Community Engagement in Policing: A Path to More Meaningful, Knowledgeable, and Successful Public Consultation

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Abstract:- **The paper sought to define community involvement in the context of policing, offer a proposed definition for the field of policing policy, and emphasize challenges and factors for advancing community engagement as part of the police reform agenda. Community engagement refers to the procedures used by the police authorities to give the public a chance to participate in and have an impact on policing decisions. Community stability, officer safety, and efficient policing all depend on trust and open communication between law enforcement organizations and the communities they serve. The establishment of a strong base for that trust will be largely facilitated by the police. To make use of the tools and resources created to improve the behaviors, policies, and culture that will connect organizations with their communities. Learn how to build a relationship of trust and legitimacy with the community, work with locals to create policies and oversight that reflect local values, take advantage of technology and social media to engage and inform locals, and collaborate with locals to implement community policing and crime reduction strategies. Law enforcement agencies contact with and respond to the community on a regular basis. However, proactively involving the community in policing is also a key activity at the leadership and community level through forums, events, meetings, and participation in community functions. Community policing must include elements such as collaborations with the community and community engagement. Engagement in the community must always be proactive and preventative in character. The minimal standards for the police to involve the community in decision-making are laid forth in legislation. In addition to legal requirements, community engagement's proven effectiveness, advantages, and rising public expectations continue to serve as the primary drivers for the government to create and put into place efficient community engagement policies.**

Keywords:- Community Policing, Community Engagement, Public Participation, Effective Community Engagement, Policing Approaches.

I. INTRODUCTION

In any democracy, the role of the police is crucial for maintaining law and order. The police are the law enforcement officials who are closest to the public. Unlike the military and other paramilitary organizations, which focus on their unique primary responsibilities in society, police roles encompass all aspects of group social interactions (Arisukwu and Okunola, 2013). Any democratic society needs the police, and their interaction with the public affects how the public views them and supports them. The police play numerous duties, from law enforcement, arresting suspects, and investigating crimes, to peacekeeping and maintaining order in society (Remington, 1965). As a result, policing is everyone's business. The police alone cannot effectively solve criminal activities in a society.

A crucial challenge today is fostering positive interaction between police personnel and community members. The connection between the police and communities of color can be improved by acknowledging this within police practice. Police personnel must become more receptive to all members of the community, which should reduce their propensity to abuse individuals of marginalized groups (Schlosser, 2011: 1). Building a strong rapport between police officers and the citizens they serve and preparing police officers to function successfully in racially and ethnically diverse areas are two of the most important aspects of police training. Most police officers are in favour of this harmonious partnership. To be more effective social control agents, the majority of police officers work to gain the public's support. In order for police to be more responsive to all people of the community, it seems more advantageous to establish this positive relationship (Schlosser, 2011: 3).

Between police officers and community residents, it is crucial to improve communication, understanding of cultural differences, and trust. For instance, as part of two-way training, police officers learn about the ethnic groups that live in their towns and educate locals about the laws and police protocol in order to increase community knowledge. Community people, political officials, and police leaders all play a significant part in advancing effective public safety initiatives. Due to the negative public impression of the police service, law enforcement organizations need to develop ways to interact with the communities they serve in

a way that enhances their reputation and their relationships with the people they serve.

Law enforcement agencies should seriously consider cooperating if they want to enhance relations with the communities they serve. Both the community and the police must actively engage in this process; none can function effectively without the other. This needs to happen not only at the organizational level but also at the level of the person. According to Myhill and Bradford (2013: 339), perceptions of fair treatment by the organization are a good indicator of attitudes favorable to serving the public. Alignment with community policing, a process-based police approach that places an emphasis on community engagement and partnership, mediates this link. This demonstrates the need for law enforcement organizations to encourage community involvement in order to enhance police-community relations.

Community involvement is the process of enabling people and law enforcement to collaborate and fostering those connections where information and assurance may be exchanged by enlisting the community's assistance in identifying and putting forward solutions to neighborhood issues. These suggestions can then be put into practice during the strategic planning phase (College of Policing, 2013). Every part of the police service should be impacted by this crucial element, which calls for sincere devotion. This increases public satisfaction, enables more inclusive and accessible services, and guarantees that police services are tailored to match local and individual needs (College of Policing, 2013).

Police work is a constantly evolving area, and community concerns can shift on a weekly basis. Police departments cannot make these adjustments on their own, no matter how big or small. Community people and political leaders must work together to make changes, and they must play a key role in advancing positive initiatives. Together, police and community residents must be open to hearing about the reality of policing, coming up with workable solutions, and realizing that police officers are committed to safeguarding their neighborhoods. Police can use internal surveys and community safety surveys to successfully assure community buy-in and involvement in these areas. These surveys can assist an organization in addressing the needs of its workers and community to increase satisfaction and support.

II. PUBLIC RELATIONS THEORY

As stated by Broom, Casey, & Ritchey (2000: 220), "public relations deals with the relationships that organizations build and maintain with publics," the public relations theory has been chosen for this study. Public relations theoretical frameworks aid in comprehending and organizing these relationships, which are influenced by society's ongoing political, social, economic, and technical developments. According to Broom et al. (2000), public relations is viewed from a systems approach. In order to clarify to students and professionals in public relations that public relations is concerned with the interdependence of organizations and others in their environments, academics adopted the term ecology from the field of life sciences in 1952. A system is a group of interconnected components that persists over time within a predetermined boundary by adapting and responding to changing environmental constraints in order to attain and sustain target states, according to Broom et al., (2000: 229).

Public relations is a field where systems theory is relevant because "mutually dependent relationships are established and maintained between organizations and their publics" (Broom et al., 2000: 228). Using the framework of systems theory, Spicer (1997: 57) further clarifies the role of public relations inside an organization by stating that it "is an organizational function that helps a set of interdependent organizational units work together to adapt to a changing environment." Systems theory is significant because it refocused attention away from internal organizational operations and toward the interconnection of an organization and its surroundings. Additionally, this theory can be used as a helpful heuristic to understand organizational dependencies and public relations better (Spicer, 1997).

