



Kingdom of the Netherlands



## EXTRACT

FROM THE FINAL REPORT  
UNDER THE PROJECT  
UKR/2018/019

ENHANCING COORDINATION  
BETWEEN CITIZENS, POLICE,  
AND LOCAL AUTHORITIES TO  
STRENGTHEN COMMUNITY  
SECURITY



The traditional approach to safety and security places all the responsibilities for its support on the state and its institutions. Moreover, the state was entitled to dictate its will and behaviors to the citizens, subordinate their interests to its own, demand a strict application of the rules and orientation to certain values. The state is a key player and has a monopoly on most of the security-related resources – from material to legal ones. For this reason, all decisions in this field are taken “at the top” – by central government authorities. However, such model has its own drawbacks. First, this approach does not take into account the views and needs of the communities – in fact, all decisions are made centrally and based on the views, needs, and interests of the non-community members. Secondly, such security system is overly bureaucratic and, actually, too slow to address challenges, especially urgent ones. Thirdly, the experience of 2014 showed that in case of disruption of the communication channels between the community and central government authorities, the security decision-making system fails and the community risks losing vital resources at the most crucial moment.

The opposite model of that traditional one is a community-based approach. Its key goal is to protect people and create a safe environment for the community, to deal with threats, and only then to protect the state.

Community safety is a people-oriented approach aimed at stopping or reducing the impact of the factors that create a high-threat environment. The peculiarity of this approach is that it is based on the dialogue between the community and authorities, as well as the division of responsibilities for providing security between them. The communities are, therefore, to study regularly their security needs and be more active to improve the situation.

A community policing approach is also a process aimed at the continuous improvement of the relationship between the community and security institutions. This process is based on regular action planning and performance evaluation that becomes the basis of democratic governance and decentralization, subject to the community involvement.

This approach generally relies on more active community involvement in the process of prioritization, risk assessment, and security decision-making. The population is also given an opportunity to participate independently in providing security and to share responsibility with the authorities.

## VALUES AND APPROACHES UPON WHICH THE CONCEPT AND METHODOLOGY ARE BASED

The Concept is based on the following approaches: interaction, forecasting, flexibility, complementing the activities of state institutions with local resources, responsiveness to conflict situations, responsiveness to the interests of vulnerable groups, work at different levels, and rapid response.

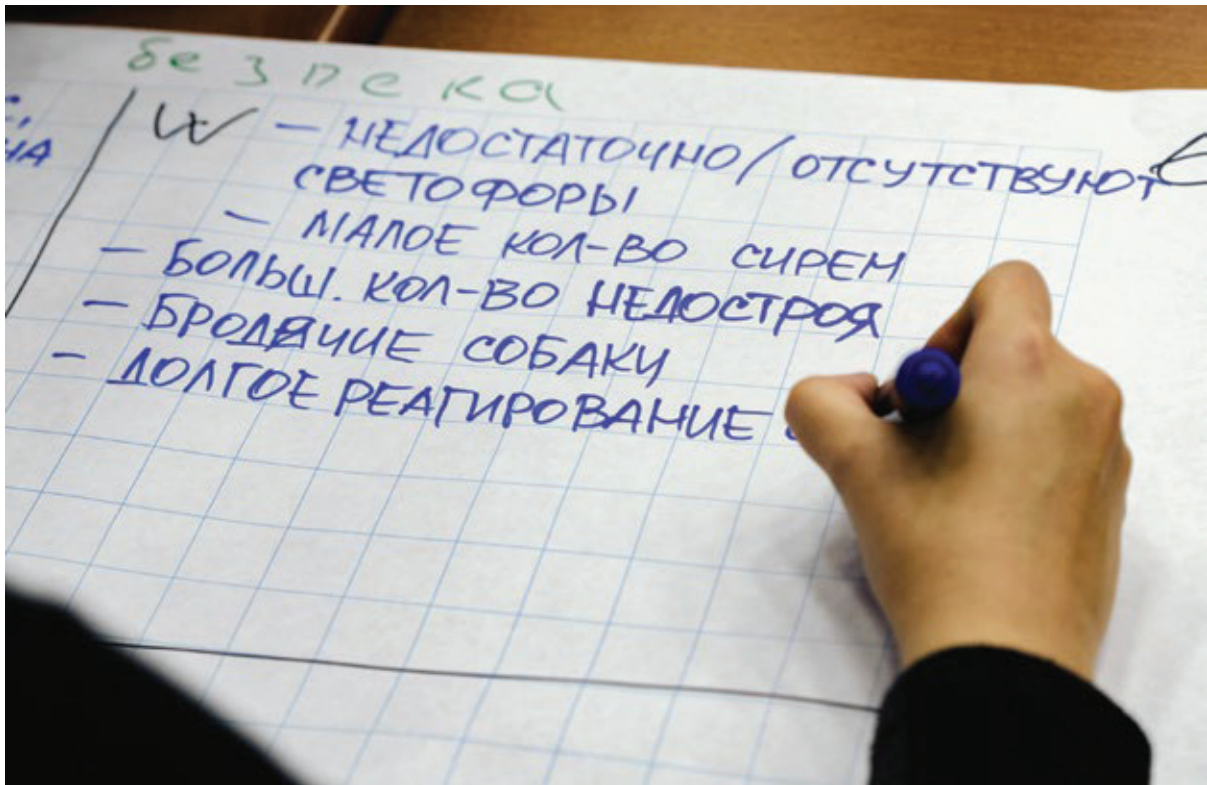
The Methodology is based on the principles of inclusiveness of all groups, accountability, mutual respect, transparency, respect for human rights, decentralization, capacity building, and confidence.

