



College of
Policing

college.police.uk

Neighbourhood policing: impact and implementation

Summary findings from a rapid evidence assessment

Sarah Colover and Paul Quinton

© College of Policing Limited (2018). This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU or email: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information, you will need to obtain permission from the copyright holders concerned.

This publication is available at:

<http://whatworks.college.police.uk/Research/Pages/Published.aspx>

The College of Policing will provide fair access to all readers and, to support this commitment, this document can be provided in alternative formats.

Send any enquiries regarding this publication, including requests for an alternative format to: contactus@college.pnn.police.uk.

Acknowledgement

The authors would like to thank the following people:

- For recommending literature for inclusion in the review:
 - Geoff Berry
 - Nigel Fielding
 - Stuart Lister (Guideline Committee member)
 - Trudy Lowe
 - Stephen Mastrofski
 - Megan O'Neill
 - Dennis Rosenbaum
 - Wes Skogan
 - Nick Tilley
 - David Weisburd.
- For helping to plan and carry out the literature searches:
 - David Gough
 - Aiden Sidebottom
 - Marlene Blackstock
 - Helen Warner.
- For reviewing studies included in the review:
 - Geoff Berry
 - Pete Briggs
 - Rob I Mawby
 - Neda Nobari
 - Doug Ashman
 - Austra Jenner-Parsons
 - Molly Teachen.
- Megan O'Neill, for carrying out an academic peer review of this report and the review process.

Contents

	Page
1. Introduction	5
Background and aims	5
Methods	5
2. Summary findings	8
Overall evidence on neighbourhood policing	8
Guideline 1 – engaging communities	8
Guideline 2 – solving problems	10
Guideline 3 – targeting activity	11
Guideline 4 – promoting the right culture	12
Guideline 5 – building analytical capability	13
Guideline 6 – developing officers, staff and volunteers	14
3. References	16
Appendix – review strategies	27

1. Introduction

Background and aims

This report summarises the research evidence that has underpinned the development of national guidelines on neighbourhood policing. Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (2016) recommended that the College of Policing develop these guidelines, following concerns it had raised about the continued erosion of local policing and the need for many forces to take urgent action to maintain a proactive and preventative approach to policing.

The guidelines were developed by a committee of practitioners, subject matter experts and academics, drawing on the best available evidence (see College 2017). The main sources of evidence the College Guideline Committee considered were the findings of two rapid evidence assessments (REAs), which sought to answer the following questions:

- REA1 – what constitutes effective neighbourhood policing?
- REA2 – what acts as a facilitator or barrier to successful implementation of neighbourhood policing?

The findings of these REAs were presented by College researchers to the Guideline Committee in the form of evidence tables. These evidence tables were then reviewed by committee members, who used them to:

- identify areas where there was sufficient evidence to recommend policing practice
- determine how strongly worded each guideline should be (for example, 'should', 'are advised')
- frame the specific wording of each guideline.

The College Guideline Committee agreed six substantive guidelines under the following headings:

- engaging communities
- solving problems
- targeting activity
- promoting the right culture
- building analytical capability
- developing officers, staff and volunteers.

A seventh guideline was also agreed but addressed gaps in the evidence base.

This report presents summary findings from the two REAs that relate specifically to the six guidelines. Findings about other issues are not presented in this summary.

Methods

REAs use transparent, structured and systematic processes to search for, sift and synthesise research on a particular topic. These processes seek to reduce bias and enable others to replicate the review. An REA is not an exhaustive summary of the literature, as limits are placed on the review process in order to deliver results 'rapidly'.

Following these general principles, College researchers drew up strategies to search for and review the research literature to help answer the two review questions (see the appendix for further details). The two strategies followed a similar process but differed in their focus and the type of evidence that was in scope.

Focus and scope

REA1 was not only concerned with exploring the effectiveness of neighbourhood policing. It also outlined what was thought to have been important when neighbourhood policing had a positive impact. The REA used a broad definition of 'neighbourhood policing', concentrating on initiatives that variously involved foot patrol, community engagement, problem-solving and partnership working in some combination. Other policing strategies were regarded as being in scope if they were felt to be particularly suited to integration with neighbourhood policing (for example, hot spots policing, focused deterrence policing and procedural justice). Only systematic reviews and other REAs were included in the REA. Relevant primary studies from systematic reviews were also separately included because they tended to describe implementation of the initiatives in more detail.

By contrast, REA2 was broader in that it sought to document a comprehensive range of implementation issues with neighbourhood policing. It therefore included a much wider range of methods, including quantitative, qualitative and mixed-method studies. REA2 used the same broad definition of 'neighbourhood policing' as before, but concentrated on the relevance of findings on implementation in the studies. It sought to:

- look at how the defining features of neighbourhood policing had been implemented
- identify what helped and hindered
- explore whether there were any special considerations in particular contexts (for example, in tackling antisocial behaviour, crime or terrorism).