Four theoretical models for public relations were identified by Grunig and Grunig (1989 b): press agentry, public information, two-way asymmetrical, and two-way symmetrical. The one-way model of communication is used by the first two types. The publicity model, also known as press agentry, employs communication for propaganda designed to grab the attention of the media. The concept of a "journalist-in-residence" who is in charge of informing particular publics is similar to the public information paradigm. The latter types rely on dialogue between an organization and its surroundings. The asymmetrical model of communication puts an emphasis on advocacy, persuading, and expressing an organization's claims. The symmetrical approach, in contrast, prioritizes individuals and their ideas over the organization, including a variety of viewpoints, fostering innovation, and fostering a sense of community (Spicer, 1997).

Before developing an organization-public relationship theory, Broom, Casey, and Ritchey (1997) stressed the significance of defining relationships in public relations. Ehling (1992) claimed that the change from influencing the public's opinions to establishing and preserving connections "indicates an important change in the conceptualization of the primary mission of public relations." Nevertheless, without a clear definition of relationship, "researchers cannot derive valid and reliable measures useful for positing and testing public relations theory," and "practitioners cannot describe and compare organization-public relationships with any validity or reliability" (Broom, Casey, & Ritchey, 1997: 86). A relationship, according to Bruning (1998: 62), is "the state that exists between an organization and its key publics, in which the actions of either.

Four significant developments in public relations can be linked to the development of the relational perspective, including: "1) recognition of the central role of relationships in public relations, 2) reconceptualizing public relations as a management function, 3) identification of components and types of organization-public relationships, their linkage to public attitudes, perceptions, knowledge, and behavior, and relationship measurement strategies, and 4) construction of organizational-public relationships. The creation of a new framework for public relations is this article's most important contribution. According to Ledingham's (2001) philosophy of relationship management:

For interacting organizations and publics, mutual understanding and profit arise from skillfully managing organizational-public partnerships around common interests and shared goals across time (p. 190).

Ledingham's definition of public relations under this theory is "the ethical and effective management of organization-public relationships, focused over time on common interests and shared goals to support mutual benefit". In order to provide a universal, relationship theory, Ledingham (2001) compiles the literature on the relational perspective of public relations. According to the main tenet of relationship management, "public relations balances the interests of organizations and publics through the management of organization-public relationships" (Ledingham, 2001: 181).

In conclusion, the organization-public connection is fundamentally based on loyalty, satisfaction, and expectations. An organization must first engage with and support its main audiences. These efforts promote a sense of loyalty among the community in which the organization operates. The organization-public relationship should be taken into account when a company sets customer satisfaction strategies, according to research that also demonstrates the value of relationship ratings in forecasting customer contentment. Finally, whether or not a relationship is maintained depends on an organization's capacity to match public expectations. According to Coombs (2000: 2), relationship harm "tends to be a result of either (1) incongruence between the public and private definitions of a relationship, or (2) the people involved in the relationship have different expectations of each other".

III. COMMUNITY ENGAGEMENT IN POLICING

First off, a law enforcement organization that encourages community involvement will experience better problem-solving as a result of increased confidence in the police department and a solid relationship with the officers. Community engagement] is the process through which organizations and people establish continuing, long-term partnerships with the aim of putting a shared vision into action for the good of a community. According to Gottlieb (2015), "community engagement" is largely concerned with the technique of guiding communities toward transformation from a stagnant or other kind of suspended posture. The goal of community engagement in police is to involve residents

in problem-solving on a local level through participation, influence, and involvement at various levels. In order to reduce crime and disorder, boost feelings of safety, and improve police-community relations, social mechanisms should be used more frequently than enforcement-based policing. This refers to both how people in the community view police officers and how police officers behave toward residents. It is also anticipated that a better rapport between the police and the public will lead to a higher degree of trust (Myhill, 2012: 1-4). The requirement for citizen engagement is stated as a necessity for not just growing democracy but also for strengthening citizens' sense of independence and confidence in their ability to empower others in a diverse society. This is proposed as a requirement to address the intricate issues that society is facing.

Community engagement, according to Myhill (2006:iv), is "the process of enabling the participation of citizens and communities in policing at their chosen level, ranging from providing information and reassurance to empowering them to identify and implement solutions to local problems and influence strategic priorities and decisions." Law enforcement organizations "cannot really claim to be doing community policing unless they are adopting a problem-solving approach" (Myhill, 2012: 47). Problem-solving is often viewed as a vital component of community engagement in police. Problem-solving by itself, however, is ineffective, and it must be linked with improving police legitimacy, in accordance (Myhill, 2012). A recent report by the National Policing Improvement Agency (NPIA) defines community engagement (Myhill, 2012) as:

"The process of enabling the participation of citizens and communities in policing at their chosen level, ranging from providing information and reassurance, to empowering them to identify and implement solutions to local problems and influence strategic priorities and decisions. The police, citizens and communities must have the willingness, capacity and opportunity to participate. The Police Service and partner organisations must have a responsibility to engage and, unless there is a justifiable reason, the presumption is that they must respond to community input.

The following is a working definition of community participation that encapsulates its essential elements: Working cooperatively with and through groups of individuals connected by a common interest, location, or circumstance in order to address problems affecting their well-being It is an effective tool for enacting environmental and behavioral changes that will enhance the community's and its members' health. It frequently entails alliances and coalitions that act as catalysts for altering programs, policies, and practices while also helping to mobilize resources and influence systems.

Partners in community participation can include formal organizations, government agencies, businesses, or private citizens. Participants may be involved in research, policy development, or health promotion. The Newport News Police Department in Newport News, Virginia, is responsible for one of the more effective efforts including community engagement and problem-solving (Myhill, 2012). The effort, according to Myhill, 2012), aimed to lower prostitution, robberies, larceny, and burglaries in particular parts of the city.

