing Plan 2020-2025:

- 1.** We have a Safe Community
- 2.** We have Confidence in Policing
- 3.** We have Engaged and Supportive Communities

Our Approach to Engagement

Communities in Northern Ireland are critical to the provision of effective policing services. Improving public perceptions and increasing trust through positive public engagement can significantly increase confidence in policing activity and enhance legitimacy. Engagement should enable citizens and communities to participate in policing at their chosen level. The practical outworkings will vary but can include one-off contact right through to long-term partnerships.

Here for You

Here for Victims

Here for Communities

Here for Justice

A core element of all policing activity is meaningful community engagement. It informs and impacts on every area and at every level of policing but broadly the Police Service's engagement falls within the three spheres below:



Why Engage?

Effective engagement enables individuals and communities to participate in policing at every level, building trust and confidence within and between police and the communities being served. It provides police with a deeper understanding of our communities and what matters to them to enable us to create both better relationships and a more effective service which meets the needs of all. Public confidence and legitimacy are vital in enabling us to better understand the constantly changing environment in which we serve and the unique needs of citizens across Northern Ireland.

Section 31A of the Police (Northern Ireland) Act 2000 sets out our core policing principles and explicitly sets out a statutory duty for us to engage:

- (1) Police officers shall carry out their functions with the aim-
- (a) of securing the support of the local community, and
 - (b) of acting in co-operation with the local community

The Oath of Attestation which must be taken by all constables at the beginning of their careers also reflects the central importance of engagement and affording equal respect to all. It states:

“I hereby do solemnly and sincerely and truly declare and affirm that I will faithfully discharge the duties of the office of constable, with fairness, integrity, diligence and impartiality, upholding fundamental human rights and according equal respect to all individuals and their traditions and beliefs; and that while I continue to hold the said office I will to the best of my skill and knowledge discharge all the duties thereof according to law”.

The Police Service recognises the increasingly diverse communities that we serve and the need to build confidence in policing across them all. We acknowledge that our handling of a number of policing issues has unintentionally undermined public trust and confidence. The Police Service is likely to feel the effects of this for some time and therefore it is vitally important that we better understand the needs of our communities to ensure that we are providing the best possible service.

Our Public Commitments

Here for You

1. We will always focus our resources on being visible, accessible and responsive. We pledge to continuously seek to improve engagement and strengthen connections with our communities.
2. We recognise the diverse range of communities we serve and are committed to increasing trust, confidence and accountability in all our actions.
3. Our purpose is to keep people safe and this includes actions to prevent crime, but where it occurs, we will conduct professional investigations to bring offenders to justice.

Here for Victims

1. We are committed to ensuring victims of crime are at the centre of local policing delivery.
2. We will strive to keep people safe by taking a proactive prevention first approach to tackling crime and addressing the vulnerabilities associated with repeat victimisation.

Here for Communities

1. We will engage in meaningful two-way dialogue with communities in order to understand diverse community context, needs and expectations.
2. We will work in collaboration with our communities to identify and solve problems, delivering evidence-based solutions which provide reassurance and make people feel safer.

Here for Justice

1. We will conduct thorough investigations to maximise opportunities to bring offenders to justice quickly when a crime has been committed.
2. We will invest in building strong sustainable partnerships to help divert individuals from committing crime and deliver early interventions to prevent harm and repeat offending.

What Will Success Look Like?

- Meet the three outcomes envisaged under the Policing Plan 2020-2025 focusing on a Safe Community, Confidence in Policing and Engaged and Supportive Communities
- An improved understanding of our communities, their needs and concerns
- People in all communities feel safer and are provided with reassurance
- Increased level of public trust and confidence in policing
- Identification and protection of vulnerable individuals and groups
- Increased levels of community and partner engagement and co-operation
- Increased level of satisfaction with the service received
- An increasingly diverse, representative and inclusive police service
- Police, in partnership with local communities including Policing and Community Safety Partnerships (PCSPs), identify and deliver local solutions to local problems
- Enhanced legitimacy through transparency and communication of our values, actions and behaviours
- Improved two-way dialogue with communities to improve mutual understanding through the use of Reference, Engagement and Listening Events

How Will We Achieve Success?

Engagement is vital in enabling our communities to feel safer, more confident, engaged and supportive of policing. We will demonstrate through our interactions and

engagement that we are **here for victims, here for communities and here for justice.**



We will commit to working with key stakeholders across the following five key pillars:

Attraction and Recruitment

1. We will focus on positively addressing representativeness as a key enabler of legitimacy and public confidence in policing, in line with the Policing Plan outcomes.
2. We will work to ensure employment opportunities within the Police Service are viewed as excellent career options for all and our approach will be wide reaching with a particular focus on under-represented groups and communities.



Engagement



1. We will foster the creation of a collaborative and community-focused culture in order to inform how we work with our partners and communities in ensuring we are here for victims, here for communities and here for justice.
2. We will develop two-way engagement and dialogue at Strategic, District and Neighbourhood levels to better understand our established networks and enhance our visibility, accessibility and responsiveness.

Procedural Fairness

1. We will embed an organisational culture in which all our encounters with the public demonstrate procedural justice, reinforcing that policing is a fair, impartial and universal service.
2. We will work with our communities to enhance and develop our procedures to ensure they are effective, proportionate and subject to continuous improvement.



