



Evidence-based policing

New perspectives of cooperation between practice, education and police science

Lisbon Community Policing – The challenge of the intercultural and mediation approach

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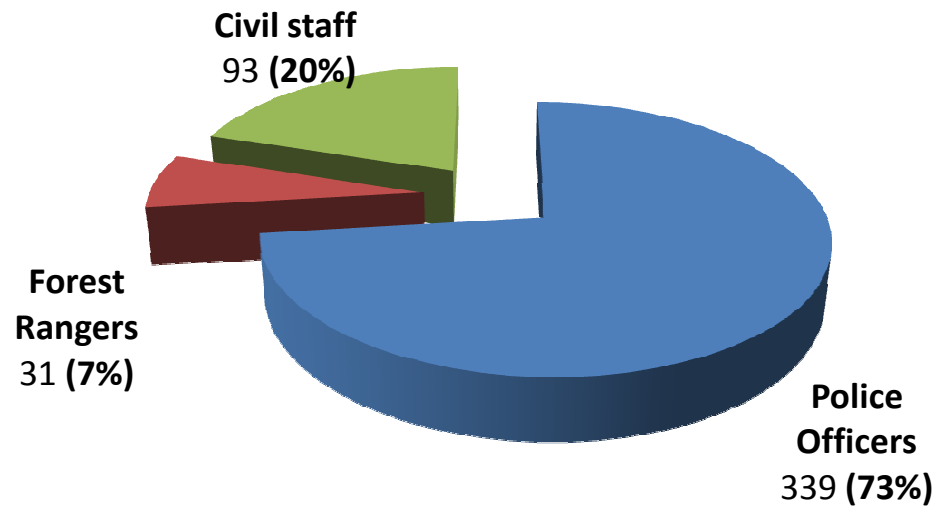
New headquarters of *Polícia Judiciária*
Lisbon, 7 October 2015

Polícia Municipal de Lisboa, CM Lisboa

Lisbon Municipal Police , Lisbon Municipality



- **Police Officers** from the National Police (PSP)
- **Civil Staff & Forest Rangers** from the Lisbon Municipality
- **Total= 463**



1891



2015

Lisbon Community Policing Strategy



preventive approach more open
to **citizens participation**

to **know in more depth**
community main
problems

building **security**
partnerships

to **solve / diminish** community
problems

adapt police methods to respond to the
community needs and resources



more **efficient** and
sustainable responses



reduce non-crime
ASB



increase the
population **sense of**
security



social wellness

- ❖ *improve police-citizens relationship*
- ❖ *methodological transferability*

Main Challenges to Community Policing in diverse cultural contexts



Building Security Partnerships

Citizens participation
Partnerships
intelligence



Police Organization capacity building

Training
Follow up



Maintaining Security Partnerships

Police-Partners
relationship
Partnerships
intelligence

Main Challenges to Community Policing in diverse cultural contexts



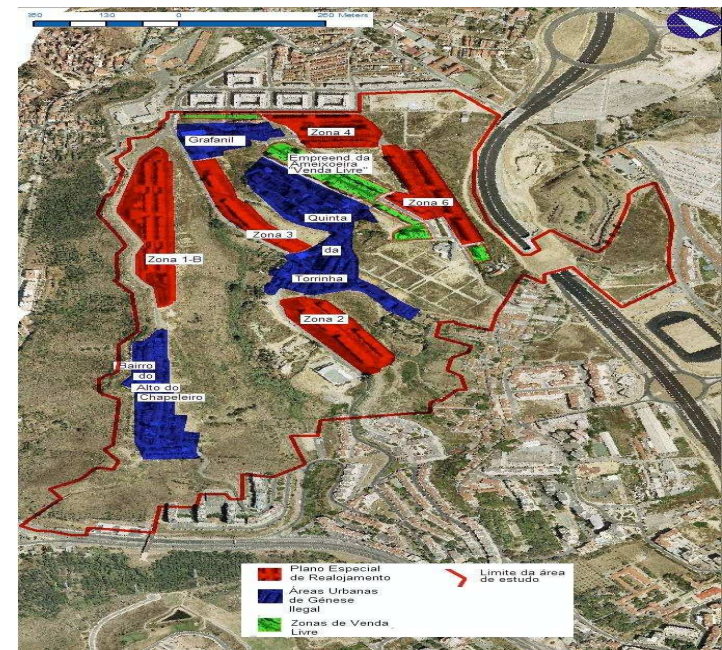
Building Security Partnerships

Citizens participation

Partnerships
intelligence

Case study: Community Policing in Ameixoeira & Galinheiras

- 11.299 residents
- 33,2% Social Housing (PER)
- 5 Priority Intervention territories (BIP-ZIP)
 - Neighbourhood conflicts
 - Public space disorder
- urban areas of ilegal genesis (AUGI's)
- Socio-urbanistic heterogeneity:
 - Multicultural backgrounds
 - enforced mobility
 - Poor accessibilities to the territory
 - Limited offer of shops and services