According to the review of such initiatives, there were 79% fewer prostitutes, 43% less robberies, more than 50% fewer thefts from cars, and 35% fewer burglaries (Myhill, 2012). The community's participation in the effort was credited with its effectiveness (Myhill, 2012). Chicago was another place where increased community involvement resulted in better problem-solving. Nine of the 15 Chicago neighborhoods that were involved with the community were doing an excellent job of implementing the problem-solving paradigm, according to Skogan's analysis of the Chicago Alternative Policing Strategy (CAPS) (as described in Myhill, 2012).

Second, a law enforcement organization that encourages community involvement will experience a decrease in crime, a decrease in disorder and antisocial conduct, and an increase in community sense of safety. The decline in crime and victimization rates is one of the key indicators of any community involvement program's success. Skogan (2004) reported that there was a significant decrease in crime over a ten-year period in a study of Chicago's Alternative Policing Strategy (CAPS), and he attributed the decrease to the rise in community engagement initiatives that increased "the prevention and intervention capacities in Chicago's neighborhoods" (Myhill, 2012:, 40). Tuffin (2006) stated that self-reported victimization decreased 10% in regions where community participation was implemented in a review of the National Reassurance Policing Program (NRPP) in England (as referenced in Myhill, 2012). It's also interesting to note that Tuffin (2006) found that, according to Myhill (2012), the public's opinion that crime had fallen had dramatically increased by 15%.

Another part of the public's impression of the decline of crime is disorder and antisocial behavior. In this regard, community involvement is also beneficial. In the CAPS review, Skogan (2004) demonstrated a decrease in disorder and antisocial conduct, particularly in African American neighborhoods where the decrease was notable (as described in Myhill, 2012). The NRPP was also associated with public views of a decline in disorder and antisocial behavior, which contributed to a beneficial program effect (Myhill, 2012). Another perception that is assessed in the overall impact on crime in regions where community involvement is being practiced is the public's sense of safety and reduced fear. The most striking instance of this was in Chicago during the ten-year CAPS implementation. According to Skogan's findings (as described in Myhill, 2012), fear decreased by 10% among men and young people, 17% among White people, and 20% among African Americans, women, and

elderly persons. Due to the implementation of community participation activities, people simply felt safer in their surroundings overall.

Thirdly, a law enforcement organization that encourages community involvement will experience an increase in the supply of resources, including human and financial resources. It is not surprising that police enforcement organizations across the country are facing budget cuts, with some organizations anticipating cuts of more than 15% (Martinez, Martin, & Marlow, 2014). Programs for prevention and education are frequently the first things to be slashed from an agency's budget. However, a lot of organizations are discovering that community engagement initiatives and programs benefit them. Due to the solid bonds formed between the police departments, neighborhood organizations, and local businesses, this value may then be leveraged, making it simpler to request bond approvals and tax hikes to support law enforcement (Martinez, et al., 2014).

Grants are another way that community involvement programs help law enforcement organizations have more financial and human resources at their disposal. Through its Community Oriented Policing Services, the United States Department of Justice (USDOJ) (2016) has given out over $14 billion in grants since 1995. In 2016, the USDOJ distributed grant cash for the hiring of entry-level law enforcement officers in the sum of $119 million, with the Dallas Police Department receiving $3.1 million for the hiring of 25 officers. These are tools that will support the rewarded organizations' interactions with the communities they serve. Political capital is a factor that cannot be disregarded when talking about enhanced resources as a result of law enforcement agency using community involvement. According to Martinez et al., (2014), as agencies are the most visible division of local governments and get a significant amount of funding, they should view themselves as political organizations. To establish connections with elected officials, which is best done by engaging with them as one would with the larger community, organizations should not dismiss this fact.

Cynthia Mathews, the mayor of Santa Cruz, California, was described by Martinez et al., (2014; 104) as saying that "elected officials need to have a solid, honest understanding of departmental strengths and challenges." This is only possible if the department and elected officials have strong bonds and are open to communication. These relationships must be built on trust and shared objectives. The necessity of engaging in community interaction to enhance citizens' impressions of public authority is acknowledged by the European Commission (Europa, 2017). Additionally, recent empirical research, the majority of which comes from the United States (US) (Skogan & Steiner, 2004), has demonstrated that community engagement initiatives can help reduce crime and foster a more positive attitude toward law enforcement.

Fourthly, the process of empowering residents and communities to take part in police at the level of their choice, from knowledge and assurance to allowing them to find and execute solutions to local issues and have a say in strategic priorities and decisions. The ability, opportunity, and willingness to cooperate must exist between the police, the general public, and the communities. The police department and its cooperating organizations must be held accountable for their engagement, and the assumption is that they must address community feedback absent compelling evidence to the contrary. Community involvement can take place on three main levels: the neighborhood level, which focuses on local priorities and issues, the "democratic mandate" level, which establishes the dominant policing philosophy, and the intermediate strategic level, which emphasizes force-wide, regional, and national issues and priorities.

IV. BENEFITS OF COMMUNITY ENGAGEMENT

Improved public perceptions of safety and actual drops in crime and disturbance are two positive effects of community engagement (Myhill, 2012). Through the provision of a fundamental degree of neighbourhood security that fosters the development of informal social controls, such results can strengthen communities (Innes & Jones, 2006). Through methods like consultation, partnership, and collaboration, community engagement can also assist make policing more aware of and responsive to local communities. This will boost public satisfaction with, cooperation with, trust in, and confidence in the police. As a result of a broader definition of the police role, improved interactions with the public and co-workers, and raised expectations for community involvement in crime prevention, there is also evidence of increased morale, job satisfaction, and motivation among officers (Myhill, 2012).

These advantages have been closely linked to the implementation of "neighbourhood policing" in England and Wales over the past ten years. Neighbourhood policing has strived to integrate community participation as a core component of regular enforcement operations. It is based on the premise that locally responsive policing teams are the best means of delivering public accountability. It has placed particular focus on the advantages of approachable and familiar policing, which are thought to encourage community involvement in setting local priorities and cooperative problem-solving with allies and the general public to address priorities.

