

## **PP2. IMPROVING INFORMATION COLLECTION AND MANAGEMENT ON THE PHYSICAL, ECONOMIC AND SOCIAL CHARACTERISTICS OF THE AREA AND ACTORS WHERE THE COMMUNITY POLICING PROGRAM IS GOING TO BE DEPLOYED**

[Tags: Community policing, Participation, ICT]

Before and during the implementation of community policing programs, law enforcement agencies should aim to improve the way they collect and manage information on the physical, economic and social of the area, the local actors and the problems they are confronting with. Good knowledge collection and management skills can significantly improve the efficiency of the community policing program and increase the level of citizens' participation. In this case, citizens act as both sources of and interpreters of information, assisting the police in developing community policing strategies and programmes. The involvement of the citizens can be facilitated using social media and apps.

Example:

- San José (USA): CityConnect - The CityConnect™ smartphone application allows the Police department to inform, connect, and engage with their community by bringing various social media tools together plus popular services including CrimeReports mapping, anonymous tipping and a convenient email contact form into a single mobile application.

Mode of implementation

- Define pragmatic goals for the knowledge collection and knowledge management practices;
- Use tried and tested platforms and apps for the collection and management of information;
- Involve stakeholders who can act as sources of information on local problems;
- Provision of human resources for research and knowledge management;
- Provision of financial resources for research and knowledge management;
- Provision of technical resources for research and knowledge management;
- Inform citizens on how they can contribute to community policing programs.

Resources:

- Wisler, D. (2011), Police governance: European Union Best Practices, Coginta; Myhill, A. (2006), Community Engagement in Policing: Lessons from the Literature (London, Home Office); College of Policing (2013): Engagement [Internet], at: <https://www.app.college.police.uk/app-content/engagement-and-communication/engaging-with-communities>;
- Kappeler, V.E. and Gaines, L.K. (2015), Community Policing: A Contemporary Perspective (Milton Park, Abingdon: Routledge).
- Zurier, S. (2013), How Police Fight Crime with Mobile Apps and Social Media, StateTech, at: <http://www.statetechmagazine.com/article/2013/01/how-police-fight-crime-mobile-apps-and-social-media>.
- Trojanowicz, R. and Bucqueroux, B. (1990), Community Policing (Cincinnati: Anderson Publishing); Stipak, B. (1994), "Are you really doing Community Policing?", The Police Chief, 61(10): 115, 117-118, 120, 122-

- 123; Denney, L. and Jenkins, S. (2013), Security Communities. The what and the how of community policing. Background paper (London: ODI).
- Verhoeven, F., Haring, A., van der Lugt, R., Vreekamp, L. and Zielhuis, M. (2011), Multifaceted Design for Persuasion: a Case Study about the Design of a Mobile Safety Watch, at: <https://hbo-kennisbank.nl/en/record/oai:repository.samenmaken.nl:smpid:44153>;