

	POLICY & PROCEDURE	SERIES # 1901	PAGE 1 OF 5
	SUBJECT		EFFECTIVE DATE
	COMMUNITY RELATIONS UNIT		07/09/14
OVERSIGHT Operations			
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P #1901 dated 11/06/07 and Chief's Directive 1901.1 dated 12/15/09.		

I. PURPOSE:

The purpose of this policy and procedure is to define the Community Relations Unit's purpose, goals and objectives, and to establish authority and responsibilities, as well as the program scope of the unit.

II. POLICY:

A. General Policy

1. It is the policy of the entire Police Division, specifically the Community Relations Unit to record, develop, analyze, organize, and implement comprehensive brochures and programs designed to anticipate, recognize and appraise crime risks and to initiate action to reduce or remove such risk. To this end, the Hampton Police Division is committed to the development and perpetuation of community crime prevention programs.
2. It is also the policy to incorporate and achieve the concept of shared responsibility between all Division personnel and the community. The Division must always strive to establish close ties with and respond to the needs of the community.

B. General Goals of the Community Relations Unit

1. To coordinate the activities of the Division in the field of crime prevention and community relations.
2. To take an active role in the development of crime prevention and community relations policies for the Division.
3. To prepare and implement long and short term programs dealing with the prevention of crime and loss of property.
4. To improve Division practices having a bearing on police community relations.

APPROVED:
CHIEF OF POLICE



5. To educate all Division personnel in the merits of participating in crime prevention efforts and share the responsibility of achieving the Division's community relations objectives. This may involve identifying training needs through interviews with citizen representatives; consultations with those involved in internal investigations and conferences with supervisors.
6. To educate the general public, home and business owners in the advantage of planned programs designed to reduce risk and provide optimum protection for dollars spent on systems change. To publicize Division objectives, problems and successes.
7. To coordinate programs with civic, business, private groups, organizations and individuals toward a common goal of extensive community involvement in such programs.
8. To perform security surveys for homeowners and business establishments on request and be familiar with programs and services offered by the Division.
9. To establish a liaison with formal community groups whereby information may be conveyed from citizens to the Division. In cases where no formal citizen group exists it may be practical to initiate one.
10. To analyze criminal activity and report such activity with recommendations on ways to reduce such activity, taking into account other operational responsibilities.
11. To serve as the coordinating unit for all community events and fundraisers in which Division employees participate as a representative of the Division.

III. PROCEDURE:

- A. The Unit will, through Crime Analysis, study trends of crimes and losses that are generally considered preventable. Emphasis will be placed on, but not limited to, street crimes, crimes against persons, crimes against property, security, auto theft, business losses, property identification and related preventable areas.
 1. Evaluate, when possible, crime scenes in order to formulate preventative plans for future use.
 2. Consult with uniform officers, investigators, crime analysis and members of the community in order to determine what courses of preventative action should be taken to address crime problems or changing crime trends.
 3. Develop expertise with security hardware, internal systems, protective systems, glazing, locks, sales, intrusion devices and related protective

hardware.

4. Establish and maintain working relationships with building inspectors, architects, insurance firms, building contractors, wholesale building material companies and other persons wherein updating merchandise in security work can be implemented.
 5. Establish and maintain a good working relationship with the media who will indirectly enhance or create a more positive relationship between the Division and the community.
 6. Prepare and submit proposed ordinances of a security nature that deal with minimum standards for building, security, anti-theft and entry provisions. Ordinances to cover homes, buildings, automobiles, residential lighting and general security will also be prepared.
 7. Coordinate security efforts with that of the Fire Division within the City to insure the exchange of information that will be beneficial to both units and particularly the community in general.
- B. Programs – The Community Relations Unit shall prepare and submit for approval programs geared to current, changing and future community needs. As programs are planned, approved and implemented, all members of the Division will be updated in the program prior to public release. Programs will be implemented on a need basis after priorities are established. Program handout material developed to educate in a crime problem will also be prepared or maintained under the auspices of the Community Relations Unit and be made available to all police personnel. General programs may include but will not be limited to:
1. Training of police personnel in preventative programs and how all units and personnel may assist.
 2. Residential and business protection programs.
 3. Auto theft prevention.
 4. Operation Identification Program; marking of all major items in homes and businesses.
 5. Street lighting programs.
 6. Commercial site building plan review whereby proper security measures are planned and implemented prior to the construction stage.
 7. Neighborhood Watch Programs to include town meetings, seminars, or other pertinent information necessary to create and maintain a good police / community working relationship covered below.

8. Public displays of police equipment and personnel to promote a better understanding of police functions and to allow citizens an opportunity to interact with their officers.
 9. Business Crime Seminars to assist the business community.
 10. Lectures of varied subjects to inform the community, and also enhance the role of the police officer.
 11. Utilize the “Crime Reports” web based incident reporting program. Some features available by utilizing this site include pin maps of police activities citywide, ability to select the type of activities and incidents to which you are interested, create a neighborhood and receive notifications/alerts for that specific neighborhood, select notifications, submit crime tips and forward/share incident information via e-mail.
- C. Development and Reporting
1. Program Development
 - a. The Community Relations Unit will begin on single, long-term programs and as each program is developed and implemented, additional programs will be added.
 - b. Ineffective programs will be modified, or if found unsuitable, will be abandoned with approval of the Chief of Police.
 2. General Reporting
 - a. The supervisor of the Community Relations Unit will prepare a monthly report of the efforts, accomplishments and non-accomplishments of the unit. This monthly report will be forwarded to the Chief of Police and will include at a minimum:
 - (1) Current and future Community Relations Programs, projects and presentations.
 - (2) A report containing a description of current concerns voiced by the community; a description of potential problems that have a bearing on law enforcement activities within the community; a statement of recommended actions that address previously identified concerns and problems; and a statement of progress made toward addressing previously identified concerns and problems.
 - (a) Every member is responsible for reporting concerns and/or potential problems voiced to them by citizens to the Community Relations Unit.

- (b) These concerns/potential problems will be reported by contacting the Community Relations unit, who will complete a neighborhood problem worksheet.

This information will be routed to the appropriate unit for follow-up, and results of actions taken will be reported back to the Community Relations Unit.

- b. Semi-annual evaluations of goal attainment and programs will be reviewed in order to determine needs.

3. Surveys

A survey will be conducted every three years of citizen attitudes and opinions of the Police Division. This will include overall agency performance, competence of agency employees, citizens' perceptions of officers' attitudes and behavior, safety and security in their neighborhood, the city as a whole and citizen suggestions for improvement. This survey will also solicit community input into the development of Hampton Police Division policy. Once completed, a summary of the results of the survey will be forwarded to the Chief of Police.