- Enhances police legitimacy and credibility by fostering a sense of partnership with the community rather than a "us versus them" approach; Encourages faith in our ability to keep the community safe;
- Enables us to employ community members' expertise and knowledge to better utilize and extract value from our public safety human resources (our police and civilians). We don't have to do it alone. It becomes a joint obligation;

- Public safety is our "business." Therefore, community engagement encourages the need to establish and maintain relationships with a variety of community stakeholders, including local leaders, the guy on the street at two in the morning, the owner of a nearby store, local politicians, and parents whose son is becoming involved in drugs and gangs. From the Chief of Police all the way down to front line police on patrol or conducting an investigation, there is a need to build relationships;
- As young people's perspectives on and respect for authority change, so must our interactions, connections, and interactions with young people in the community;
- Increases the interest and satisfaction of our officers' "job" of policing, more human and less robotic You engage with people, make jokes with them, demonstrate your humanity, demonstrate your concern for them and their safety, and demonstrate your understanding of some of the difficulties they face, such as poverty, high crime rates in their neighborhood, or "persons in crisis" such as those suffering from mental health issues. Makes our officers feel and be what they really are and what we want them to be public safety professionals";
- By demonstrating that policing offers a "career" in public safety and that we value and require the interpersonal, communication, and relationship-building skills that are essential to the efficient delivery of public safety services, we are able to attract a wider range and better quality candidates to the field;
- Facilitates and supports qualitative intelligence-led/based public safety initiatives and activities, as well as their measurement, by using data obtained through interactions with community members or members of a specific region or group;
- Encourages tolerance for other people's beliefs and cultures, which will lead to more inclusive interactions and activities.

A. Barriers for Community Engagement

Public participation in local policing appears to be generally supported by policy studies (Casey and Pike, 2008). In spite of this, participation in policing has often been low, especially for specific communities, which raises questions about representation. According to research, the following things discourage participation:

- individual traits, such as a lack of time, a lack of proficiency in written or spoken English, a lack of education, and disabilities and health issues (Audit Commission, 1999);
- a lack of trust in the police, which may be a result of historical ill will toward the force;
- fear of crime, which undermines confidence in other community members and prevents interaction with the police out of concern for retaliation (Lloyd & Foster, 2009);
- ignorance of community structures and chances for involvement in policing;
- doubt that any input from the public would have a significant impact or influence on police choices;

The lengthy and bureaucratic procedures that must be followed before police can take the public's concerns and opinions into account have led to public apathy and discontent (Bullock & Sindall, 2014).

From the standpoint of the police, obstacles to successful community engagement include:

- The rising socioeconomic, racial, ethnic, and cultural variety in neighbourhoods;
- The frequently sporadic deployment of police officers to neighbourhood watch groups (Flanagan, & Levine, 2010);
- The relative status it is afforded within the institutional and occupational cultures of police compared to other contingent work demands that fall on the police (Hughes & Rowe, 2007);
- The expenses incurred in providing officers with the necessary training, funding the necessary number of officers, and supporting the complete spectrum of engagement strategies to promote inclusive and representative participation (Myhill, 2012);
- Most community involvement training takes place in a classroom or on the job, which is less efficient than training done in a real-world working setting (Audit Commission, 1999).

B. Strategies to Implement Effectively Practice

Various structures that represent various levels of public participation and community empowerment in local policing might support the practice of community engagement. Examples include holding pre-scheduled meetings in the neighbourhood, setting up lay panels, and appointing community members to official partnership committees. These organizations can have a variety of purposes (such as consultation, advisory, or oversight), but they always entail police releasing information in an effort to encourage public participation.

Increasing engagement in local policing operations can be considerably boosted by raising awareness of neighbourhood policing (Bullock & Sindall, 2004). This can be accomplished through efficient publicity campaigns, as well as through the involvement of the police and others in bringing local residents' attention to consultative sessions. The degree of education a person has been found to be a strong overall predictor of awareness and participation in community policing, indicating that more support may be required for increasing awareness among populations with less formal education (Skogan & Steiner, 2004).

Open public meetings are a typical way to involve people, however they are linked to low participation, especially among young people. The Audit Commission (1999) recommends bringing the consultation process to the public, for instance by speaking with individuals at events they currently frequent, to increase public engagement. Additionally, it contends that attendance can be raised by fostering a "community event atmosphere," such as by offering refreshments and childcare services, and by making an event more "entertaining" by utilizing participatory and interactive consultation methods as opposed to having speakers "talk at" attendees.

Poorer residents in high-crime neighbourhoods have been noted to have particularly low levels of public participation (Lloyd & Foster, 2009). This illustrates how certain aspects of social and economic inequality can be exacerbated rather than reduced by community policing. It also emphasizes the necessity for inclusive engagement strategies rather than only include the "usual suspects" (or "easy to reach") who might regularly take advantage of consultation opportunities for their own purposes. In order to ensure representative participation, it is crucial to control outspoken minorities during meetings. This can also help to avoid community tension, which might arise unintentionally as a result of direct engagement.

There are organizations that are representative of many ethnic minorities. Delegated consultation with these groups, however, is insufficient to replace direct interaction with people (Audit Commission, 1999). Community organizations can connect with individuals through enticing people to participate in their events. People who are socially excluded lack official organizations to represent them in the majority of neighbourhoods, so they frequently need measures that are specifically targeted to them. Through casual posting letters, door-knocking, street talking, and beat involvement, it is possible to reach so-called "quiet groups" that are less obvious in local communities (Lloyd & Foster, 2009).

Effective community participation requires that tactics be matched to the specific objective. For instance, some consultation strategies might not be as effective when addressing situations where strong emotions or preconceptions already exist. By holding public meetings, locals can air their grievances and gain confidence that the authorities are receptive to their problems and responsive to them. But such platforms don't always result in thoughtful discussion. Diverse community demands and expectations for local policing must be the topic of logical discussion and fruitful negotiation. According to reports, techniques that combine participation and deliberation, like citizen panels, are more effective for handling delicate subjects (Audit Commission, 1999).

