# „trust"

as basic element for professional policing

„exchange and sharing of theoretic and practical experiences between South Africa & Germany"

Slide Nr. 1

„Trust" as basic element for professional policing

...agenda

| 1 – targets of good police work.... |
| 2 – value and preconditions for trust building |
| 3 – how we gain trust |
| 4 – policing in Munich ...practical examples on station level |
| ...your questions... |

Slide Nr. 2

what is important for you as a citizen?

...survey: 2017

	more important	important	less important	
safety	78	19	3	+75
performance	61	35	4	+57
responsibility	53	42	5	+48
trust	51	41	7	+44
competition	49	41	10	+39
my/at home	48	46	5	+43
innovation	48	48	4	+44
optimism	45	50	5	+40
solidarity	44	45	11	+33
power	37	44	19	+18
luxery	25	45	30	
waiver	21	53	26	
adventure	21	48	32	

GfK Compact   Ausgabe 01/2018   www.gfk-compact.com

Slide Nr. 3

role of police in society

prevent crime

enforce law

responsibilities

Slide Nr. 4

...gaining trust ...the benefits

- **benefits** of trustful work:

  - ➤ more confidence in the police work
  - ➤ higher crime clearing rate
  - ➤ less (street-) crime and

  - ➤ attractiveness of the police profession

  more eyes = more information
  ### = more success
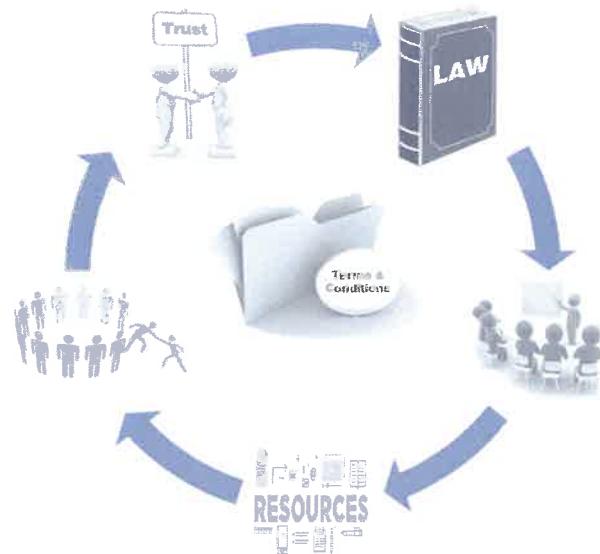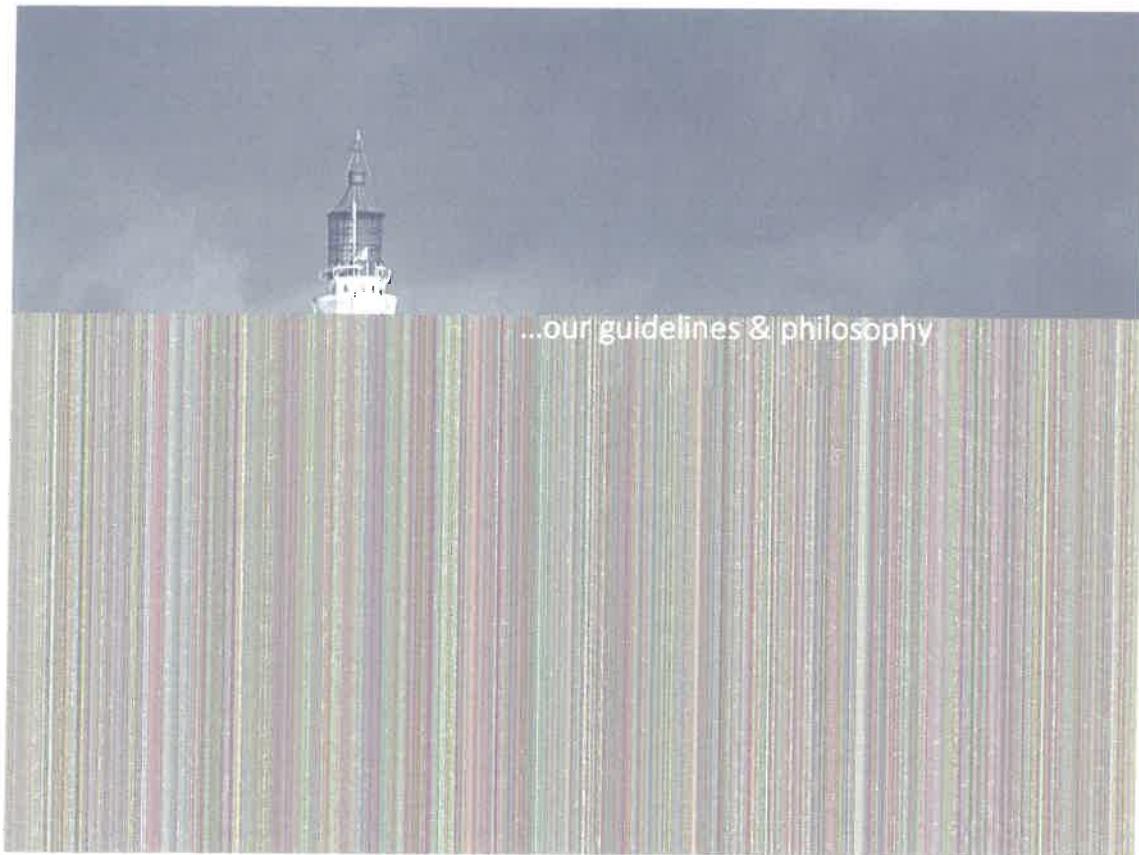
preconditions