Source: K´Cidade, 2006; CEDRU, 2010;

Case study: Community Policing in Ameixoeira & Galinheiras



Building commitment

Jun 2012

**Partnership
establishment**

Partners
**presentations /
sharing information**



Integration in Safety Partnership

Nov-Dez 2012

Monthly meetings

CP objectives
definition

Joint **action plan** to
build CP in A&G



**Joint Community Policing
planning**

Jan 2013 – Jan 2014

Focus groups (partners /
residents)

Prioritize problems

CP Team Profile

**Selection/Training PC
Team**

Main Challenges to Community Policing in diverse cultural contexts



Building Security Partnerships

in diverse cultural contexts

Citizens participation

Partnerships
intelligence



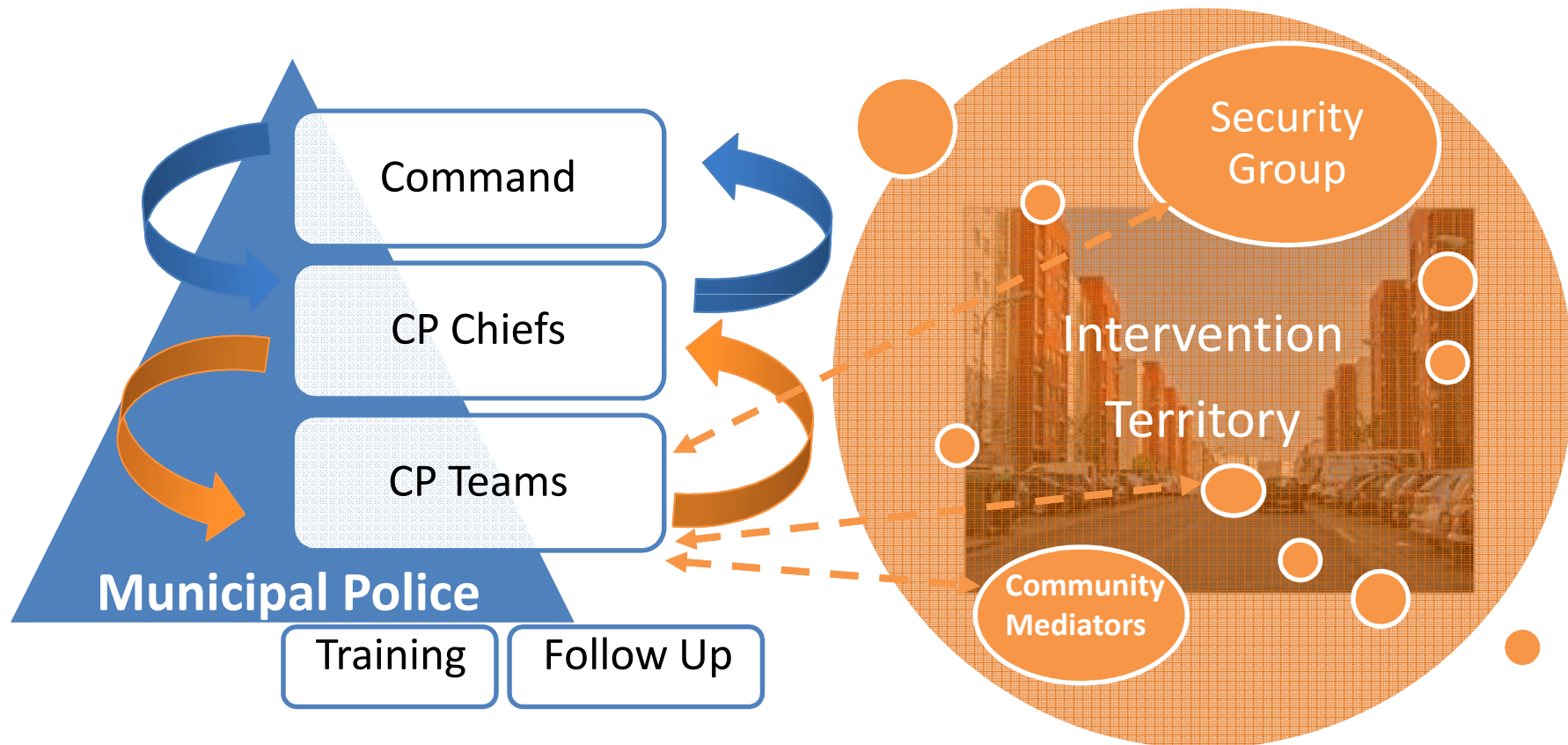
Police Organization capacity building

in diverse cultural contexts

Follow up
Training

Case study: Community Policing in Ameixoeira & Galinheiras

Model of intervention



Community Policing in diverse cultural contexts

Follow Up



CP Chiefs

CP Teams

Municipal Police

Training

Follow Up

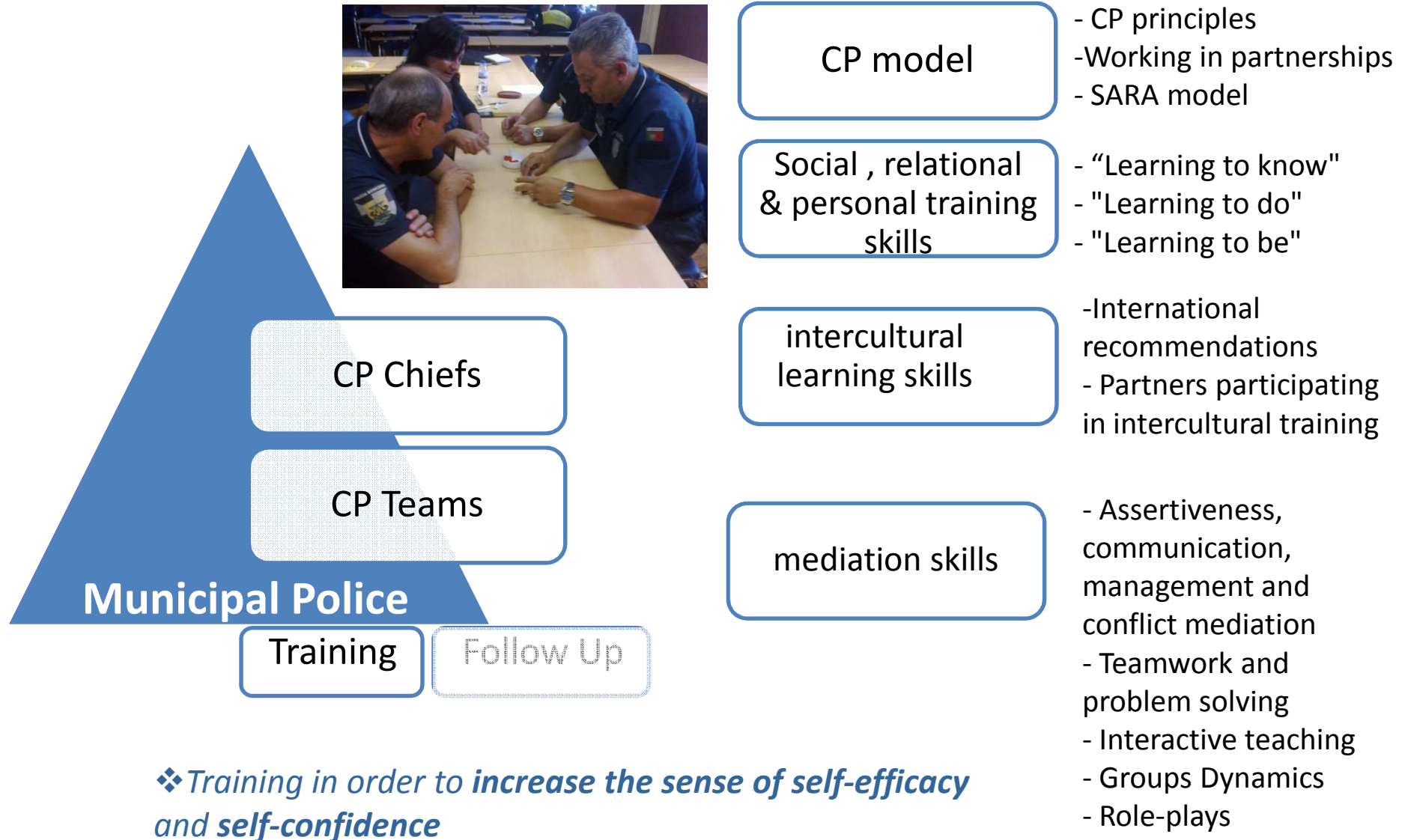
Internal monthly
meetings

- Cases discussion
- Information sharing
- Planning activities
- Evaluation

❖ *Follow Up in order to **support community police officers work in the community***