It has been discovered that tactics that work to enhance the interpersonal components of police interactions with the public increase involvement. People are more likely to believe the police's intentions and feel obligated to accept and obey police officers' choices and the law in general when they perceive that they are being treated fairly and with respect by the police (Tyler, 2006). Additionally, people are more inclined to report crimes, take part in community-police meetings, and attend them. Focusing on procedural justice may provide a mechanism for the police to "do more with less" in hard times (Murphy et al., 2008).

C. A Continuum of Community Involvement: Community Engagement

As a continuity of community involvement, community engagement may also be thought of The diagram shown below, which was altered from one created by the International Association for Public Participation, exemplifies one way of conceptualizing such a continuum. A particular collaboration is likely to progress along this continuum toward greater community involvement over time, and any given collaboration is likely to change in other ways as well. Most importantly, community engagement often involves and frequently develops into long-term partnerships that shift from the conventional focus on a single health issue to address a variety of social, economic, political, and environmental factors that affect health, even though it may be accomplished during a project with a set time frame.

Table 1 Community Engagement Continuum

INCREASING LEVEL OF COMMUNITY INVOLVEMENT, IMPACT, TRUST, AND COMMUNICATION FLOW				
OUTREACH	CONSULT	INVOLVE	COLLABORATE	SHARED LEADERSHIP
Some Community Involvement Communication flows from one to the other, to inform Provides community with information. Outcomes: Optimally, establishes communication channels and channels for outreach.	More Community Involvement Communication flows to the community and then back, answer seeking Gets information or feed-back from the community. Entities share information. Outcomes: Develops connections.	Better Community Involvement Communication flows both ways, participatory form of communication Involves more participation with community on issues. Entities cooperate with each other. Outcomes: Visibility of partnership established with increased cooperation.	Community Involvement Communication flow is bidirectional Forms partnerships with community on each aspect of project from development to solution. Entities form bidirectional communication channels. Outcomes: Partnership building, trust building.	Strong Bidirectional Relationship Final decision making is at community level. Entities have formed strong partnership structures. Outcomes: Broader health outcomes affecting broader community. Strong bidirectional trust built.

D. Difficulties in Implementing Community Engagement

Myhill (2006) argues that there is consistent evidence that a variety of factors must be addressed to avoid implementation failure in regard to community engagement. Myhill provided the following list of crucial issues to avoid implementation failure:

- Changes in organizational dedication and culture – The police department is yet to fully embrace several components of the "community engagement philosophy," according to the available evidence;
- Mainstreaming - Rather than being reserved for specialized teams or one-off initiatives, community participation must be incorporated into fundamental responsibilities;
- Sharing power with communities - including communities in the planning and selection of tactics should make them feel as though they have an equal stake in the outcome rather than engaging communities being done 'to' them;
- There is no "one size fits all" - approach; rather, decision-making must be decentralized to local communities to provide beat police leeway to tailor their approaches;
- Effective local and national community participation - should be recognized using key performance criteria in performance management;
- Capacity building and training - Both the police and the community need to have a clearly defined role as well as the resources and skills to carry it out;

- Confidence and trust - Police should not undervalue the effects of earlier ill will, particularly among minority communities;
- Community feedback - high-quality information, and two-way communication are essential in partnerships;
- Problem-solving in collaboration with others - The police cannot resolve "quality of life issues" on their own;
- Resources could be secured through partnerships, reallocation, or expanded usage of auxiliary personnel and volunteers, but they are likely required for capacity building and training (Myhill, 2006: 4).

E. Improving Community Involvement

Thiel (2006) looks at how community participation could be enhanced, particularly with regard to difficult-to-reach groups. He suggests, based on a variety of studies:

- Heavily publicizing community engagement initiatives through media of color and in a variety of languages;
- Using community organizations and groups already in existence more effectively for engagement and advertising;
- Using key individual networks (i.e., accessing hidden groups through powerful and well-connected members of the community) and posting letters, knocking on doors, street talking, and engaging with beats in order to target "quiet groups";

- putting up booths in busy places, such as marketplaces, shopping malls, or other places where goods peculiar to a community are traded, and making use of nearby supermarkets where both employees and consumers are locals;
- Encourage the community to own the issues and develop locally driven, effective solutions to them.
- Find and enlist a variety of service providers to help with community-driven solutions, such as local councilors, councils, housing officers, landlords, employers, and representatives from the community, the religious, and the youth.
- Create clear accountability structures and checklists of issues that have and have not been resolved so that everyone is aware of who to hold responsible when issues are not addressed or resolved (Thiel, forthcoming; adapted from Neighbourhood Team Guide, www.neighbourhoodpolicing.co.uk and Centrex 2006).

F. Benefits of Community Participation for both the Police and the Community

As stated by Myhill (2012), community engagement can help policing in the following ways:

- Few good findings, some neutral findings, and no negative findings support the claim that this will reduce crime.
- Reducing disorder and antisocial behavior is supported by moderately strong positive evidence, including largely positive, some neutral, and no negative findings.
- Growing sentiments of safety - Generally strong positive evidence, with largely positive, some neutral, and no negative findings;
- Improving police community relations and community perceptions, strongly positive evidence - practically all findings were favorable, barely any were neutral, and none were negative.
- Building community capacity, unknown there is a lack of data on this;
- Evidence is divided on changing police officers' opinions, but it is rather strong in favor of changing their behavior.

The review's evidence from more extensive sources was utilized to evaluate the level of community involvement in police and problem-solving.

G. Involvement of the Community and Dialogue

Police agencies must continue to establish and uphold their credibility and confidence within the communities they serve in order to meet the challenges of modern policing. Community people are crucial collaborators in ensuring public safety, not just passive beneficiaries of police services. Police departments should give priority to productive community participation by embracing strategies that acknowledge the perspectives and contributions of local residents. In order to identify issues and jointly develop workable solutions, community police participation is a guiding philosophy for police organizations.

