

# SAFETY IN OUR COMMUNITY



**Informative brochure  
on community policing  
in northern Kosovo**



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Organization for Security and  
Co-operation in Europe  
**OSCE Mission in Kosovo**





## Introduction

In our transformation in recent years, the Kosovo Police embraced the community policing philosophy – a philosophy that promotes cooperation and confidence building between the people and the police. This new way of policing involves police officers working in partnership with the residents to address issues that affect us all, such as crime, fear of crime, and public disorder.

Many people do not feel safe, and we need to change this together. Kosovo Police is determined to improve and enhance community safety in northern Kosovo. We will work with the residents to prevent and reduce crime and anti-social behaviour, at the same time protecting human rights and promoting the freedom of movement.

People have the right to live without fear of crime, and together with the local communities, we will work to increase their quality of life and safety. In this journey, we need your support. The time is now – to support your police in building the future that we all deserve.

***Captain Nenad Djurić,  
Director of the Regional Directorate  
Mitrovica/Mitrovicë North***



# What is Community Policing?

Community Policing is a philosophy and an organizational strategy that is based on the joint efforts of residents and the police in identifying and solving community problems. As defined by Sir Robert Peel in 1829, community policing means “to maintain at all times a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police: The police being only members of the public that are paid to give full-time attention to the duties which are incumbent on every resident in the interest of community welfare and existence.”



# Community Policing Philosophy

The central premise of community policing is that the level of community participation in enhancing safety and social order and in solving community-related crime should be raised as the police cannot carry out this task on their own.

In order to encourage the public to share responsibility for enhancing the communities' quality of life and thus actively support the police in efforts to control and prevent crime, the police must build trust and develop a partnership between themselves and the public. This partnership needs to be characterized by mutual responsiveness and an equal footing for both partners.

To achieve such a partnership, the police must be better integrated into the community and strengthen their legitimacy in the community through policing by consent and improving their services to the public. Community Policing should:

- Be visible and accessible to the public;
- Know, and be known by, the public;
- Respond to the communities' needs;
- Listen to the communities' concerns;
- Engage and mobilize the communities;
- Be accountable for their activities and the outcome of these activities.

Visibility and accessibility require that police officers be easily approachable by members of the community through creation of a visible and non-threatening presence within the neighbourhood. Daily personal contacts will also familiarize the communities with their police officers.

Police officers should be aware of the social fabric of their communities. They should, in co-operation with other administrative agencies, develop “social maps” of the neighbourhoods to which they are assigned, listing, for instance: vulnerable residents and groups; troublemakers and criminals; crime generators (e.g. bars) and hot spots; community leaders; types of businesses in the area; and social facilities.





*Responsiveness* is an essential principle of democratic policing, meaning that the police respond to the (immediate) needs and concerns of all members of the public and strive to deliver their services promptly, and in an even-handed and unbiased manner, showing empathy to those in need and respect for human rights. Their services should also be tailored to the norms and values of the community and the individual needs of the members of the communities in which the police work.

A key concept within community policy is 'community *consultation*'. The requirement for community consultation is based on the recognition, that an introverted police organization which unilaterally decides what the public needs will not be successful. *Consulting, engaging and mobilizing* the community in the identification of community problems, in analysing the underlying causes of the problems, in setting priorities for actions and implementing these actions are also essential aspects of another distinct strategic feature of community policing, the pro-active problem-solving approach. Through consultation the police demonstrate that the community's concerns, values and advice will be considered. In exchange, the community should provide information, resources and moral support for police activities. In practice, the community should be an active partner with the police in identifying and addressing these issues.

*Accountability and transparency*, which are also central principles of democratic policing, demand that the police be open to having their activity observed – including the behaviour of individual police officers, strategies for police operations, appointment procedures and budget management – by a variety of oversight institutions. They also need to voluntarily provide the public with both information and reassurance. The police must be accountable to the law, and accountable and transparent to the public. If the police are willing to be transparent regarding their operation, the communities may be much more likely to be supportive when "issues" arise (for instance officer misconduct, budget issues etc.).

Essential to the translation of these philosophical principles into practice is the application of a number of key strategies and organizational measures, which will be described in the following paragraphs<sup>1</sup>.



1. OSCE Report *Good Practices in Building Police-Public Partnerships* (May 2008), pages 23-25.  
<http://www.osce.org/spmu/32547?download=true>





## Kosovo Community Policing Strategy

Kosovo Police adopted the Kosovo Community Policing Strategy 2012-2016 with the objective to increase co-operation between residents and police under the motto “the police are the people, and people are the police.” The strategy promotes partnership between the public and the police by encouraging their joint responsibility for community security issues. It gives a crucial role to the community safety forums in identifying, communicating and addressing the needs of communities, and in making sure that these needs become the aims of the police.