As such, REA2 aimed to draw out findings that would provide the basis for practical advice to practitioners who were supporting the delivery of neighbourhood policing

Systematic searches and expert recommendations

Both REAs involved systematic searches of online literature databases, the National Police Library catalogue, the Global Policing Database and relevant websites (see the appendix for details). Tiered search terms were piloted, refined and used where possible. To limit the volume of literature to be reviewed and focus on the most relevant evidence, the searches were restricted to studies published in English between 2007 and 2017 that had been carried out in Australia, New Zealand, Europe or North America.

In addition, academics with international expertise in relevant fields were contacted with a view to them recommending relevant studies for inclusion in the REAs. The principal investigator (Paul Quinton) also suggested studies for inclusion, taking into account the interests of the Guideline Committee, the issues likely to be covered in the guidelines and the information to support their implementation. No restrictions were placed on the studies that could be recommended, though all were subsequently sifted. Further studies were also added following academic peer review.

Sifting and reviewing

The College researchers who developed the search strategy (Sarah Colover and Paul Quinton) sifted the titles and abstracts of all the identified studies using a series of inclusion and exclusion criteria. They conferred on some studies and checked each other's excluded studies to help ensure they had used the criteria consistently.

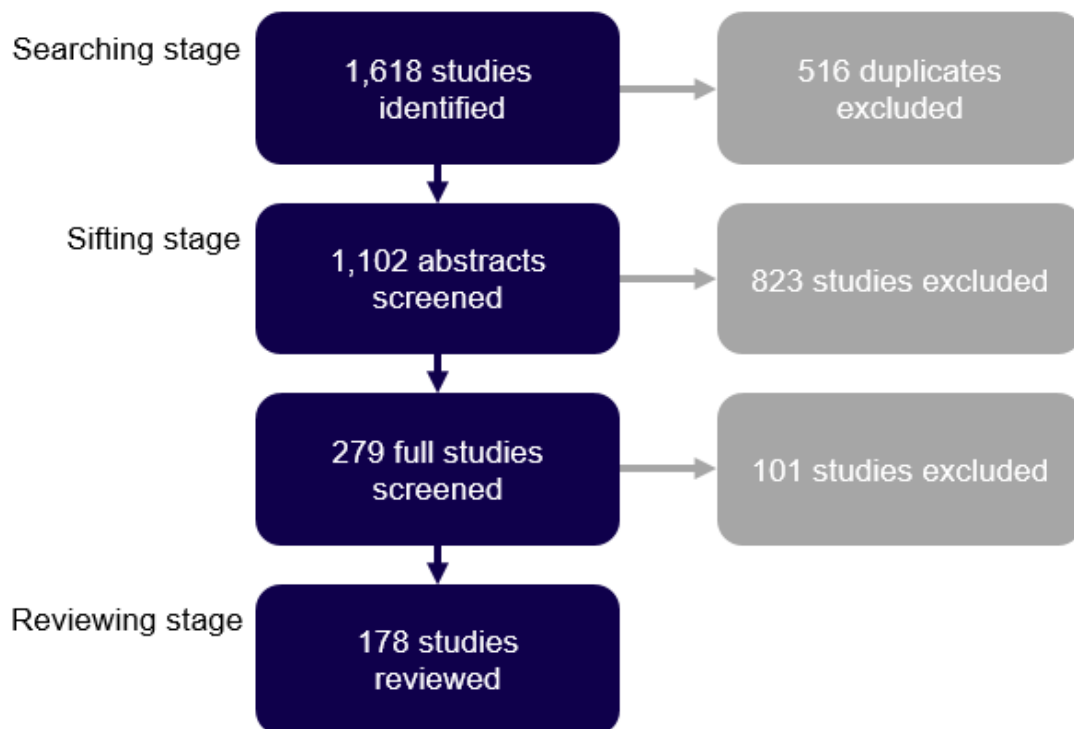
A larger team of researchers sifted the remaining studies a second time, which involved them applying the same criteria to the full text. They then read the studies in detail and summarised them using a data extraction framework. To ensure consistency in using the criteria and framework, members of the larger team took part in training exercises that involved them sifting and extracting data from a small sample of studies and receiving

feedback. The College researchers who developed the search strategy also:

- reviewed the early work of team members
- carried out quality checks on a dip-sample of studies
- held weekly meetings with the team to discuss sifting and data extraction decisions and any emerging issues.

Figure 1 shows the number of studies that were included and excluded at each stage of the review process. Both REAs are presented together because some studies were transferred between the two due to their relevance and methods.

Figure 1. The number of studies at different stages of the review



2. Summary findings

This chapter presents the headline findings from the two REAs that underpinned the development of the guidelines and the materials to support their implementation. Findings have been presented as a series of bulleted summaries under the guideline headings. This style of reporting was adopted to make the findings accessible and enable senior leaders, supervisors and frontline practitioners to check the evidential basis for each guideline.

Overall evidence on neighbourhood policing

Systematic review evidence (Gill et al 2014) has shown that, overall and across a range of different places, neighbourhood policing has been effective at:

- reducing public perceptions of disorder
- increasing trust and confidence in the police
- increasing the perceived legitimacy of the police.

Neighbourhood policing pilots in the UK were found to reduce victimisation and have a sustained impact across a range of outcomes (Tuffin et al 2006, Quinton and Morris 2008).