Community Policing in diverse cultural contexts

Training



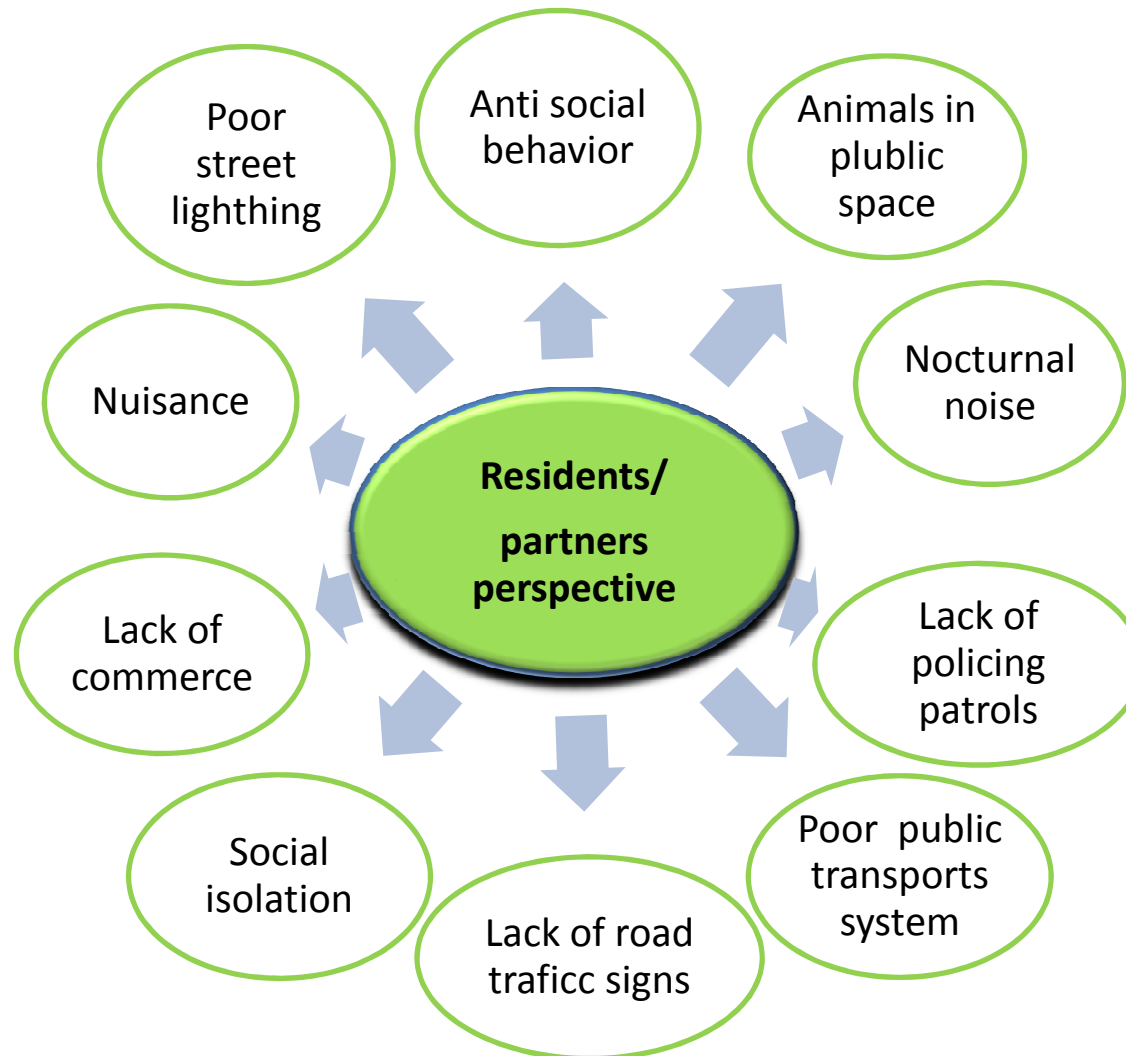
Community Policing in diverse cultural contexts

