

## Commission on the Future of Policing in Ireland

To whom it may concern.

To meet the needs of the 21st century community, An Garda Síochána must change as an organisation. Traditional policing responses and metrics have not always served our communities well, and indeed have led to many of the recent systems failures and inefficiencies in service delivery.

An organisation-wide adoption of community oriented policing is the only way it will achieve this change. A complete reorganise of systems and structures is needed. Any new system should have the aim to understand what the community require from a modern policing service.

In order to achieve this An Garda Síochána needs to establish Community Policing Areas in every Garda Division in the country and introduce a Customer Relationship Management ICT system (e.g. Microsoft Dynamics which is used by other police services around the world). An Garda Síochána needs to assign ownership and responsibility of each area to Community Policing Gardaí. This will introduce a new level of accountability. The Community Policing Gardaí need to be supported at local and at national level including ring-fencing funding directly from Government to Community Policing at national level to ensure supports and resources are implemented and maintained. This would also include introducing Divisional Community Policing Offices across the country to support the functions of Community Policing. This will ensure an organisation-wide response to the needs of the community.

Over the years there has been different Senior Garda Management at Executive level who claimed to be organisational 'champions' of Community Policing however to show real commitment a Community Policing champion is needed at Government level. Someone who will be a true advocate to ensure that community policing is supported, resourced and more importantly maintained in every part of the country.

As part of the role of the Community Policing Champion he/she at Government level should introduce a yearly community policing/safety award (similar to the Presidents An Gaisce Award) which promotes best practice and excellence in service. It is important during these challenging times (and low morale) to support and recognise those in Community Policing and the Community Representatives who are making a difference with limited resources. These awards could have different categories and should be open to nominate not only Community Gardaí but also Community Representatives/Volunteers who work in partnership

with Community Gardaí who are making a difference. For example, a best practice approach in problem solving, best youth engagement projects, Neighbourhood Watch/Community Alert of the year, Policing with Diverse Communities, etc. The judging panel could be chaired by representative(s) of the Policing Authority.

This type of awards are already well established in other jurisdictions:

<https://www.thamesvalley.police.uk/about-us/corporate-events/winners-community-policing-awards/2016-winners-community-policing-awards/>

These are only my personal views and suggestions which I hope might help you in your work.

Best Regards

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