



**EUCPN**  
EUROPEAN CRIME PREVENTION NETWORK

1. Project title

Community Policing In The Spanish National Police

2. Main theme

Citizen Participation in their own safety/security – information exchange.

3. Project purpose and outcome (in two sentences)

To establish an efficient and bidirectional channel between the citizen and the police in order to improve citizen safety through crime prevention.

4. Project submitter (Member State), project leader(s) and project partner(s)

- Spanish National Police

5. Links to the project's website or online reports/publications (preferably in English)

[https://www.policia.es/\\_es/idioma\\_en\\_policia.php](https://www.policia.es/_es/idioma_en_policia.php)

6. Short summary of the project (**max. 100 words**)

The security needs of citizens change over time and public services must respond to these changes, as well as to the demands of citizens. Citizen satisfaction, in this sense, will translate into social recognition of the police institution and an improved corporate image.

To develop preventive action in order to improve public safety, Spanish National Police implements Community Policing Programme through the Community Policing Delegate. This Delegate is established as a direct communication channel between the citizen and the police.

## 7. Project description

The police need to maintain permanent contact with the community based on trust, mutual information and collaboration. Through this relationship, the police are aware of the different criminal and social problems that affect the national and foreign communities living in the city, which allows the design of the best operational or administrative options that offer appropriate solutions to these problems.

Community Policing in the Spanish National Police is designed to achieve the best integration of the Police Institution in society, in order to respond to all the social and criminal problems that affect it. All of this is achieved through the implementation of the different plans and programmes: the Master Plan for coexistence and improvement of security in educational centres and their surroundings, the Elderly Safety Plan, the Safe Tourism Plan, the Citizen Collectives Programme and the Hate Crime and Radicalisation Group.

## 8. Project objectives

The Community Policing Delegate is responsible for the implementation of the objectives of the Community Policing Programme, through the following objectives:

- To know and document the socio-police reality of its demarcation, fostering relations with those social groups that may have an impact on the field of security.
- To contribute to disseminating the principle of "Public Service to the Community", expressing its willingness to learn about and solve problems.
- To analyse the short- and medium-term future, detecting problem areas that may become social demands in the area of security.
- To be aware of the concerns and suggestions raised by citizens in the area of security.
- To organise meetings and draw up the corresponding report.
- To analyse and canalise the information obtained and the demands made to the Police Services (generally to the Operational Response Groups and those of Citizen Services) and other responsible Institutions.
- To promote the involvement and co-responsibility of citizens in the search for alternatives aimed at finding solutions to the problems raised.

- Be aware of the actions and plans developed by the Police Units to respond to the concerns and problems raised by citizens, participating in the preparation of the same when deemed necessary.
- To monitor the response given by the Police Services to citizens' requests.
- To inform citizens of the measures carried out, evaluating their degree of satisfaction and the level of resolution of the problem that the police actions may have generated.
- To act as a social mediator in the resolution of conflicts, contributing their knowledge to advise on security matters and collaborating in the creation of a climate of security in both the objective and subjective spheres.
- To diminish the feeling of subjective insecurity, developing initiatives that counteract the causes that produce it, as well as the magnification of problems.
- To design and propose activities, as well as to disseminate, apply and implement existing programmes at national level or those designed in its field.
- To prepare an annual report of activities.
- Any other function related to the implementation of Community Policing Programme.

#### 9. Project outcome

- Contributing to the improvement of objective and subjective security.
- Improving the police perception among citizens.
- Involving citizens in their own security.

#### 10. Start and end project, timescales and key milestone dates

The seed of what we know today as Community Policing in the Spanish National Police dates back to 1988, through the so-called Social Needs Section, which established the need to establish contacts with citizens in order to find out their needs in terms of security and to encourage their collaboration.

Over the years and under different names, the responsibilities of the units in charge of maintaining citizen contacts were increased and their procedures improved, establishing a police liaison officer (also under different names, such as Police Liaison Officer, Citizen Services Coordinator, etc.) responsible for acting as a link between the police institution and neighbourhood associations and other citizen groups.

Nowadays, the speciality is managed by the so-called Central Unit for Citizen

Participation from where the action lines are established and. In order to implement the work of Community Policing, this Unit is supported, in its territorial deployment, through the figure of the Community Policing Delegate.

#### 11. Funding (total budget and type of funding (e.g. ISEC, EUCPN Fund,...))

Spanish National Police's own budget

#### 12. Evaluation

Prevention is not a value that can be quantified. However, the work of the Community Policing Delegate is measured in terms of the reports that he/she has drawn up during the period of time under study.

Each of the reports represents an activity carried out by the Delegate (meeting, informative talk, intervention in the media, police exhibition...) The reports are recorded in a specific data base for Community Policing and supervised and validated by the Central Unit for Citizen Participation.

#### 13. Contact details project

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