## WAYS OF CONCEPT IMPLEMENTATION

- Provide tools for the analysis of community security;
- Create platforms for interaction between the community, state and local authorities in the form of security groups, which should include key stakeholders (both from the community, and from local authorities and law enforcement agencies);
- Create a risk assessment system;
- Involve the public in addressing security issues;
- Receive additional resources to address the security issues.







## RESULTS OF USING THE CONCEPT AND METHODOLOGY FOR STRENGTHENING THE POLICE-COMMUNITY COOPERATION

- The work of security groups in communities will update the system of establishing dialogue between law enforcement agencies, local authorities and communities, and allow the last-mentioned to communicate their concerns and wishes. This will contribute not only to the efficiency of the authorities, but also to the satisfaction of the community residents and increasing the level of confidence in public institutions;
- Creating specific mechanisms and channels for community and law enforcement agencies to work together for providing security ensuring confidence, responsibility sharing, and additional resources;
- Developing an early warning system for key risks and improving emergency response;
- Paying more attention to the safety of vulnerable groups (elderly, people with disabilities, children, and IDPs).

During the project, the KhISR proposed to strengthen the community participation in providing security by three stages:

- Preparation;
- Strengthening of interaction;
- Future work planning.

It has enabled a thorough preliminary work aimed at assessing the community-police interaction and the development of specific components of the enhanced partnership concept.

The participants of the Working Groups in 4 pilot communities were trained on the interaction mechanisms and security assessment.

The communities, police and local authorities were involved in planning this work and interaction ensuring an atmosphere of confidence, partnership and responsibility for enhancing security.

The final stage of this project included the assistance of experts of the Kharkiv Institute for Social Research (KhISR) and the United Nations Development Programme in Ukraine (UNDP) provided to the communities in the development and approval of security action plans for 4 communities, as well as in the implementation of specific security activities. These activities, firstly, meet the needs of the community, and secondly, if implemented, may improve security in the communities.

## TYPE OF POLICE REPORTING TO THE COMMUNITY

Throughout the project, during numerous meetings of the Security Working Groups in pilot areas, an issue of the type of police reporting to the community was considered. The project team, together with police experts of Donetsk oblast, proposed a simplified report form based on interviews of the population of the pilot communities. The report contains 12 sections, with each of them briefly outlining the problem and recording the achievements and shortcomings of policing.