Training



Devolution to police officers of **focus groups results**

**Community
problems
concerns in
the territory ...**



Community Policing in diverse cultural contexts

Training



**What's important for residents
about the community policing team profile**
(Focus group meetings results)



Main Challenges to Community Policing in diverse cultural contexts

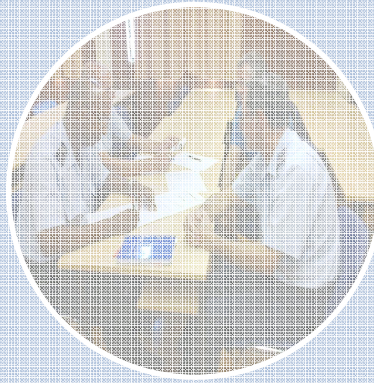


Building Security Partnerships

in diverse cultural contexts

Citizens participation

Partnerships
intelligence



Police Organization capacity building

in diverse cultural contexts

Training
Follow up



Maintaining Security Partnerships

in diverse cultural contexts

Police-Partners-
residents relationship

Partnerships
intelligence

Community Policing in diverse cultural contexts

How to maintain police-community security partnerships?



Demographics of research on intercultural mediation: Community Policing cooperation with community mediators

TIME

Train
Intercultural
Mediators
for a Multicultural
Europe



POLÍCIA
MUNICIPAL
Lisboa



Greater Lisbon Area



Cascais

- 1 Employment Entity



Loures

- 1 Municipal mediator



Amadora (Casal da Mira)

- 1 Training entity
- 1 Community mediator



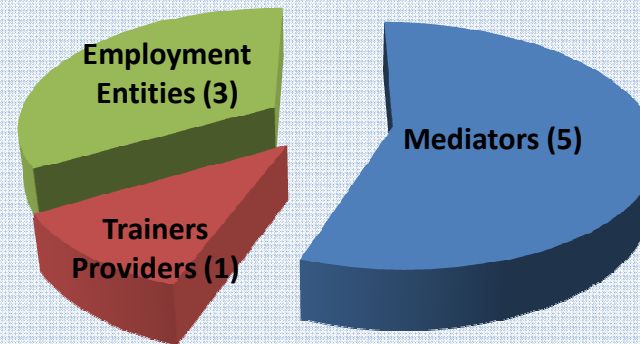
Lisbon (Ameixoeira, Mouraria)

- 3 Community mediators
- 1 Training entity
- 1 Employment Entity

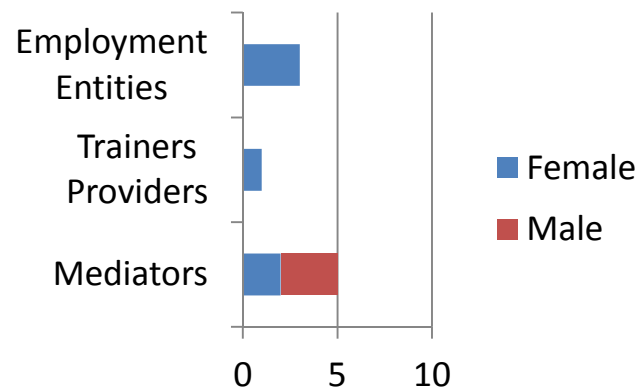
Sample - 9 interviews (2015)