...our guidelines & philosophy

...in training/education
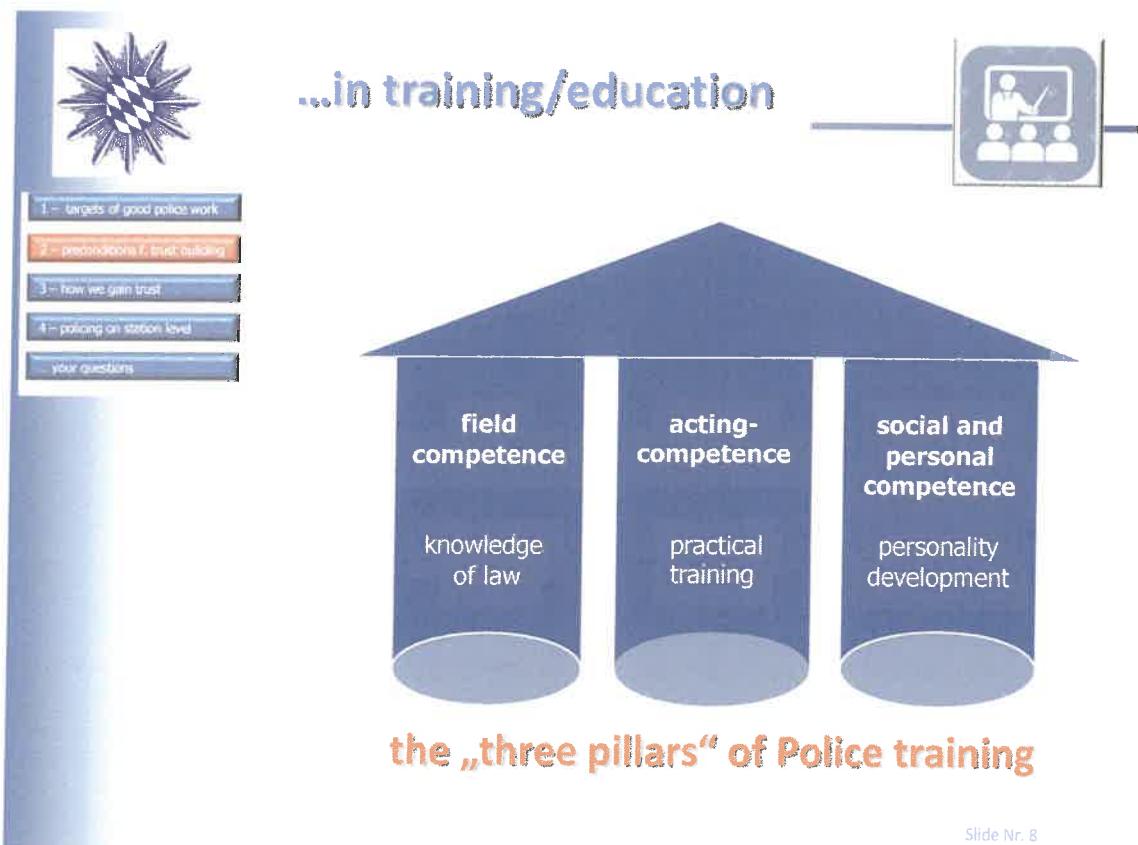
1 – targets of good police work
2 – preconditions f. trust building
3 – how we gain trust
4 – policing on station level
... your questions