1. Threat of hostilities;
2. Checkpoints / police posts;
3. Police staff;
4. Reports from citizens;
5. Safe roads;
6. Safe streets;
7. Safe dwelling, housing;
8. Child safety;
9. Domestic (family) violence;
10. Weapons, explosives;
11. Confidence of citizens;
12. Urgent needs of the police.

The main difference of the developed type of reporting is its modernity, simplicity, easy form and use, informative value, relevance for citizens; it focuses more on statistics rather than on analytics. This new reporting format provides feedback from the public and should form the basis for planning police activities in collaboration and partnership with local authorities, other security providers, and the society.

As a result of discussing the innovations among senior police officers, representatives of the local authorities, and the public, a new form of regular reporting (at least once every two months) of senior police officers throughout the territory of Donetsk and Luhansk oblasts was approved. Moreover, by the order of the Head of the National Police of Ukraine No. 2334/01/25-2019 dated February 28, 2019, the heads of main departments of the National Police in the oblasts and the city of Kyiv were charged with organizing the preparation of reports of police districts on the model of the developed reporting form.



## DEVELOPMENT OF SECURITY PLANS

The security improvement plan is in many aspects the cornerstone of the Community Security Working Groups and is important on a number of points:

- It defines a list of necessary actions to solve the problem;
- The plan preparation is an important part of interaction for the sake of security – the problems, solutions, resources, role allocation, etc. are discussed;
- It allows to make it clear what kind of resources are needed to improve security, what of them are available, and what more is needed;
- A clear plan is the first step for starting projects; it also allows demonstrating the seriousness of the communities' intentions to the donor.

For this reason, the important component of the project was the provision of expert assistance in creating security plans based on the community's needs and subject to the community-police interaction. The plans for improving the security in communities were later approved at the meetings of the Community Security Working Groups and became part of the local development and security strategy.





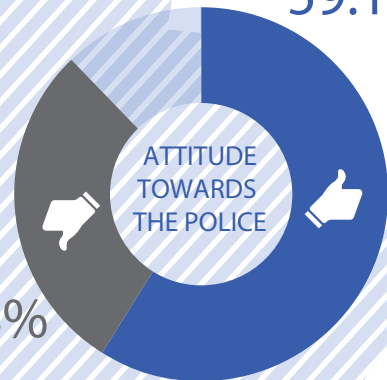
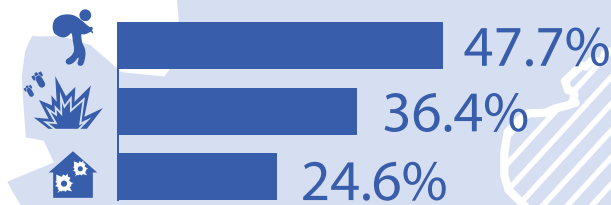
RESULTS OF STUDIES  
AND ACTIVITIES  
OF THE SECURITY  
COMMUNITY  
WORKING GROUPS  
IN PILOT DISTRICTS  
OF DONETSK AND  
LUHANSK OBLASTS

# DONETSK OBLAST



**64.6%**  
think it has become SAFER

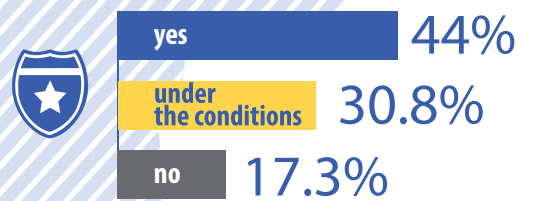
### MOST AFRAID OF



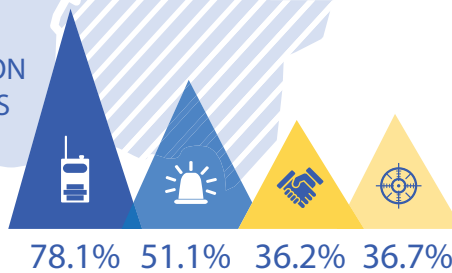
**69.5%**  
of respondents HAD NO CONTACTS with the police

