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“APPROVE”
Head of the IGP of MIA
Chief Commissioner
/signature/ **Sergiu PAIU**
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CONSOLIDATED REPORT
on the implementation of the
action plan on community
policing for the years 2017-2020

The need to carry out the implementation activities in the activity of the Police of the Republic of Moldova of the new models of police activity became imperative with the approval by the Government of the Police Development Strategy for 2016-2020 and the Action Plan on its implementation (GD no. 587/2016). The creation of a modern police service in accordance with the best standards and practices of the European Union and the international community, able to respond proactively and equally to the needs of citizens and society as a whole, has become a challenge for the police system in the Republic of Moldova, which is strongly hierarchical, closed to the community, rigid and based on internal planning.

The financing agreement concluded between the European Union and the Government of the Republic of Moldova (no. CRIS: ENI / 2015 / 038-144) allowed the achievement of the objectives of the Police Development Strategy, establishing certain actions, performance criteria and means of verification, including which regard the new activity methods.

Community policing has become a model agreed by the Police of the Republic of Moldova for establishing partnerships with community members and solving public order and safety issues. The given model of activity, although it is mentioned in the policy documents of the Republic of Moldova, at the period of 2016, is not described and explained.

Starting with 2016, the specific actions of the General Inspectorate of Police were initiated for the elaboration of a policy document, which will establish the bases of community policing in the Republic of Moldova and will set the starting point for implementing this model of activity of law enforcement bodies.

The process started, with the support of development partners, who provided advice, support in training and documentation, for the development of a concept document on community policing.

The following were approved on 22.09.2016 by the IGP order no. 316: The piloting concept of the community police activity and the Roadmap for 2016 for the

implementation of the community police activity, as well as designated the Buiucani Police Inspectorates of PD of Chisinau mun., Anenii Noi, Cahul and Singerei, as territorial subdivisions of the Police, responsible for piloting the principles of community policing.

The concept has determined:

- recommended minimum requirements for the selection and promotion of staff in the piloted police sectors (PS);
- the powers to investigate and detect crimes, to search and identify the perpetrators of crimes and to find and document the contraventions assigned to the categories of staff within the PS;
- calculation of infrastructure and equipment needs for the endowment of piloted police sectors.

The regulatory framework for the activity of sector officers was evaluated, as a result of which, on 24.10.2016, by PGI order no. 365, the Framework Regulations on the organization and functioning of the Public Security Sections, Sectors and Police Stations within the PGI subdivisions were approved. On 30.11.2016, by the MIA order no. 376, the obsolete internal normative framework was abrogated, which regulated the activity of the sector officers (MIA orders no. 200 of June 10, 2004 and no. 400 of November 10, 2004).

In order to take over the good practices in the field, study visits were carried out at two International Conferences of Police Chiefs and in Sweden. During this visit, the opportunity was offered to get to know from the inside the model of implementation of the principles of community police activity by developing the partnership with the community and the private environment.

Within the activity of promoting the principles of the community police activity, the PGI order no. 385 of November 4, 2016 “On volunteering within the Police” was drafted, which approved the Regulation on the organization and functioning of volunteering within the Police and the Annual Action Plan of the Volunteering Program within the Police.

During 2017, the Working Group for the elaboration of the Concept of community police activity was set up, partnerships were established with non-governmental organizations, which assisted the Police in drafting the policy document, various meetings and events for the elaboration of this document were organized in partnership with development partners (USA, Sweden, NGOs, UNDP), as well as the results of the exercise launched by the IGP order no. 365/2016 were evaluated.

All these actions led to the elaboration of a draft of the Concept on community police activity and the Action Plan for its implementation. The project followed a broad process of public consultations through letters addressed directly to non-governmental organizations, international organizations and other development partners. A public meeting was organized, which was attended by representatives of civil society and development partners, during which the elaborated documents were widely consulted, with the submission and discussion of proposals to improve the concept of community policing.

The draft Concept on Community policing and the Action Plan for its

implementation, following consultations with civil society, followed a round of approvals of interested public authorities and consultations through electronic decision-making transparent platforms.

The draft of the mentioned documents, with the argumentation note, was submitted for approval to the Government of the Republic of Moldova in December 2017.

The concept and the Action Plan for the years 2018-2020 regarding the community police activity were approved at the Government meeting of 30.01.2018, and on 02.02.2018 the Government Decision was published in the Official Gazette No. 33-39 art. 116 with no.100/2018.

The concept and the Action Plan for the years 2018-2020 regarding the community police activity were also published on the official website of the Police.

With the approval and entry into force of the mentioned documents, the implementation of the community police activity started according to a schedule established by the Action Plan, with the annual reporting of progress indicators, which also included means of verification provided by Action A.4.1. of the Matrix of the Financing Agreement concluded between the European Union and the Government of the Republic of Moldova.