| field competence	acting-competence	social and personal competence
knowledge of law	practical training	personality development

the „three pillars" of Police training

...career / ranks

Police School	Police Academy	Police University
2. Qualifikationsebene	3. Qualifikationsebene	4. Qualifikationsebene
Polizeimeisteranwärter/in	Polizeikommissaranwärter/in	Polizeirat/-rätin
Polizeioberwachtmeister/in	Polizeioberwachtmeister/in	Polizeioberrat/-rätin
Polizeimeister/in	Polizeikommissar/in	Polizeidirektor/-in
Polizeiobermeister/in	Polizeioberkommissar/in	Leitende(r) Polizeidirektor/-in
Polizeihauptmeister/in	Polizeihauptkommissar/in	Polizeivizepräsident/-in
Polizeioberkommissar/in	Polizeihauptkommissar/in	Polizeipräsident/-in
Polizeihauptkommissar/in	Erster Polizeihauptkommissar/in	

...gaining trust ...the benefits

citizens in Germany trust in %

Polizei	80
Universitäten	80
Ärzte	78
Der eigene Arbeitgeber	75
Kommunale Unternehmen	72
Schulen	63
Meinungsforschungsinstitute	58
Radio	55
Paket	54
Bundeswehr	53
Krankenkassen	50
Gewerkschaften	49
Evangelische Kirche	48
Sparkassen	42
Presse	40
Zentralrat der Juden	37
Fernsehen	28
Katholische Kirche	27
Unternehmer	27
Arbeitgeberverbände	26
Banken	20
Versicherungen	17

percentage change 2016 / 2017

Forsa survey 02.01.2018

trust-building is the key-point
...positive changes are always possible if you do a good "job"

...gaining trust ...the benefits

survey in 2017
with 20.000 schoolchildren
8th grade / 8 class
in Germany
most attractive employer
trendence Institute Berlin
(yearly survey since 2006)

trust building is the key-point
...positive changes are always possible if you do a good "job"

Ranking der Top-Arbeitgeber der Schüler 2017

2017	Arbeitgeber	% 2017
1	Polizei	15,5 %
2	adidas	13,7 %
3	Bundeswehr	12 %
4	BMW Group	9,2 %
5	AUDI AG	9,1 %
6	MICROSOFT	9,2 %
7	Porsche AG	8 %
8	Daimler/ Mercedes Benz	7,5 %
8	ProSiebenSat.1	7,5 %
10	Lufthansa Group	6,7 %
11	Zoll	5,5 %
12	Deutsches Rotes Kreuz	5,3 %
13	Sony	4,9 %
14	ZDF	3,8 %
15	Airberlin	3,8 %
16	AOK	3,5 %
17	Auswärtiges Amt	3,2 %
17	IKEA	3,2 %
19	Airbus Group	2,8 %
19	dm drogerie markt	2,8 %
19	H&M	2,8 %
22	HUGO BOSS	2,7 %
22	Volkswagen AG	2,7 %
24	Deutsche Bahn	2,6 %
24	Hilton Hotels	2,6 %

https://www.trendence.com/unternehmen/rankings/schueler.html

Slide Nr. 11

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victim

trust in general

- tells you crime?

  (darkfield)

- victim protection act

Victim

Slide Nr. 12

witness

- trust in general

- general witness
  protection

- witness protection act

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suspect / offender

„you get what you give"   trust? ....   why? ...

- search for the truth, not for a conviction
- respect the person – fair handling
- respect the law – interrogation
- be successful

surprised

- trust from society
- 629.512 offences
- 302.910 offenders
- very often one crime in life

→ part of society!