**9%**  
of respondents DO NOT want to HAVE CONTACTS with the police

### ASSISTANCE TO THE POLICE



### ISSUES FOR DISCUSSION WITH POLICE OFFICERS





### SAFE FEELING OF DISTRICT RESIDENTS

Most of the interviewed district residents believe that over the past 12 months it has become safer (64.6%). Among the answers to the question what the respondents are most afraid of, the most frequent were the following: house burglary (49.7%), intensification of hostilities near the place of residence (36.4%) and shelling of the settlement where the residents live (24.6%). During the interview, the residents were also asked about the most dangerous, in their opinion, places located in settlements. It should be noted that, generally, the danger is associated with a constant presence of persons consuming alcohol drinks and/or drugs, being noisy and aggressive and getting fights. In urban settlements and villages, thefts from the yard at night were also mentioned.

### ATTITUDES TOWARDS THE POLICE

In the opinion of the most district residents, the local police are doing a good or rather good job (58.3%). At the same time, 19.4% have opposite opinions – the police are working poorly or rather poorly. A good assessment of the police work is mainly reflected also at the level of confidence of the district residents in the police. Thus, 59.1% of respondents have a full or rather full confidence in the police, but the percentage of those being distrustful of the police is 28.8% of the respondents. An important indicator of the attitude of local residents to the police is their willingness to assist the police officers in certain circumstances. According to the survey, 44% of those interviewed are ready to help in any situation. 30.8% of respondents specified that they would cooperate with the police, but only when it was mainly about them or their relatives. 17.3% will not help at all. The most local residents know neither their police inspector (71.2%), nor the police chief in the district (76.2%). Almost one in 7 district residents (14.8%) knows by name and by sight the local police inspector, and every eighth – the police chief (12.5%). Citizens' awareness of the location of the police workplace is much greater (51% of respondents know exactly where the police department is located, approximately – 22.8%).

### CONTACTS BETWEEN THE POPULATION AND THE POLICE

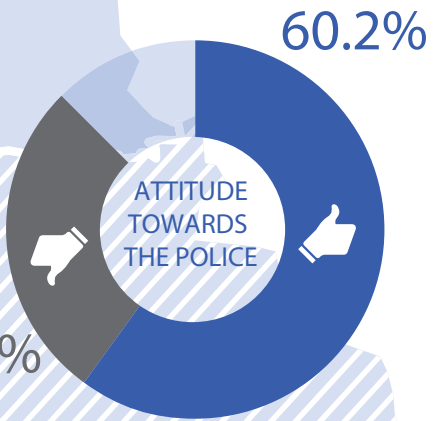
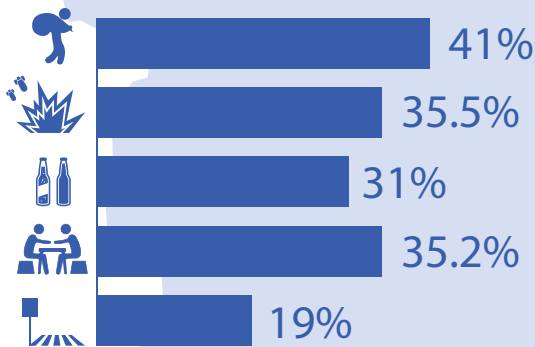
One of the survey objectives is to define the main reasons for police contacts with the population, as well as the opinion of citizens about the circumstances under which they could go to the police themselves. It turned out that 69.5% of the respondents had no contacts during the last year. This study was also aimed at identifying to what extent the local residents are generally aware of police meetings with the population, and at what meetings they could raise certain issues, including those related to the security. Unfortunately, 78.5% of respondents do not know about such meetings. One out of ten respondents said that such meetings might happen depending on the circumstances. 5% of respondents indicated the frequency of these meetings – once a quarter. It is important that not being aware of the meetings does not mean indifference to such activities. Thus, only 15.3% of respondents believe that such meetings are not necessary. 9% of those interviewed noted that they would not want to contact with the police at all. Among the main topics the citizens would like to discuss with police officers are information exchange (78.1%), police response to private reports (51.3%), joint security actions (36.2%), and key security threats in their settlement (36.7%). The FG members do not have significant experience in calling the police, and even when discussing this issue, think about how exactly the police could help them in case of danger. This discussion is unfolded in such a way that the participants themselves come to the conclusion that the police cannot influence improper situations and “will do nothing”.

