

Miller, More, and Braswell, Effective Police Supervision, 9th ed.

Instructor's Guide

Chapter 2: Community-Oriented Policing and Problem Solving— Improving Neighborhood Quality of Life

Introduction

Community policing is rapidly growing and being celebrated as the solution for the many and various problems faced by law enforcement. It has rapidly gained support and has become a means of operation for many police departments. It is a philosophy of policing by which officers work closely with citizens to identify and deal with neighborhood problems. The police actually become a part of the community culture in order to promote public safety and enhance the quality of life in neighborhoods. Every aspect of the law enforcement organization must foster the development of skills that support the empowerment of officers performing community-policing duties. Empowerment of line personnel and first-line supervisors is an essential ingredient of this mode of operation.

Objectives

- Identify the role citizens and officers play in community-oriented policing.
- Understand the importance of partnerships in the success of community-oriented policing.
- Explore the different aspects of community-oriented policing, such as collaboration, problem solving, scanning, etc.
- Explore the different stages of SARA model (scanning, analysis, response, assessment).
- Identify the role supervisors play in community-oriented policing.

Key Terms

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|-----------------|------------------------|----------------------|
| • actors | • incidents | • response |
| • analysis | • institutional | • risk taking |
| • assessment | • managing failure | • scanning |
| • collaboration | • offenders | • sequence of events |
| • community | • partnerships | • supervisory |
| • enhancement | • problem solving | • techniques |
| • empowerment | • process facilitation | • third parties |
| • environmental | • quality supervision | • victims |
| • surveys | | |

Critical Thinking Questions

1. Explain the importance of empowerment in community policing.

Guidelines: It is an essential ingredient of community policing, gives freedom to make decisions, and equips line officers.

2. Why are surveys important in community policing?

Guidelines: Identify problems, assess, and evaluate.

3. What is the SARA model and what is it used for?

Guidelines: scanning, analysis, response, assessment, problem-solving approach.

Discussion Points

- Define community-oriented policing and some of the different views of it.
- Discuss the importance of partnerships.
- Discuss the relevance and use of the SARA model.
- Discuss the importance of identifying stakeholders in community-oriented policing.

Classroom Exercises

- Divide the students into groups of five. Instruct each group to create a survey targeting an assigned topic. For example, assign one group to create a survey that identifies a problem in the classroom, assign another group to create a survey that assesses the physical environment of the classroom, and assign another group to create a survey evaluating the effectiveness of a rule or policy of the classroom. Then, have each group present its findings and explain the importance of surveys.
- Divide the students into groups and assign each group a different item to build out of materials in the classroom and materials they may have. The students must not speak to each other while they are building the item. After completing the project, have them take a picture of it. Then, instruct them to build the item again but this time they will be allowed to speak to each other. After they have built it the second time, have them take a picture of the second version as well. Have each group present both of their pictures and explain which round made it easier to build the item and why. Then explain the importance of partnership and communication in community-oriented policing.