Demographics of the research

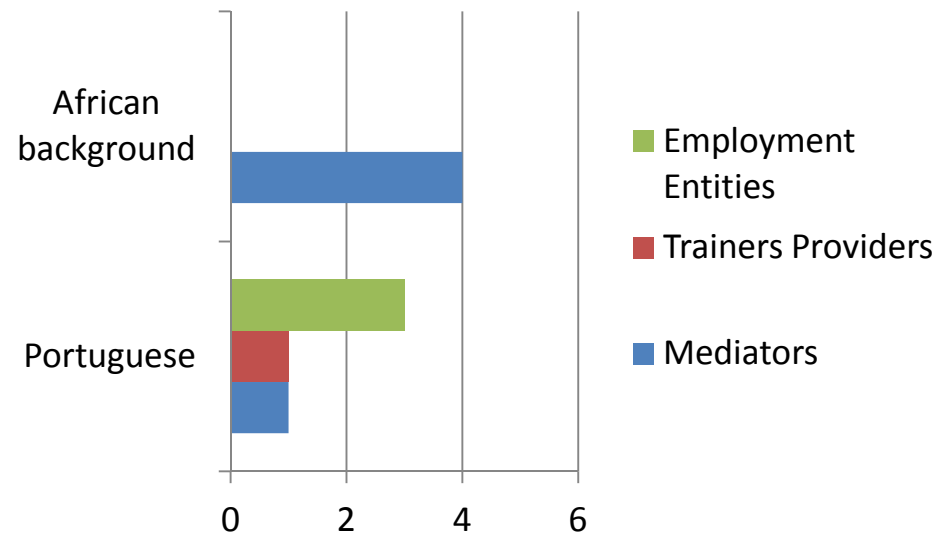
Sample - 9 interviews



Gender



Nationality



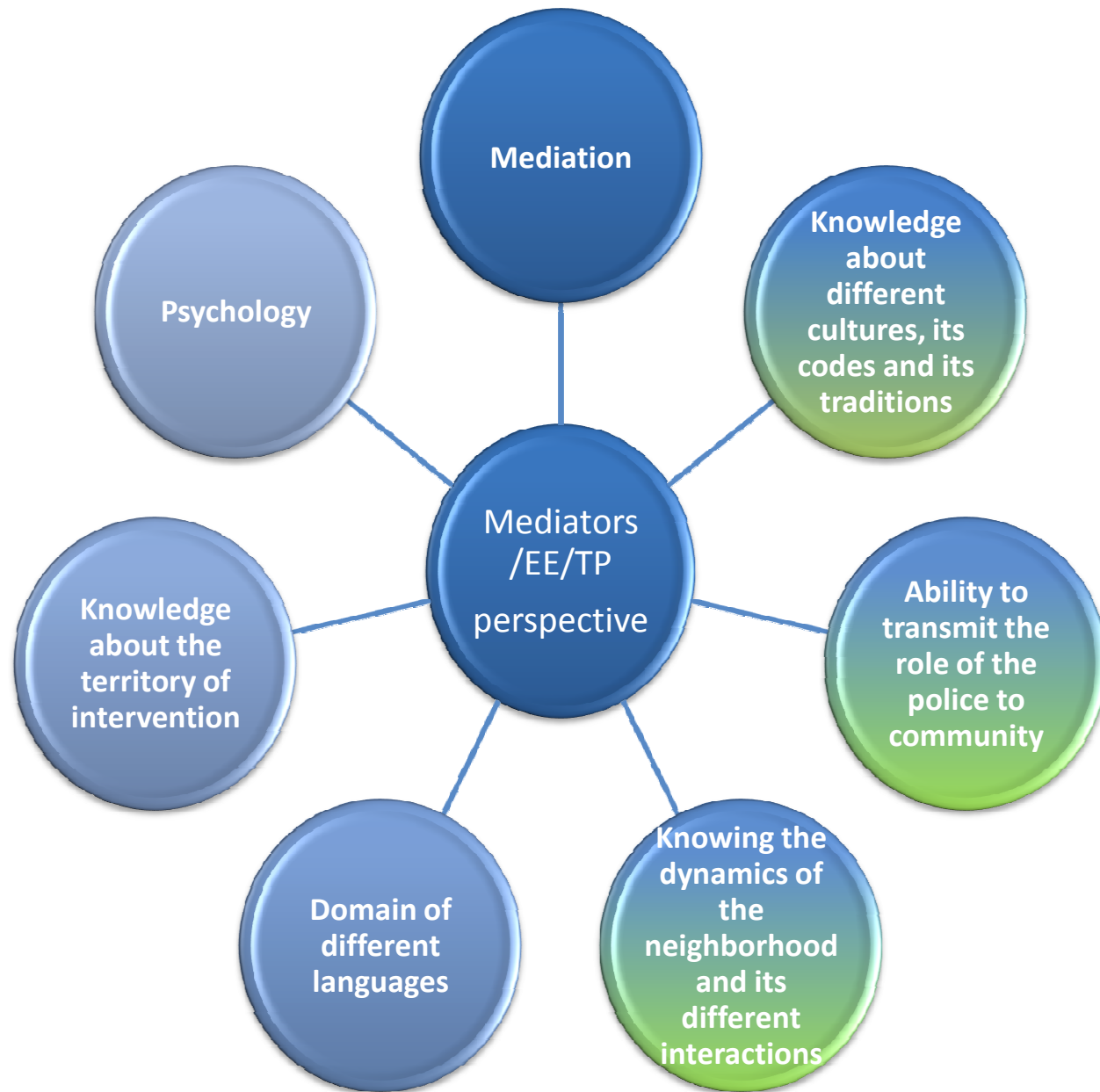
Maintaining police-community security partnerships