H. Community Policing and Legal Procedure

Beyond police behavior and tactics, community-police involvement emphasizes systematic participation in partnerships and problem-solving strategies that lead to significant organizational change. The results of policing actions are not as important to the public as how officers engage with them, according to research and practical experience. The four main tenets of procedural justice are necessary for effective community-police engagement:

- Respecting and treating others with dignity.
- Giving participants "voice" throughout interactions.
- Making decisions in a fair and open manner.
- Expressing intentions that are reliable (Lorraine Mazerolle et al., 2013).

➢ *Insights towards Community-Police Engagement:*

Take into account the following tactics to improve community involvement and aid community-police engagement efforts:

➢ *Create Equal Opportunity Environments:*

The first step in equitable participation is to listen to community members' problems and suggestions for how to better serve their neighborhoods. Law enforcement organizations can strengthen their credibility in the communities they serve by listening and developing a reputation based on collaboration rather than dominance. Important subjects for discourse include:

- Concerns about community safety and;
- Questions concerning new or existing policies;
- High-profile neighborhood events utilizing agency technology (such as body cameras and license plate scanners);
- Their perception of regular interactions with agency employees, both sworn and civilian.

➢ *Remove Barriers to Participation:*

Opportunities for engagement depend on the community's capacity for participation. Feeling welcomed is the first step toward engagement, thus organizations should take the following into account:

- Disseminating involvement opportunities in dialects and formats that the community can understand;
- Alternating the site, date, and time of meetings;
- If possible, offering choices for virtual engagement; o Regular communication via email, social media, and community events;
- Gather data from various communities to determine the most effective channels for informing them through both official and unofficial leaders.

➢ *Respect Diversity:*

Since every opportunity for involvement should aim to involve the entire community, it is important to embrace difference. Along with racial and ethnic variety, this also refers to diversity in terms of age, occupation, gender, sexual orientation, faith, physical prowess, and money. Personnel working for the agency will be better equipped to

comprehend the various groups they interact with thanks to high-quality, efficient training.

➤ *Partner with Local Organizations:*

Local organizations can be important participants in relationship development. People in the community who trust partner groups may also trust police forces since trust is frequently transferable. This builds a foundation of legitimacy that may be used to foster community cohesiveness.

➤ *Participate in Productive Dialogue and Act Honestly:*

To make sure that the community can understand the activities and decisions made by police agencies, give priority to transparent administration, operations, and communications. To involve the community in debates regarding expectations for openness, accountability, and privacy, take into account all communication channels and platforms. Through these channels and media, agencies can learn about topics that are significant to the community.

➤ *Facilitate Group Decision-Making: Work Together:*

Police agencies must intentionally seek community input while creating, implementing, and maintaining community involvement initiatives. This includes recommendations from locals who hold favorable, unfavorable, and critical viewpoints. By engaging in non-enforcement, goal-oriented activities, organizations can be seen as sincere, fair, and trustworthy.

➤ *Act on Community Feedback:*

Encourage cooperation between the community and the police. Partnerships function best when both parties gain from equal efforts. Police agencies should encourage the identification of priorities by consensus and the creation of joint solutions. Agencies should be ready to solicit input, act on comments, and communicate choices and results back to the community with each opportunity for community engagement.

➤ *Promote Empathy by Using Similar Viewpoints:*

Opportunities for meaningful interaction can arise when police and the community are aware of and understand how policing is conducted and experienced. Opportunities for community involvement can act as a forum for shared education about the overall wellbeing of communities as well as the mental and physical health of police agency staff. Consideration must be given to the officers' physical and emotional health in order for communities to receive effective and equitable policing.

In conclusion, police departments should switch to a collaborative approach where communities are involved in policing rather than just the communities themselves. Collaboration may help residents of a community feel more protected as well as more protective of the people, places, and values that make up their communities as well as the law enforcement agencies that uphold their safety and maintain their quality of life. Police agencies must encourage accountability and partnership, and active community participation and community engagement

initiatives can foster both of these. Through chances for community-police interaction, programs, policies, and strategies can be co-created in a way that truly and naturally fosters mutual respect, understanding, and diversity of opinion. Police can create tactics that break down barriers and create bridges around common goals and purposes by working with community partners and stakeholders.

I. Fostering Community and Police Legitimacy and Trust

The relationship between procedural fairness, legitimacy, and community trust has been supported by a large body of research. There is more research on how procedural justice in workplace practices of law enforcement influences employee perceptions of legitimacy than there is on how law enforcement may promote procedural justice in practice, which is limited and occasionally inconsistent. To examine perceptions and changes through time, it is crucial for agencies to gauge legitimacy and trust. Evidence-Based Recommendations for Increasing Credibility and Credibility:

- Work with staff to blend a warrior mentality with a guardian attitude through strategic planning.
- Encourage procedural justice in all of your dealings with the public. How citizens perceive encounters with authority figures can vary depending on how they have been treated.
- Promote instances of legitimacy and procedural justice by putting these guidelines into practice internally. This can be accomplished, in part, by maintaining the impartiality of the disciplinary processes and providing all ranks of officers a larger voice.
- Whenever possible, hire employees who accurately reflect the community's diversity, paying attention to factors such as color, gender, language, life experience, and cultural background.
- During encounters between citizens and law enforcement, place an emphasis on constructive, non-enforcement activities including problem-solving, situational prevention, and community cooperation.
- Conduct regular community surveys to get opinions from the locals. Work with research collaborators to create surveys that are tailored to the areas where crime and police services are most felt (Veneziano, 2015: 42).

V. RECOMMENDATIONS

➤ *Police and the public*

Police-community relations must be improved, and law enforcement agencies must support community engagement programs to do this. There are numerous chances for community engagement, and it is important to enlist the help of both the community and the law enforcement organization, including front-line personnel. This could entail attending public gatherings, going door to door, hosting neighborhood events, and being involved with neighborhood and, if necessary, faith-based organizations.