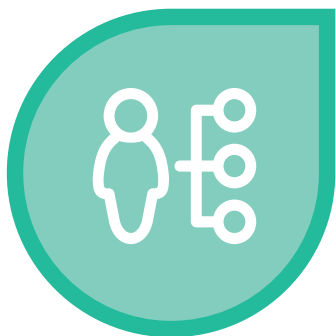
Effective Neighbourhood Policing

1. We will ensure neighbourhood policing is centred on effective engagement with communities through our new Neighbourhood Policing Hallmarks.
2. We will enhance our visibility, accessibility and responsiveness to the community through the delivery of enhanced neighbourhood policing, working in partnership through a problem-solving approach that demonstrates we are here for victims, here for communities and here for justice.



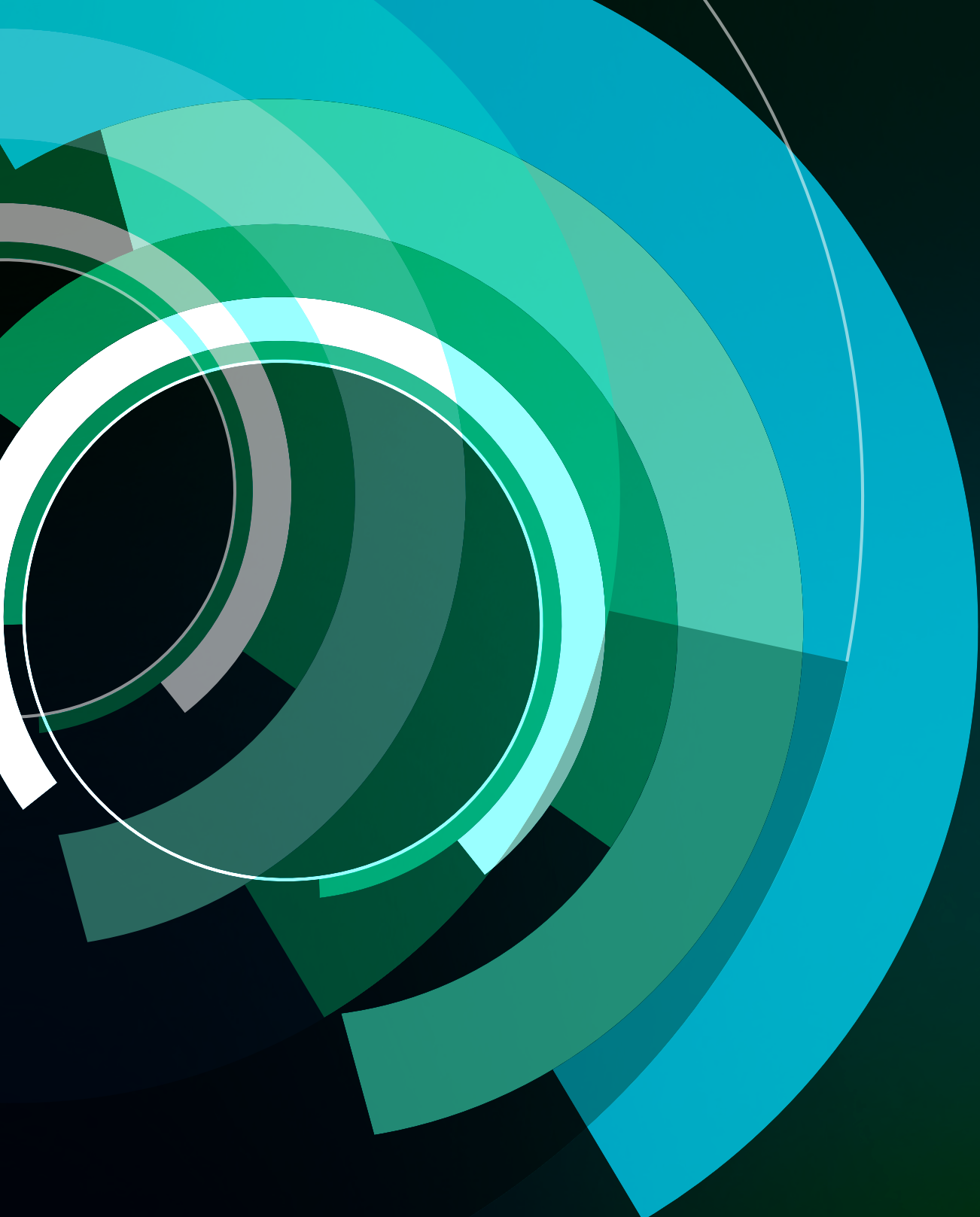
Hallmark #1 -	Embedding the Right Culture
Hallmark #2 -	Engaging Neighbourhoods
Hallmark #3 -	Building Analytical Capability
Hallmark #4 -	Solving Problems
Hallmark #5 -	Targeting Activity
Hallmark #6 -	Accountability
Hallmark #7 -	Developing Officers and Staff
Hallmark #8 -	Developing & Sharing Learning

Local Accountability



1. We will ensure an outcomes-based accountability framework for neighbourhood policing that ensures services are visible, accessible and responsive to the needs of local communities.
2. We will ensure delivery on what matters most to communities with a focus on defined outcomes that show we are here for victims, here for communities and here for justice.





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