→ back on the fundament of No. 1

crime prevention

offender | situation | social control

offender oriented	avoiding situation	strengthening social control
e.g. education • contact by youth officer or CID • adressing potential attckers	e.g. • object (burglary) protection crime prevention center • personal prevention by trainings for all citizen agegroups	e.g. • strengthenen cicil courage • Police presence • media information • neighborhood acitivies

crime analysis

Crime Analysis Unit

Erlangen
Fürth Nürnberg

Regensburg

Ingolstadt

München

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crime analysis

data bases → strategic analysis

data bases → tactical analysis

data bases → operative analysis
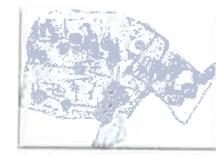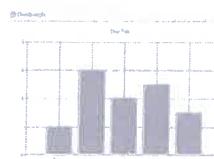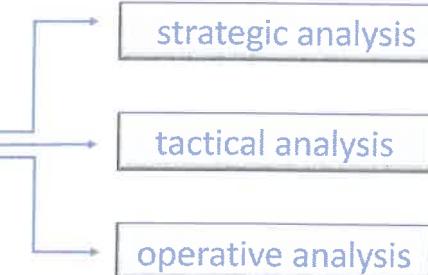
face recognition research process

GES-Recherche INPOL

Kommentar BY 0221-999999-17/0, BLKA SG 521

Für diese Auswertung berechtigt

Max.Anzahl 200 ☑   Schwellwert 30,00   %

Augenkoordinaten links   X   Y

Augenkoordinaten rechts X   Y

Bilddatei   P:\Auswertkope_Test.gr   Durchsuchen...   Bild Auswählen

Suche starten
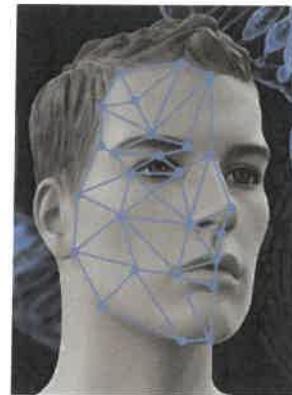
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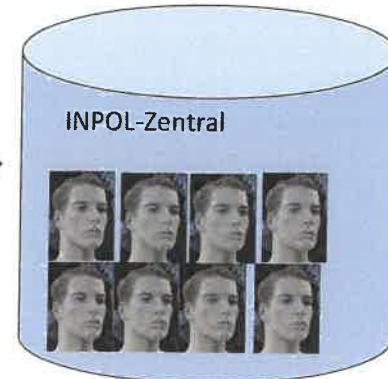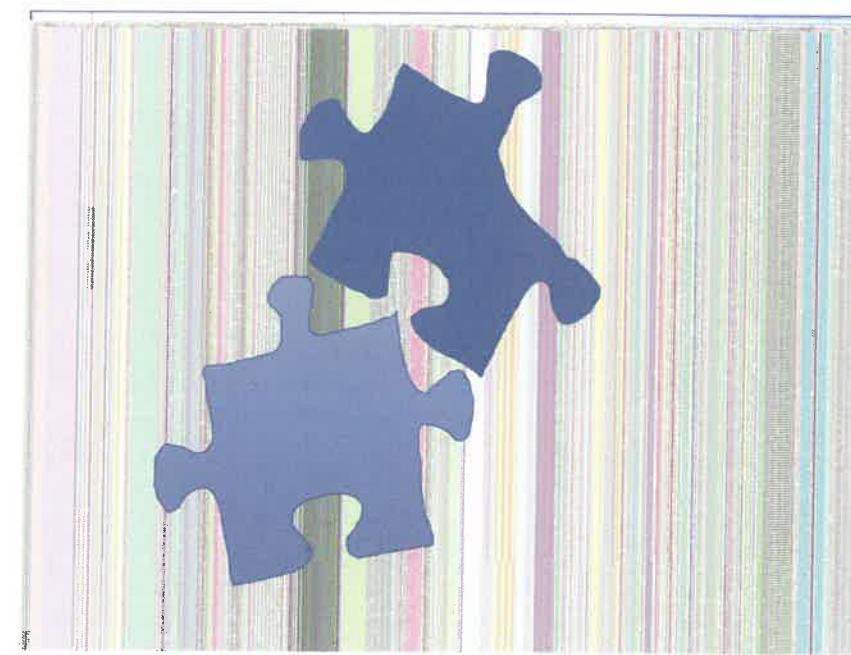
INPOL-Zentral

Precinct 13 – PI Schwabing

Police Station Munich-Schwabing
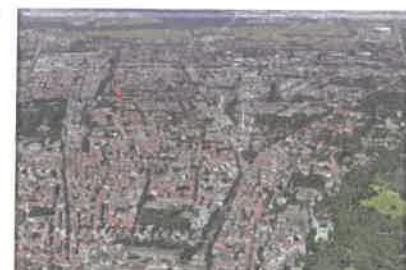
6,3 km² / 75.000 Citizens

173 Police Officer
+ 18 civil employes

police density = 1:429
(without CID, special units etc..)