# DONETSK OBLAST

**VELYKA NOVOSILKA DISTRICT**

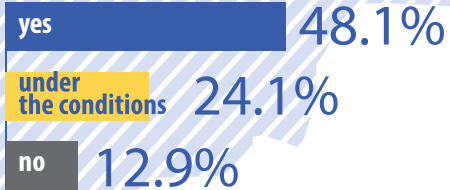
**56.5%**  
think it has become SAFER

**MOST AFRAID OF**

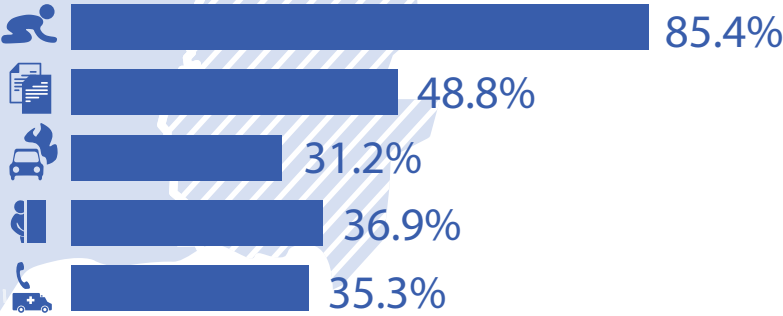


**84.3%**  
of respondents HAD NO CONTACTS with the police

**ASSISSTANCE TO THE POLICE**



**WOULD GO TO THE POLICE IF**



**70.5%**  
DO NOT KNOW about the police meetings with the population

### SAFE FEELING OF DISTRICT RESIDENTS

Most of the interviewed district residents believe that over the past 12 months it has become safer (56.5%). At the same time, a significant number of residents hesitated to answer this question (39.8%). Among the answers to the question what the respondents are most afraid of, the most frequent were house burglaries (41%), intensification of hostilities near the place of residence (35.5%), free access to alcohol (31%), and drunken companies (35.2%). One in five respondents specified that it was a fear of traffic violations (19%).

Many of the respondents noted that systematic traffic violations committed by drivers are dangerous. Some residents do not feel safe due to insufficient police patrolling of settlements, as well as the absence of local police inspectors in some of them.

### ATTITUDES TOWARDS THE POLICE

In the opinion of the most district residents, the local police is doing a good or rather good job (57.6%), but 21.4% of respondents have opposite opinions – the police is working poorly or rather poorly. A good assessment of the police work is mainly reflected also at the level of confidence of the district residents in the police (have a full or rather full confidence 60.2%, no confidence – 27.5%). An important indicator of the attitude of local residents to the police is their willingness to assist the police officers: 48.1% - always ready to help in any situation, 24.1% - if it concerns them or their relatives, 12.9% will not help at all.

### AWARENESS OF DISTRICT RESIDENTS ABOUT THE POLICE

36% of local residents do not know their police inspector, the police chief – 72.7%. 32.7% of respondents know by name and by sight their local police inspector, the police chief – 9.4%. 57.9% of those interviewed know exactly where the local police department is, approximately – another 21.2%.

### CONTACTS BETWEEN THE POPULATION AND THE POLICE

84.3% of the interviewees had no contacts during the last year. The district residents would rather contact the police if:

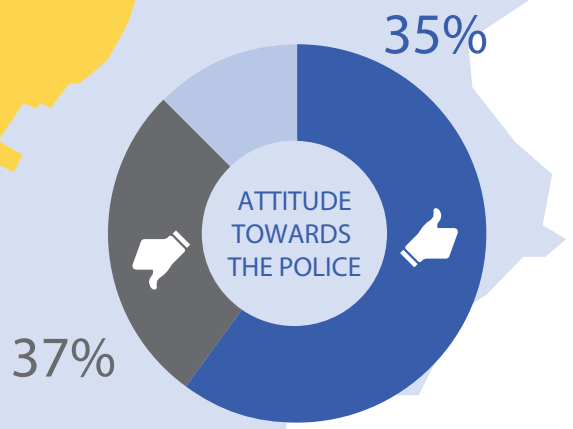
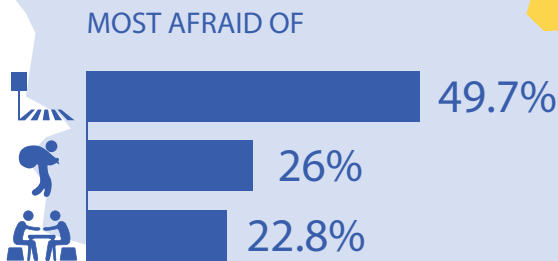
- They or their relatives or friends were crime victims (85.4%);
- There is a need to make out documents (48.8%);
- They become a participant/witness of the road traffic accident (31.2%);
- Witness a law offence or a crime (36.9%);
- There is a need to report on the provision of medical care (35.3%).

It should be noted that 13.9% of citizens would like to discuss the security of the settlement where they live, and 11.2% of respondents are looking for the opportunities to become involved in ensuring the safety of their place of residence, but 70.5% of the interviewees do not know about the police meetings with the population. However, meetings are only in third place among the most convenient ways to contact the police (7.7%). The most convenient channel for citizens to communicate with the police is that by telephone (59.7%), followed by personal reception (18.1%). Among the main issues citizens would like to discuss with the police officers are discussions on crime prevention (35.6%) and police efficiency (29.6%). Also important issues for discussion are security plans (25.2%), information exchange (22%), and response to private reports (28.4%).

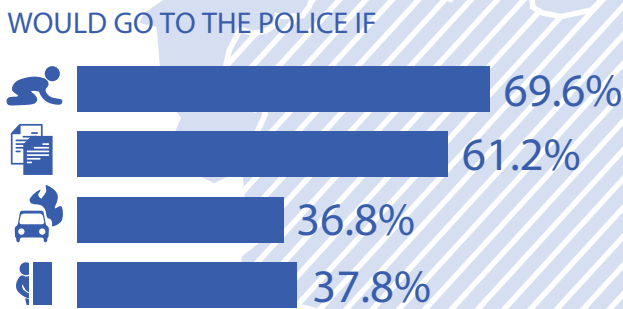
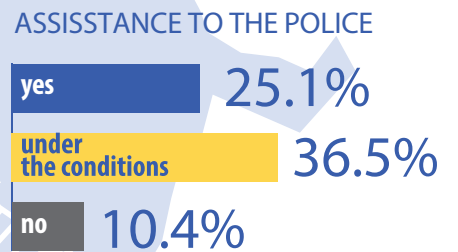


# LUHANSK OBLAST

NOVOPSKOV DISTRICT



**73.1%**  
of respondents HAD NO CONTACTS with the police



**66.4%**  
DO NOT KNOW about the police meetings with the population



### SAFE FEELING OF DISTRICT RESIDENTS

Among the answers to the question what the respondents are most afraid of, the most frequent were traffic violations (49.7%), house burglaries (26%), and drunken companies (22.8%).

### ATTITUDES TOWARDS THE POLICE

In the opinion of 38.6% of the district residents, the local police are doing a good or rather good job. A full or rather full confidence in the police is expressed by 35%. However, the percentage of those being distrustful of the police is 37%. 25.1% of those interviewed are ready to help in any situation. 36.5% of respondents specified that they would cooperate with the police, but only if it was mainly about them or their relatives. 10.4% of respondents will not help at all. Regarding age profiles, there are more people over 60 who do not want to help the police at all (48.4%). At the same time, those who will help the police in any situation, belong to the age group of 46 – 60 years (26.4%).

### AWARENESS OF DISTRICT RESIDENTS ABOUT THE POLICE

About half of the local residents know neither their police inspector (42.5%), nor the police chief in the district (89%). A significant number of district residents knows by name and by sight the local police inspector (39.9%), and the police chief – another 7.4%. 78.7% of respondents know exactly where the district police department is located, approximately – another 5.3%.