The law enforcement agency, however, believes that these activities won't be successful without backing. The command staff and supervisors must first show their support

for the initiatives by encouraging first line officers to not only take part in them but also to take the initiative in developing and arranging some of them. By doing this, the officers will become integrated into rather than external to the community they serve (Kappler & Gaines, 2014). In fact, one of the justifications against promoting community engagement is the worry about the unwillingness of officers to participate. But it has been demonstrated that as long as the cops feel supported and comprehend the significance of what they are doing, they will support it and be happier in their work.

Another argument against community involvement programs is the absence of community interest in doing so. According to some academics, communities don't participate because they believe their opinions aren't heard and because law enforcement organizations aren't committed to taking community feedback into account when setting their goals and providing services. However, research demonstrates that communities participate in programs as long as they believe they have a voice. Problem-solving is enhanced, which results in a decrease in crime, disorder, and antisocial behavior, when the law enforcement agency and the community are both willing to take part in community engagement efforts and establish solid ties. Additionally, the availability of financial and human resources rises as a result of these solid connections. This is so that more community programs may be funded and more police officers can be deployed to interact with the community and work to solve local issues. Strong collaborations like these also open doors to grant opportunities and political capital. In the end, that is the goal of any law enforcement organization. Police-community relations will benefit from this.

Starting with what works, the recommendations for law enforcement agencies in government aim to strengthen democratic policing in a complex and diverse society by utilizing evidence-based strategies to enhance community-police relations within six categories—building trust and legitimacy, policy and oversight, technology and social media, community policing and crime reduction, training and education, and officer wellness and safety. The suggestions set forth concrete actions that serve as a roadmap for law enforcement and communities to reduce crime and foster partnerships. The obvious question for agencies wishing to start implementing these guidelines is "where do we start?" Evidence as a starting point While some of the proposals formalize tried-and-true best practices, others highlight fresh approaches to law enforcement and community engagement. As a result, some of the ideas are untested, but they are nonetheless in line with the fundamental tenets of policing in a democracy.

VI.   OVERSIGHT AND POLICY

Despite its limited availability, research offers valuable insight into the Task Force's recommendations regarding diversity, the use of force, oversight, and civil unrest and demonstrations. For instance, studies have indicated divergent police outcomes associated with the race, age, gender, and sexual orientation of persons who interact with law enforcement, despite the paucity of study on the incidence and nature of bias in policing and how it is connected to real behavior. Evidence-based Policy and Oversight:

- Use tactics, procedures, and policies that acknowledge prejudice and/or differential outcomes related to traits including race, gender, age, disability, and sexual orientation and work to reduce it.
- Offer educational materials to combat implicit bias. Trainings and activities should concentrate on pleasant relationships and debunking stereotypes specifically.
- Adopt thorough and detailed policies on the use of force, and make these rules available to the public. These rules should specify the specifics about the disclosure of use-of-force incident data as well as the employment of de-escalation, less-lethal force, and deadly force.
- Take into consideration establishing external oversight organizations to assess serious occurrences requiring police intervention. This can aid in managing public expectations and establishing a transparent assessment process.
- Create guidelines and transparent policies for handling protests and civil unrest.
- Gather sufficient information on serious instances involving police officers. Agencies should at the very least gather data on suspect and officer demographics as well as the place, time, and other pertinent contextual elements. These data should be examined again.

VII.   SOCIAL MEDIA AND TECHNOLOGY

Body cameras, less lethal weaponry, internet communication tools, and other cutting-edge equipment are routinely introduced into the technology sector, which is still developing quickly. Research on these topics is in its early stages because of how quickly they are developing. However, there is study on police technology more generally, and this can offer significant insights on using modern technologies. It is crucial for law enforcement leaders to think about implementing these technologies given the expectations of the public in this technological age. Social media and technology evidence-based recommendations:

- Take into account the potential advantages, disadvantages, technological needs, and legal concerns related to the use of body cameras.
- In accordance with established policy and training, require officers who have body cameras to use them when they contact with community people. Officers should receive training on how to tell people when they are being videotaped.
- Use the Internet and social media to encourage more interactive and cooperative connection with neighbors by distributing crucial safety information in real time, sharing inspiring tales, and soliciting feedback from the community.
- Create guidelines for how staff members can utilize social media in both official and informal contexts.

- When considering and deploying new technologies, especially those intended for citizen data collecting and monitoring, consult the local community before doing so.
- Keep up with technological research because many ongoing studies will provide new cost-related insights and lessons.

VIII. CRIME REDUCE AND COMMUNITY POLICE

A fundamental principle of community-oriented policing is cooperative problem-solving between the police and the community. Even though it can be difficult to conduct scientific research due to the variety of techniques used within the community policing framework, studies have shown that community policing can raise community approval ratings of the police and boost police legitimacy. Evidence-Based Recommendations for Community Policing and Crime Reduction.

- Consider the agency's dedication to community policing as well as the practical methods employed to achieve it. Agencies can examine their capability and effectiveness for community policing now and set goals for the future with the use of strategic planning.
- Involve the community in meaningful partnerships and problem-solving efforts, making sure that all constituents—especially those with opposing viewpoints—are represented.
- Strengthen academy and in-service training guidelines for teaching communication, conflict resolution, and de-escalation techniques.
- Include community involvement and problem-solving skills in employee performance reviews to identify training requirements, give priority to community-focused police work, and recognize officers' accomplishments.
- Implement coordinated, empirically supported behavioral support programs in schools to reduce the use of arrest and other criminal justice consequences there by working with local governments, communities, and schools.

IX. TRAINING AND DEVELOPMENT

For law enforcement training, research on adult learning in other sectors offers crucial insights. There is very little research that examines how law enforcement training affects how officers actually carry out their duties, however there is evidence to support the prioritization of some training themes. Evidence-Based Recommendations for Training and Education:

- Conduct training that encourages officers to solve challenges and learn through experience while emphasizing the significance and practical relevance of the training topic. In order to make sure that officers are putting the training information into practice, agencies should offer follow-up support.