Slide Nr. 23

...necessity to cooperate with others

Slide Nr. 24

co-operation with stakeholders

example City of Munich:

~ 7.000 police employees including bureau workers

max. 1.000 officers at same time real/effective "on the road"

~ 1.500.000 citizens
~ 500.000 commuters
~ 50.000 tourists

~ 365 days a year
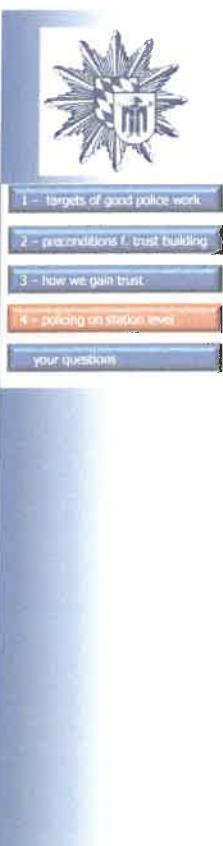
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co-operation with stakeholders

Bayerisches Rotes Kreuz

MVV

...other stakeholders...

DEKRA

BVSW
Bayerischer Verband für Sicherheit in der Wirtschaft e.V.

BHG

DB

TÜV SÜD

Wirtschaftsbeirat

citizen oriented
policing on station
level

RoSi kommt am 17.10.14 und 18.10.14

Schützen Sie Sie
Einbruch!

BERATUNG

Polizeipräsidium München

MIT
SICH...HEIT
AND...

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citizen & service oriented policing

- **community liaison officers**
- **bike patrol**
- **citizen patrol (voluntary citizens)**
- **trust gaining activities, e.g.**
  - ➢ visit of police station
    - ...kindergartens
  - ➢ reading project
    - ...in elementary schools
  - ➢ assertiveness training
    - ... in high schools
  - ➢ behaviour training
    - ... for adults

Citizen focused policing

Youth Officers

- permanent contact partner for schools

- cooperation with youth organizations

- visiting youth centres and meeting points

- personal point of contact for all local juveniles

- carrying out courses in cooperation with schools
  - for different age groups
  - together with the teachers

- intervention in cutting class situations (truants)

# controlling & crime analysis

daily briefing (08.45 h)

- information exchange / daily situation
- coordination of daily duties and tasks
- with all group leaders
- chaired by the head of police station

controlling & crime analysis
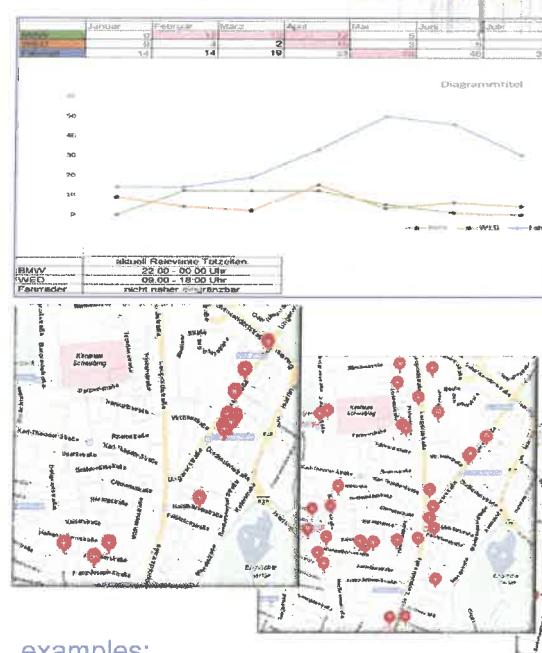
examples:
monthly crime mapping and analysis on our „local level"

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controlling & crime analysis

Crime Mapping

Polizeiinspektion 13

example: crime density analysis
- identifying and recognizing „hotspots"

controlling & crime analysis

examination of staff matters, e.g.

- staff situation, overwork, accidents with police cars
- diseases of staff/officers, administrative supervision
- officers crime complaints against citizens
- complaints against officers
- police training / education

routine briefing times

- monthly briefing
- annual briefing
- annual controlling report

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summary...

important "benefits" of good cooperation with the society...

- communication and deescalation skills of police officers are crucial to gain trust (basic and further training!)

- target oriented cooperation with different stakeholders is fundamental

- successful enforcement of the law is the best way to gain trust

- trust is a basic element for professional and successful policing

- gaining trust is a longterm and never ending strategy

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