



Top 10

The top ten policing approaches the public said they want to see are:

A service that takes action – responsive, approachable, coming out quickly when called to incidents, acting on, following up and feeding back on progress to members of the public when they report crime and anti-social behaviour.

A visible, uniformed police presence, with police freed up from unnecessary red tape and health and safety restrictions, fewer constables and PCSOs taken off patrols to perform ‘administrative’ tasks, and there when needed, not just a nine-to-five service.

PCSOs who are clearly distinguishable as part of the police service, with uniforms, equipment and powers that match their role in patrolling communities, supporting local police and tackling anti-social behaviour.

Named contacts and clear information about who is responsible for what locally, and how to contact them in both emergency and non-emergency situations.

Face-to-face access at a police station, a surgery or a street meeting.

Continuity in the local policing team, with officers and PCSOs serving a minimum of two years in the neighbourhood so that they get to know areas and communities well and gain communities’ respect and trust.

A better service for victims of crime, especially repeat victims, returning regularly to check they are all right and to help minimise further victimisation.

Sensitivity over reporting crime and giving evidence, protecting anonymity.

Good engagement with the community to identify their priorities for action and to give feedback on action and outcomes on cases of greatest community concern.

Clear leadership from the police on crime – with the backing of other organisations like the local council, prosecutors, the courts and probation services.

‘It is not the job of the public to understand the ‘system’ but the job of the system to understand the public’.

policing approaches