main findings

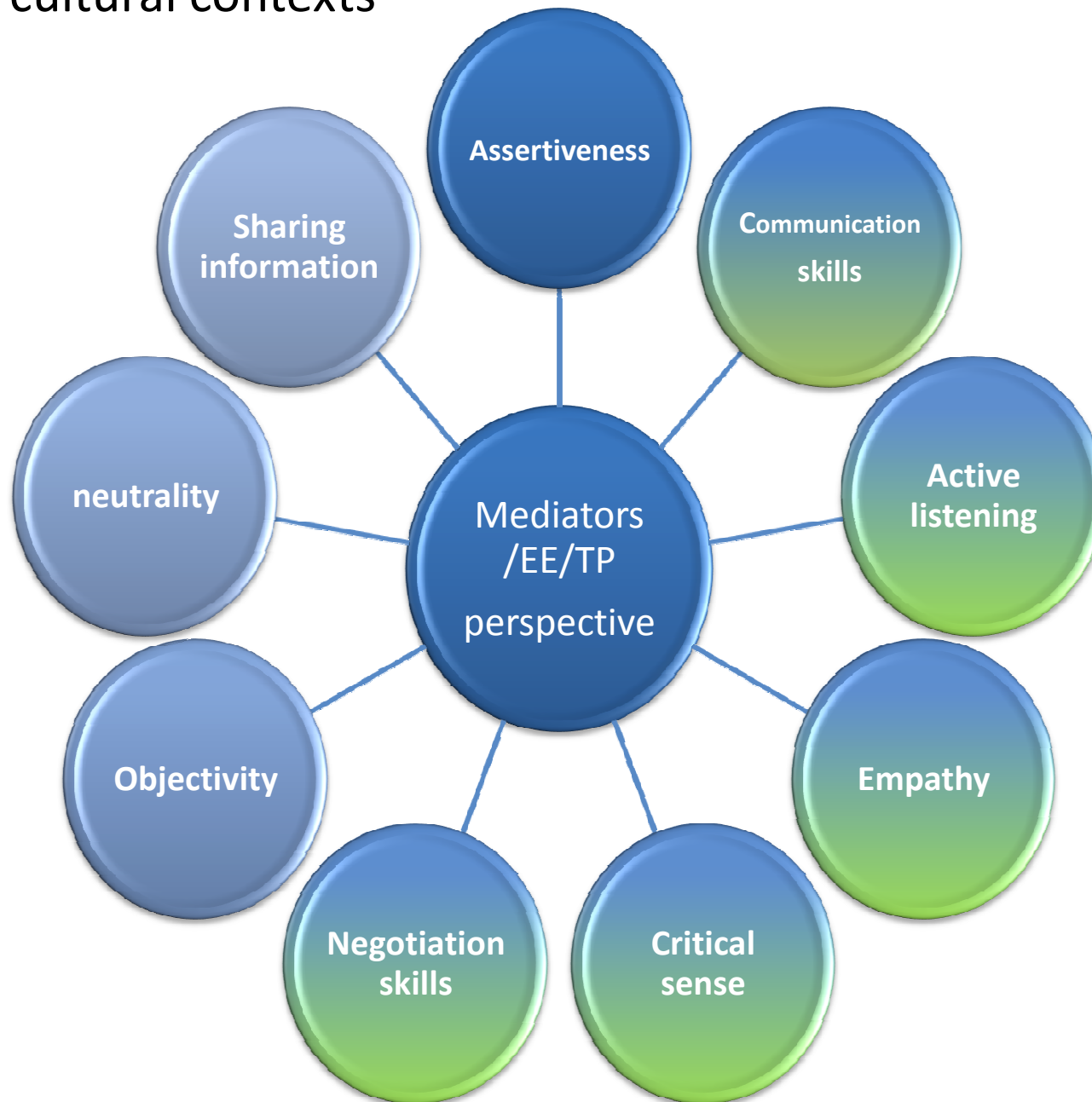
Community police officer's role in diverse cultural contexts