## Community Safety Strategy and Action Plan

The Community Safety Strategy and Action Plan 2011-2016 determines strategic priorities and objectives of institutions involved in community safety, such as prevention and reduction of crime, increased public participation and awareness raising on public safety issues, as well as facilitation of the return process and protection of communities. It harmonizes their approaches and co-ordinates their actions, allowing for the implementation of its vision of creating a peaceful multi-ethnic society in which people feel safe.

## Local level

Local Public Safety Committees (LPSCs) are consultative bodies that bring together local community representatives, police officers, municipal and school officials, as well as women and youth representatives working to improve community safety and quality of life in the community. LPSC members raise issues such as crime, anti-social behaviour, environmental issues, and other matters that affect community safety.



## Municipal level

Municipal Community Safety Councils (MCSCs) are municipal bodies that bring together representatives of the municipal institutions, police, media, ethnic and religious communities, as well as civil society organizations and LPSCs chairpersons. These councils advise municipalities on public safety issues, and provide a forum for a comprehensive debate on community safety, and ensure that the needs of local communities become the concerns of the municipality. They also raise issues that LPSCs are unable to address to the attention of the municipality.



1. RADNA MESTA

\* 2. KVALITETNO OBRAZOVANJE

\* 3. - II - ZDRAVSTV. ZAŠTITA

\* 4. ZDRAVA ŽIVOTNA SREDINA

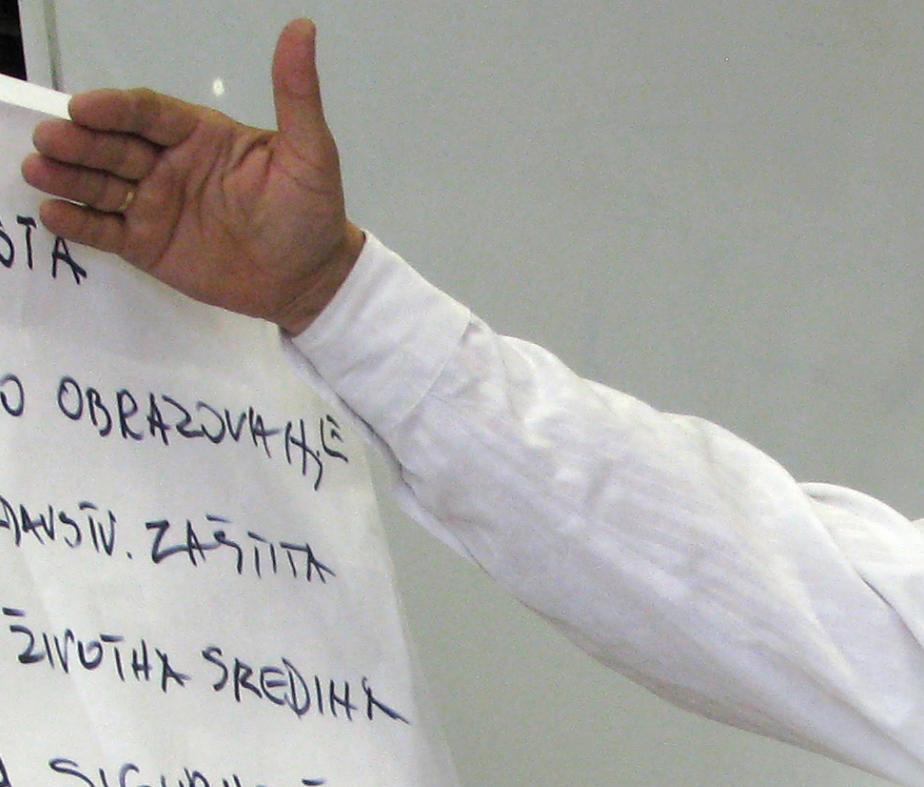
\* 5. OPŠTU SIGURNOSTI

\* 6. KOMUNIKACIJA SA SVETOM

BEZ OGRANIČENJA (BEZVIŠKI REŽIM)

\* 7. BOLJA INFRASTRUKTURA  
U SVIM SEGMENTIMA

\* 8.