### THE CONTACTS BETWEEN THE POPULATION AND THE POLICE

73.1% of those interviewed had no contacts over the last 12 months. Among those who faced the police, other reasons were most often given, with a remark that they were stopped by the police in the street for some purpose (identity check, asking a question) (5.6%) or there was a police visit to the respondent's home (6%).

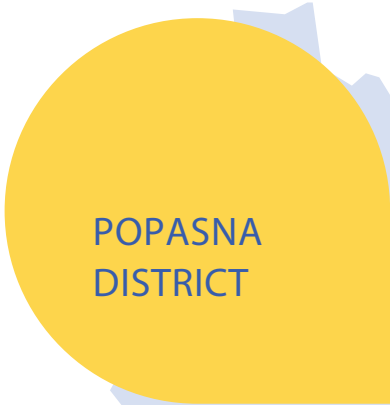
The possible reasons for contacting police were, in this case, completely different. Thus, the district residents would contact the police if they or their relatives or friends became a crime victim (69.6%), because of the need to make out documents (61.2%), if they became participants or witnesses of the road traffic accident (36.8%) or they witness any law offense or crime (37.8%).

12.7% of those surveyed would like to discuss the security of the settlement where they live. Only 2.3% of respondents are looking for the opportunities to become involved in ensuring the safety of their place of residence.

66.4% do not know about such police meetings with the population, but only 7% believe that such meetings are not necessary: 34.2% stated that the optimal frequency of those meetings should be once a quarter, 9.6% - once a month, and 20.6% - depending on the circumstances.

However, meetings are only in fifth place among the most convenient ways to contact the police (6.3%). The most convenient ways of communication are those by telephone (55.5%) and a personal reception (30.9%). In 16.3% of cases, the respondents stated that they would not want to contact the police at all. Among the main issues citizens would like to discuss with the police officers are threats to the safety of residents (69.2%), police response to the private reports (63.4%), and crime prevention (54.5%). 20.1% of the interviewees are ready to discuss joint actions of the police and citizens.

# LUHANSK OBLAST



POPASNA DISTRICT

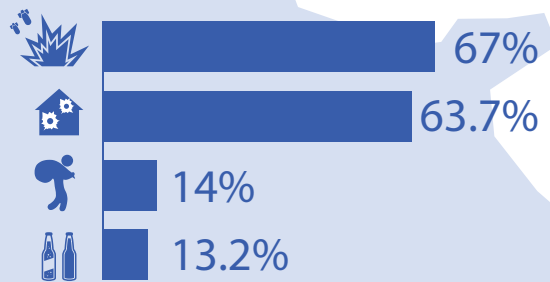
49%

DO NOT KNOW the local police inspector

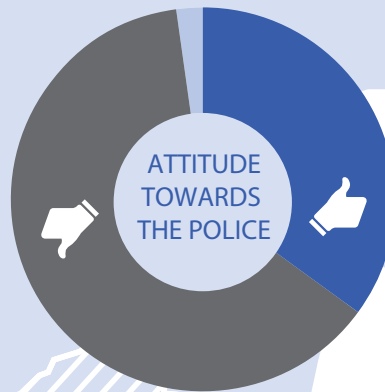
80.1%

DO NOT KNOW police chief of the district

## MOST AFRAID OF



62.4%

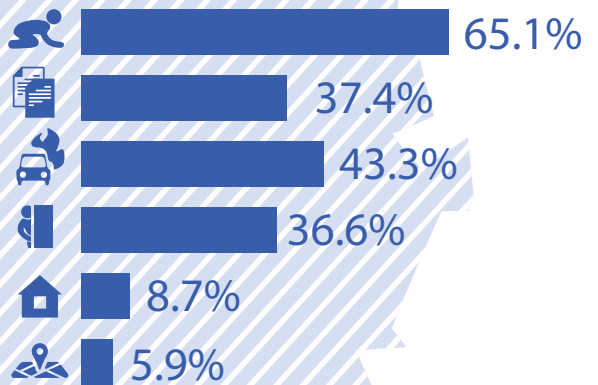


34.9%

73.1%

of respondents HAD NO CONTACTS with the police

## WOULD GO TO THE POLICE IF





### SAFE FEELING OF DISTRICT RESIDENTS

Among the answers to the question what the respondents are most afraid of, the most frequent were the intensification of hostilities near the place of residence (67%) and shelling of the settlement where the residents live (63.7%). Also important is the risk of mines and unexploded ordinances. The criminal events and contributing factors are specified by the respondents not as much as anything else: house burglary (14%), pillaging (13.5%), and free access to alcohol (13.2%).