The action plan regarding the implementation of the community police activity for the years 2018-2020, was structured on four objectives: Elaboration of the methodology regarding the organization of the community police activity and its application; Expanding the organization of community police activity at the national level; Improvement of the conditions of access and provision of police services to citizens according to international best practices in the field; Public promotion of community policing by territorial police inspectorates, reflecting the current context and progress indicators pursued by its implementation. The objectives included 10 actions, for the realization of which 28 sub-actions were foreseen.

The results of the implementation of the Action Plan, were reported on an annual basis to the Government through the Ministry of Internal Affairs and published on the Police website.

Based on the established progress indicators, the implementation of the community police activity according to the Concept, went through all the planned actions during the years 2018-2020, registering quantitative and qualitative results.

The implementation of the community police activity started from the research of the citizens' visions on the activity of the Police and the needs of the community in the police services. The sociological research conducted by C.B.S.-AXA, being contracted by the General Inspectorate of Police, targeted the sample of 1011 respondents from 13 geographical regions. Among the main wishes of the citizens regarding the improvement of the police activity are those aimed at cooperating with the population, communicating with the population, including organizing/participating in community meetings. From the recommendations related to the activity, considerably more frequent turned to be such recommendations, as more frequent patrols, fighting against corruption and increasing the level of professionalism.

The results of the sociological research were published on the Police website. Based on the citizens' recommendations, the findings of the sociological research, the first steps of piloting the community police activity, an improved methodology of piloting the community police activity was developed and by the IGP order no.337/2018 On the piloting of the community police activity was implemented for a period of 6 months in 5 police sectors.

The police sectors for piloting the community police activity were jointly selected with the Program of the Swedish Police Authority to support the reform of the Police in the Republic of Moldova and were the following:

- 1) PS-4 Bulboaca, PI Anenii Noi;
- 2) PS-3 PI Buiucani;
- 3) PS-3 Zirnesti, PI Cahul;
- 4) PS-1 Comrat, PI Comrat;
- 5) PS-1 Singerei, PI Singerei.

At the end of the pilot period, the situation in the pilot regions was analyzed, the conclusions were evaluated and proposals were submitted for the improved implementation of the community police activity in the Republic of Moldova.

The experiences gained during the piloting period and the conclusions formulated were the basis for the elaboration of the Methodology for implementing the community police activity, approved by PGI order no. 265/2019 based on which the community police activity is carried out by the subdivisions of the General Police Inspectorate.

An essential element of the implementation of the community police activity was the preparation and information of the population about the new activity model of the Police. In order to carry out this action at the end of 2019 and the beginning of 2020, an extensive campaign was carried out to inform the public about the community police activity. All the 42 territorial subdivisions subordinated to the General Inspectorate of Police were involved in this process.

Within the information campaign for the general public "Community police activity", 754 localities were targeted, in which 342 events of watching the documentary film about community police activity were held, with the participation of 12237 citizens, 933 meetings with citizens which have gathered 22491 citizens, 174 events "A cup of coffee with a Policeman" with the topic of community policing, with the participation of 4612 citizens. The employees of the Police Inspectorates participated in 27 radio and television shows, published 129 communiqués on social networks and distributed 6199 leaflets among the citizens. During the Campaign, 3 videos were made about the importance and benefits of community policing.

An important role for raising the professional level of police officers and the successful realization of the Concept on community policing is played by training in the field of community policing.

For a unique approach to the Concept on community policing, a Curriculum in the field of community policing was developed, approved by the order of the head of PGI no. 289 of 17.08.2019 On the approval of the curriculum in the field "Community policing".

The training of the employees of the subordinated subdivisions of the General Inspectorate of Police was carried out by the profile institutions of the

Ministry of Internal Affairs, the development partners and by the trainers within the General Inspectorate of Police.

As a result, the following were trained in the field of community policing in 2019:

- 1) “Ștefan cel Mare” MIA Academy - 29 police officers.
- 2) within the Swedish Police Project:
 - 8 national trainers;
 - 99 managers from the Police Inspectorates;
 - 93 police officers from the police sectors.
- 3) by national trainers According to the curriculum “Community police activity” - 240 police officers from the police sectors.

In 2020, the training was aimed at:

- 1) “Ștefan cel Mare” MIA Academy - 48 policemen.
- 2) within the Swedish Police Project:
 - 10 national trainers.
- 3) On the platform of the Integrated Law Enforcement Training Center (CIPAL) within the Training Program on the subject “Concept of community police activity and its implementation in the Republic of Moldova” - 373 police officers.

In order to improve the performance of community policing, in addition to the documents regulating police activity in contact with the citizens mentioned in the report, other regulations adopted were successfully implemented during the years of implementation of community policing, including the following:

- Practical guide for the creation and operation of participation structures, approved by PGI order no. 141/2019;
- The methodological guide for planning, implementing and evaluating the campaigns organized by the Police, approved by PGI order no. 203/2020. The territorial and specialized subdivisions subordinated to the General Inspectorate of Police, during 2017-2020, guided by the provisions of the Concept on community police activity, and later the Methodology for implementing community police activity, developed tools to identify the problems of the communities they serve, to analyze them and to plan the crime prevention activity adjusted based on the local specifics.