## Community benefits: pupils, parents, elderly, local communities, private entrepreneurs, religious communities, and civil society

The LPSCs and MCSCs give a voice to both individuals and interest groups on community safety issues, acting as forums where they can engage and raise safety concerns or issues in order to proactively deal with them. This leads to prevention and reduction of threats and allows for a peaceful and safe community. By enabling implementation of community projects based on local needs, the work of these Community Safety Forums has a direct impact on the overall wellbeing of the community members:

- Students and youth have a unique chance to have their voices heard and contribute to a more positive environment.
- Parents can suggest projects that increase the safety and wellbeing of their children.
- The elderly can offer their experience and knowledge on ways to raise issues that affect the older population.
- Different communities can use LPSCs as a forum to communicate their security concerns, but also to encourage integration, returns processes and positive exchanges with the wider community.
- Private entrepreneurs can benefit from a more positive and secure environment for their businesses as a result of the work of the LPSCs.
- NGOs can use their expertise and problem solving skills in community meetings in order to diversify the approach and focus areas. Partnering up with LPSCs allows them to apply for funding and donations for community projects.





## Partnership building

Building partnerships is a crucial element for establishing effective co-operation between different bodies working on community safety issues in Kosovo. To increase the skills of members of newly-established LPSCs in creating new partnerships at local, municipal and central levels, the Community Safety Coordination Office, supported by the OSCE Mission in Kosovo, trains them on core principles of co-operation, participation, inclusiveness, and sustainability.

Additionally, a bi-annual OSCE-facilitated meeting of the LPSC Executive Council, gathering members of more than 40 established LPSCs throughout Kosovo, promotes co-ordination and exchange of information between the LPSCs. Members also discuss lessons learnt and encourage application of best practices in the future.





## Problem solving

Once the LPSC members have mastered the skills to build partnerships and have started creating them, they are introduced to problem solving skills. The Community Safety Coordination Office and OSCE Mission in Kosovo trains them on how to apply the SARA problem-solving model (Scan, Analyse, Respond and Assess), equipping them with knowledge to address the issues of crime, safety, and liveability in their respective communities. LPSC members are also trained on how to develop project action plans that can be implemented within their communities. By applying these new skills, LPSCs are able to contribute to safety and security in their communities in an independent and sustainable manner.

## Community projects

LPSCs are in the process of implementing a number of community safety initiatives, funded through an ongoing three-year project jointly supported by the OSCE and the Government of Norway. The project is divided into three phases and has a total budget of €401,604 Euros.





- **A total of 31 LPSCs initiatives** were implemented under the first phase of the project in 2013 including “Reconstruction and Refurbishment of Cultural Centre” (implemented by Donja Gušterica/Gushtericë e Poshtme LPSC), “Provision of safer and more comfortable facilities for outdoor activities through installation of playground” (implemented by Shipashnicë e Poshtme/Donja Šipašnica LPSC), “Capacity Building support for local youth” (implemented by Runik/Rudnik - Baja/Banja - Syrigane/Suvo Grlo, Skenderaj/Srbica LPSC), and “Traffic Safety for School Children and Communities” (implemented by Labjan/Labljane - Bostan/Bostane LPSC).

- **A total of 22 LPSCs initiatives** are in the process of implementation under the second phase of the project in 2014 including “Improving life conditions for the kids with disabilities” (implemented by Osojan/Osojane LPSC), “Improving safety conditions within local schoolyard” (implemented by Janjevo/Janjevë LPSC), “Improving traffic safety infrastructure” (three similar initiatives of Vërboc/Vrbovac - Grnçar/Gërņçar LPSC, Krushevë/Kruševo LPSC and Sušica/Sushicë LPSC), and two multi-ethnic youth camps (implemented jointly by Shipashnicë e Epërme/Gornja Šipašnica and Shipashnicë e Poshtme/Donja Šipašnica LPSCs, as well as by Fushë Kosovë/Kosovo Polje LPSC).

- **Around 25 LPSCs initiatives** are planned to be supported in 2015 under the third phase of the project. All LPSCs are encouraged to put forward ideas for initiatives focused on improving safety, security and quality of life in their communities for receiving funding to implement them.



## Results

In the last two years, representatives of different communities, including women, youth and elderly throughout Kosovo have directly benefited from LPSCs initiatives:

- Nine schools have improved their safety conditions through fencing school yards and sports fields, constructing pavements within school yards, improving sport infrastructure of schools through construction of sports fields;
- Four communities have improved environmental conditions through cleaning activities such as: clean-up of illegal garbage dumps, roads, graveyards, riversides, and other spaces;
- Three neighbourhoods have improved road infrastructure through gravelling the road and pavement path constructions;

- Two streets have become safer to walk in the dark through street lighting initiatives;
- One community has improved conditions for cultural events and gatherings through reconstruction and refurbishment of a cultural centre, and;
- One village park has been constructed so that members of different communities can socialize and organize joint recreational activities.

In addition to this, ten initiatives were related to training programs relating to community safety, in increasing skills and awareness of youth in traffic safety, first aid, civil advocacy, and inter-ethnic dialogue.





To find out more about community policing  
and to get involved, please contact:

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