### ATTITUDES TOWARDS THE POLICE

In the opinion of the district residents, the local police is doing a good or rather good job (40%) compared to 49.5% of those who believe that the police is working poorly or rather poorly (49.5%). A full or rather full confidence in the police is expressed by 34.9%. However, the percentage of those being distrustful of the police is 62.4%. 42.2 % of those interviewed are ready to help in any situation. 22.1% of respondents specified that they would cooperate with the police, but only if it was mainly about them or their relatives. 29.1% will not help at all.

### AWARENESS OF DISTRICT RESIDENTS ABOUT THE POLICE

Some local residents know neither the district police inspector (49%), nor the police chief of police in the district (80.1%). Almost every third district resident knows the local inspector by name and by sight (31.9%), and every tenth knows the police chief (9.3%) The survey showed that the awareness of citizens about the location of the workplace of the police is somewhat greater. Thus, they know exactly where the district police department is (58% of respondents), approximately - another 12.3%.

### THE CONTACTS BETWEEN THE POPULATION AND THE POLICE

It turned out that in 75.6% of cases, the respondents had no contacts over the last 12 months. Among those who faced the police, most often were crime

victims, those stopped by the police for identity check or whom the local police inspector visited.

As possible reasons for contacting police in the future, there were mentioned the situations when the respondents or their relatives or friends became a crime victim (65.1%), if they need to make out documents (37.4%), when they become participants or witnesses of a traffic accident (43.3%) or if they witness a law offense or crime (36.6%).

It should be noted that only 8.7% of residents would like to discuss the security of the settlement where they live and 5.9% of respondents would look for the opportunities to become involved in ensuring the safety of their place of residence.

80.4% of the interviewees do not know about the police meetings with the population.

However, the lack of awareness of the meetings does not mean indifference to such activities: only 6.5% of respondents believe that such meetings are not necessary. However, meetings are only in third place among the most convenient ways to communicate with the police (15.1%). The most acceptable methods of communication are telephone (52%) and personal reception (22.6%). 11.8% of respondents would not want to have any contacts with the police. Among the main issues citizens would like to discuss with the police officers are the existing threats to the district residents (64.2%), crime prevention (51.1%), response to citizens' reports (46%), and the police efficiency (44.7%).

## CONCLUSIONS

- It is necessary to include in Community Security Working Groups as many local partners from different sectors of the population as possible.
- Maintain balance between a natural desire of the district residents to share their concerns and, at the same time, encourage them to participate in ensuring safety and solving these problems.
- Solving the simplest problems can bring people together.
- When creating the Community Security Working Groups, one should keep in mind an extremely important question of who will be included in these groups. The optimal composition of the group should look as follows:
  - active representatives of the community who are able to voice problems, including those from vulnerable groups;
  - the police and other services (military, SES, border guards, all those studying and working on security issues for their duties);
  - the representatives of local authorities who are able not only to support security plans or certain measures, but also to participate in the implementation of specific activities;
  - public organizations that can assist in the implementation of specific projects, bring the necessary messages to the community, attract funding for specific projects;
  - the representatives of central government authorities, especially the Interior Ministry of Ukraine. Their support can be critical to the implementation of specific initiatives at the regional and national levels that may affect changes in legislation or broader programmers.

## RECOMMENDATIONS

- Efforts are needed to institutionalize regular studies of public opinion on key issues (not just security).
- Police representatives must be present at all platforms where the safety of their district is discussed.
- Ensuring district security should be planned in the course of joint work of representatives of the community, local and central government authorities, and law enforcement agencies.
- Local and central government authorities, as well as donors, need to pay more attention to the third sector training and provide support for primary initiatives.