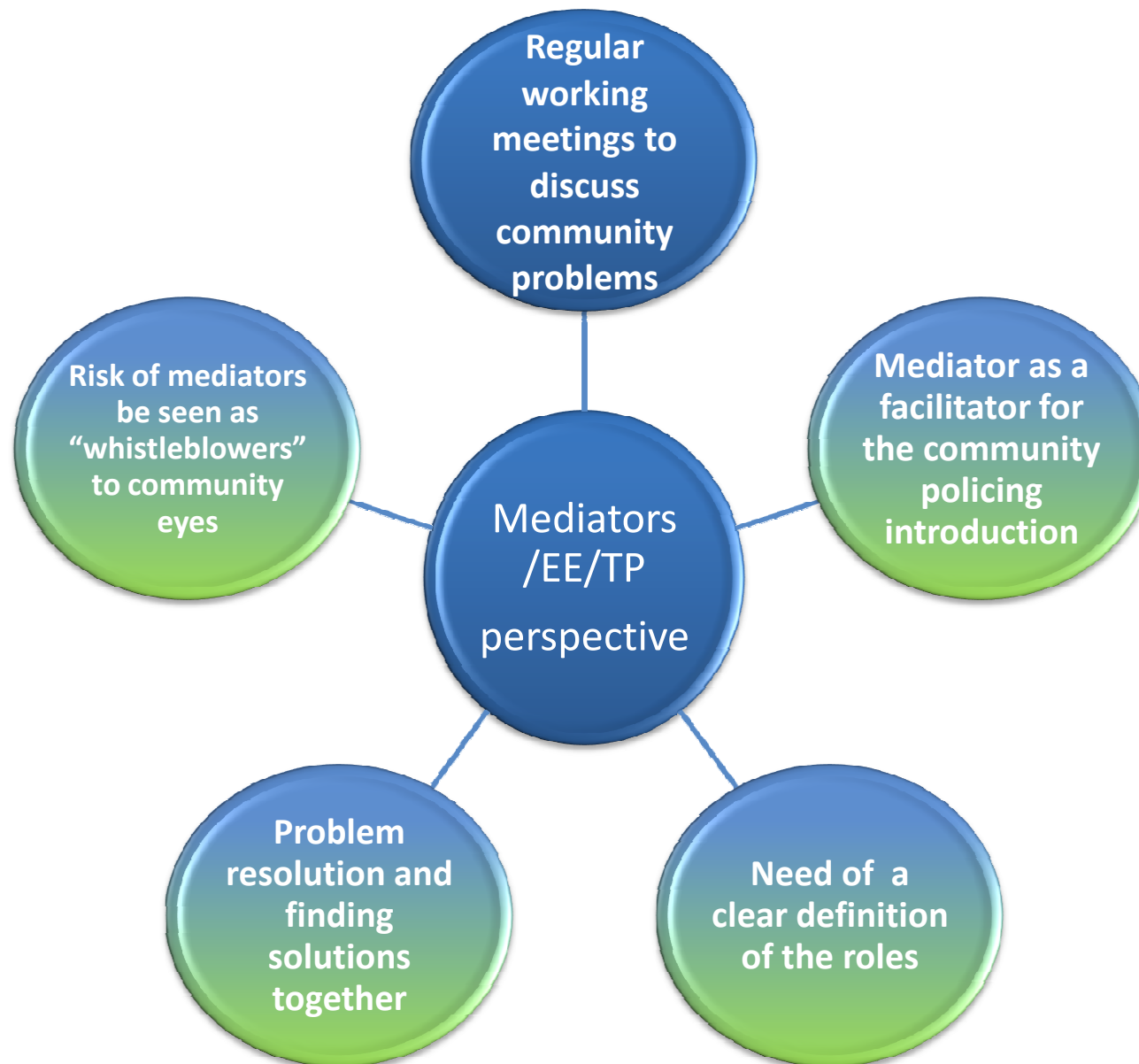
knowledge that the community police should have to act in diverse cultural contexts



Skills that the community police should have to act in diverse cultural contexts



Articulation between the mediator and the community police team



Lessons learned so far...

Organizational support

- ✓ the support of the **Police hierarchy** is critical to CP Teams performance
- ✓ **involvement of other police officers in training** (besides the CP Team)
- ✓ stability of Community Policing Teams

Community engagement and support

- ✓ **training needs assessment jointly** with local partners, population representatives (including all minority groups of territory)
- ✓ **integration of the police officers** in the community through local partners
- ✓ **Clear definition of** CP Teams / mediators / partners **different roles**

Setting

- ✓ **based community planning activities in partners facilities** in the territory of intervention
- ✓ **patrolling on foot** the territory by the same team of police officers

Lessons learned so far...

Community police officers profile

- ✓ **Not all police officers have the profile to perform community police** function in culturally diverse settings (personality, negative previous professional experiences, prejudices)
- ✓ Importance of **behavioral profile in teamwork** - take into consideration the different roles played in teamwork (e.g. a more anxious personality, must have as a team element a person more conciliatory) specially in diverse cultural settings
- ✓ Generally, police officers are **receptive to training** but **not everyone can put in practice**

Time

- ✓ Develop and maintain **community safety partnerships, takes time...**
- ✓ **trusting** the Police and working with the **Police as a partner, takes time...**



Thank you!

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