- To improve officer understanding and attitude toward interactions with the mentally ill and to promote the use of de-escalation tactics, crisis intervention training should be incorporated into basic recruit and in-service training.
- To assist people in managing and minimizing their implicit biases, provide diversity training that targets implicit or unconscious bias rather than placing a heavy emphasis on explicit bias.
- Promote higher education and, when funds permit, provide incentives for higher education.

X. WELL-BEING AND SAFETY OF OFFICERS

The police management recognizes the critical relationship between police officer health and safety and their ability to serve and protect their community. Numerous studies have shown that law enforcement professionals frequently experience exhaustion, poor health, posttraumatic stress disorder, and injuries. There are programs and tactics that hold promise, despite the paucity of data on the effects of organizational efforts to reduce fatigue and stress and enhance police officers' health, safety, and wellbeing. Making officers aware of these initiatives on a regular basis can enhance their safety and welfare. Evidence-Based Recommendations for Officer Wellness and Safety:

- During training, roll calls, and in-squad discussions, supervisors, leaders, and trainers should openly and neutrally address police tiredness, stress, post-traumatic stress disorder, health, danger, and injury with officers. The organization should give cops access to knowledge on tried-and-true medical procedures.
- Be cautious when presenting wellness, health, and stress management programs because labels and dissemination strategies might affect how accepting officers are of these initiatives. For instance, research suggests that officers could respond better to "wellness" programs than those marketed toward "stress management."
- Gather baseline and continuing information on officer health, stress, and exhaustion in a nonthreatening manner that respects their privacy. The relationship between officer health and wellbeing and behavioral outcomes can be understood through analysis of these data.
- Think about shift length, carefully balancing the advantages and disadvantages. Officers may be able to enhance their work-life balance by sleeping more, working less overtime hours, and working ten hour shifts. Officer tiredness may grow with 12-hour shifts, which may have an impact on their well-being and performance on the job.
- Increase the gathering of data on mishaps, near misses, and injuries, and frequently review the data to look for connections to officer wellness.
- Encourage cops to wear seatbelts, ballistic vests, and tactical first aid kits. Training and well-written procedures should go along with these safety precautions, and regular supervision and inspection should be utilized to make sure that these policies are being followed. These tried-and-true, doable procedures can immediately increase officer safety.

The role of the police has shifted to place a strong emphasis on community participation principles, especially with the present focus on neighborhood policing. Community involvement is linked to positive police-community relations and results that are advantageous to both parties. It can create collaboration between police and local residents to identify and address local policing concerns. The Peelian principle, which states that the ability of the police to carry out their responsibilities depends on public acceptance of their existence, actions, and behavior, as well as their ability to establish and uphold public legitimacy and respect, is informed by community engagement, which is a key element of democratic policing. More than just a police officer-citizen interaction constitutes community engagement. It should be viewed as a longer-term, more comprehensive "process" of police and community partnership wherein the local populace is willing, empowered, and enabled to participate. The public can participate in policing procedures (such as audit, consultation, and supervision) and police can share information with the public through a variety of institutions (such as community meetings, advisory panels, and oversight committees).

In contrast to the general willingness of the public to participate in and contribute to local policing efforts, public participation in police-community engagement activities is frequently low. • Barriers to participation include a lack of appropriate civic structures, a lack of public awareness of opportunities, cynicism that any contribution will make a difference, bureaucratic processes, and personal characteristics like having limited time, low levels of English proficiency, and poor education. Setting reasonable expectations for the inputs and results of engagement processes will assist local publics avoid cynicism and disenchantment, which will increase their willingness to participate.

Training, expense, temporary resource deployment, and the growing variety of neighborhoods all pose obstacles from the police's point of view, making community engagement more difficult. Open public meetings that are inclusively facilitated can encourage thoughtful consultation and help to prevent gatherings from being dominated by vocal minorities. However, less formal approaches such impromptu meetings might ensure that the community's "quieter voices" are heard and fairly addressed. Methods and objectives must be matched for effective community engagement. When discussing potentially contentious issues, a variety of engagement techniques can promote efficient discourse. By elevating the legitimacy of the police and the law, policing strategies that put a strong emphasis on treating people fairly and with respect can increase engagement in policing. This is probably a practical method to advertise the full range of advantages of community involvement.

XI. CONCLUSION

Engagement in the community can boost social capital and benefit citizens. Working cooperatively with and through groups of individuals connected by a common interest, location, or circumstance in order to address problems affecting their well-being It is an effective tool for enacting environmental and behavioural changes that will enhance the community's and its members' health. Partnerships and coalitions are frequently used in this process because they help to mobilize resources, influence systems, alter partner dynamics, and function as catalysts for altering programs, policies, and practices.

The wide-ranging literature summarized above shares several major themes, there are multiple reasons for community-engaged health promotion and research. Community engagement must be conducted in a manner that is respectful of all partners and mindful of their need to benefit from collaboration. It is important to understand context in all its complexity as it affects health problems and the development of health solutions. We must recognize that community-engaged health improvement is a long-term, evolving process.

British policing has long been based on community engagement principles, which are valued for their ability to increase support for and cooperation from the general people. The advent of neighbourhood policing in recent years has helped to restore these ideals after they were briefly damaged by efforts to professionalize the police in the later part of the 20th century. A number of positive results have been linked to this program, including stronger communities, more productive, motivated cops, decreased crime and disruption, and enhanced perceptions of neighbourhood safety. The studies underpinning these outcomes are mainly of multi-mechanism programmes, making it difficult to isolate the impact of individual components. Thus, there is a rationale for research into which practices work best in which contexts and through which mechanisms of change.

That said, the literature suggests that public participation can be maximised by raising awareness of local policing activities, establishing structures and processes that afford opportunity for active public engagement, and adopting approaches that treat people fairly and considerately. Further, effective and sustainable community engagement requires well-trained, resourced and highly localised policing teams able to match a range of engagement methods to particular groups and consultation purposes. Participative and deliberative methods must be inclusive, interesting, transparent and not too onerous or bureaucratic. Setting realistic expectations of inputs and outcomes attaining to processes of engagement can help avoid cynicism and disenchantment among local publics, and therein foster further willingness to participate.

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