Annually, the Police Inspectorates, guided by tactical analyzes of crime and new methods of collecting data and information on the state of order and public safety, develop prevention plans adapted to the requirements of the communities they serve, thus increasing the creation of a safe climate in community and raising the level of trust in the services provided by the Police.

The results of these activities are presented in the annual reports presented by the Police Inspectorates within the implementation of the Annual Police Action Plan.

The territorial and specialized subdivisions subordinated to the General Inspectorate of Police have widely developed the practice of collaboration with other institutions and public authorities, public and international organizations in different fields of competence.

Thus, if in 2018 at the level of Police 8 relevant agreements were concluded for the community police activity, then in 2019 20 agreements were already concluded at the level of the General Inspectorate of Police and 60 collaboration

agreements concluded by the territorial subdivisions of Police on different areas of activity, to create a safe environment for citizens, and in 2020 at the level of the General Inspectorate of Police were concluded 19 collaboration agreements and by the territorial subdivisions were concluded 74 cooperation agreements with local public authorities and other community members, in the process of the Community Safety Councils activity.

An ambitious goal with a major impact over the functioning of the Police at the local level is to improve the infrastructure of the police sectors.

During the years 2017-2020, several actions were carried out to analyze the infrastructure needs of the police sectors established in the country.

In 2017, 203 police sectors were established and operated in the Republic of Moldova, the infrastructure of which was in poor condition for the provision of quality services to the community, and there was no single vision on the infrastructure of a police sector.

During the years 2017-2018, the number of police sectors was revised and optimized to 174 locations.

The Concept on the technical requirements for the functioning of the police sector was elaborated, approved by PGI order no. 286/2018, which is a set of ideas that will guide the decision-makers within the Police for the establishment of Police Sectors, the creation of working spaces, ensuring the infrastructure, endowment and maintenance of their premises.

Starting with 2017, all police sectors were completed with at least one set of office equipment (printer computer), and the totally refurbished offices were additionally equipped with 3 units of office equipment.

In 2018, the Police sectors received 941 sets of special means (belt, handcuffs, covers, flashlight), thus being equipped with special means all 1366 jobs of the Police sectors.

Means of transport have been procured for the operational needs of the police sector, so that there is at least one service car in each police sector. In this sense, for the needs of the police sectors in 2018, 67 Dacia Logan cars were distributed.

The improvement of the infrastructure of the police sectors also provided for the capital repair of the premises according to some unique visions. The modernization process included the following stages:

- elaboration of the design theme and specifications;
- contracting the design services for capital repairs of the police sector;
- elaboration and reception of the execution project and the estimate of expenses for the modernization of the police sector;
- elaboration of the specifications for the repair of the police sector based on the project documentation;
- conducting the public tender and contracting the repair services of the police sectors;
- accepting at the end of the repair works of the police sectors. During the reporting period, 64 project documents for the modernization of the police sectors were received and contracts were concluded for the modernization of 56 police sectors.

By the end of 2020, repair works on 42 police sectors has been completed, of

which 31 have reopened. For the other 14 police sectors, the repair works will be completed in 2021.

Infrastructure was not improved in 34 police sectors due to insufficient financial resource planning and the COVID-19 pandemic, with the latter occurring in 2020 and having a major impact on prioritizing the allocation of public budget resources.

Based on the above, the actions provided by the Action Plan for 2018-2020 on community policing and Action A.4.1 of the Matrix of the Financing Agreement concluded between the European Union and the Government of the Republic of Moldova were fully implemented on the 26 actions and were partially reached the performance indicators on 2 actions.

Following the activities undertaken from 2017 until the end of 2020, the general impact indicators, in direct connection with the community police activity and aiming at the cumulative trust in the Police, have experienced a positive evolution, according to the data provided by the Public Opinion Barometer, showing upward dynamics. So the question: How much do you trust the Police? was replied by the respondents as follows: “a lot of confidence” and “some confidence” October 2016 - 25.4%, November 2017 - 29.3%, November 2018 - 30.5%, December 2019 - 39.5% and October 2020 - 41.0%.

The results regarding the community police activity for each year are reflected in the Annual Reports, for the achievement of the objectives of the Action Plan for 2018-2020 regarding the community police activity, approved by Government Decision no. 100 of January 30, 2018, according to the matrix corresponding to actions due in for the years 2018, 2019 and 2020 (annexed).

Summary on Action A.4.1 of the Matrix of the Financing Agreement concluded between the European Union and the Government of the Republic of Moldova - Implementation of the concept of community policing, by improving physical and informational access to quality and equal police services throughout the country, reflects the achievement of performance criteria and means of verification, corresponding to each year of implementation for the period 2017-2020 (according to the annex).

**Deputy Chief of DMP of PGI,
Project manager,**

Chief Commissioner of Police /signature/ **Vladimir CAZACOV**

COORDINATED

**Head of the DMP of PGI,
Coordinator of Portfolio II,
Chief Commissioner**

/signature/ **Vadim ARDELEANU**