Studies have highlighted the following as the effective elements of neighbourhood policing (Tuffin et al 2006, Connell et al 2008, Skogan and Steiner 2004):

- targeted foot patrol, community engagement and problem solving delivered in combination at a local level
- community and partner involvement in problem solving
- strong governance, accountability and support to maintain a focus on delivery and address known problems with implementation.

Guideline 1 – engaging communities

Evidence on effectiveness

- Overall, the police collaborating with the public for the purposes of problem solving can reduce perceived disorder as well as increase trust and perceived legitimacy in the police (Gill et al 2014). Community engagement may also have a positive impact on crime and perceptions of antisocial behaviour and disorder (Myhill 2012).
- Targeted foot patrol and community engagement when implemented with problem solving in UK ward-level pilots reduced criminal victimisation and disorder, improved feelings of safety, increased trust and improved public perceptions of policing over 12 months (Tuffin et al 2006). Most improvements were sustained over 24 months (Quinton and Morris 2008).
- Foot patrol – without community engagement, problem solving and perceived police fairness – is unlikely to lead to improvements in public trust in the police (Quinton and Morris 2008).
- Beat meetings can be used to identify local priorities for problem solving and form part of a successful neighbourhood policing strategy (Skogan and Steiner 2004, Tuffin et al 2006). While attendance at beat meetings might be highest where neighbourhood policing is most needed, some communities may be dramatically under-represented because of barriers to engagement (Skogan and Steiner 2004).

- Beat meetings may also be, on their own, insufficient to effect change. Less traditional and more proactive methods of engagement that are designed to reach a broad cross section of the community (for example, planning events, open forums, door knocking) may be more effective than meetings at improving public perceptions (Tuffin et al 2006).
- Newsletters about neighbourhood policing can have a significant positive impact on public confidence in the police and their perceptions of community engagement (Hohl et al 2010). Online information about crime and policing in the neighbourhood can also have a small positive impact on public perceptions of the police (Quinton 2011).

Evidence on key implementation issues

- **Use of tailored methods** – A flexible approach to community engagement is required. The use of engagement methods needs to take account of the needs and preferences of different communities (Myhill 2012). Some groups identified by the police may not see themselves as ‘communities’ that can be mobilised for neighbourhood policing. Some groups may also be communities of interest rather than be connected by geography (Myhill 2012).
- **Creating sustainability** – The effectiveness of community engagement may decline over time, highlighting the need to reinvigorate efforts when people start to become disengaged (Skogan and Steiner 2004, Higgins and Hales 2017, Diamond and Weiss 2009). Staff turnover can also be a challenge to maintaining long-term engagement (Singer 2004, Peaslee et al 2008, Wilson et al 2007a, Fielding 1995).
- **Barriers to engagement** – Community engagement should be broadly representative and look to involve people from marginalised groups (Lister et al 2015). This may require identifying and taking steps to address the barriers that prevent some people from engaging with the police (for example, language, gender, concerns about immigration status, as well as historical mistrust of the police) (Skogan and Steiner 2004, Myhill 2012, Fielding 1995) and using informal methods of engagement (Hinds 2009, Murphy et al 2008). It is not always the case, however, that people from poorer and more diverse neighbourhoods that suffer from crime and disorder problems are less willing to participate (Skogan and Steiner 2004, Bullock and Sindall 2014).
- **Identifying problems and setting priorities** – A structured process was used in a successful neighbourhood policing programme so that community engagement was focused and resulted in local problems being identified and priorities for action being set (Tuffin et al 2006). Stages of the process included:
 - creating the conditions for engagement
 - identifying community concerns through engagement
 - defining the causes of these problems
 - asking communities to choose their priorities.

Care may be required to ensure police actions are impartial and do not reflect biased or punitive community views (Mackenzie and Henry 2009).

- **Community ownership** – Communities should feel they have some ownership of engagement processes, which may require them to be involved in their planning and development, feel empowered by the process and think that their values are respected (Myhill 2012). Engagement should also focus on developing a two-way dialogue – failure to do this may become a barrier to people engaging if it results in some people being less willing to help the police.

- **Existing networks and partnerships** – Community engagement may be made easier by drawing on existing networks of community groups (Bullock and Leeney 2013). Undertaking mapping exercises of the community can help police and stakeholders better understand their communities and the structures and groups already in place (Simmonds 2015) and ensure that any quality of life issues raised by the public are referred on (Skogan 2005).
- **Informing the public** – People who are well-informed about policing also tend to hold more positive opinions of the police (Bradford et al 2009). People are likely to be particularly interested in information about neighbourhood policing, police performance, and crime prevention advice (Quinton 2011). Specific neighbourhood policing information of interest includes:
 - team contact details
 - neighbourhood priorities
 - the actions taken by the police to deal with these issues
 - how the public could get involved.

Information should be clear and concise, locally relevant and easily identifiable as coming from the police (Wünsch and Hohl 2009, Hohl et al 2010, Quinton 2011).

Guideline 2 – solving problems

Evidence on effectiveness

- The police can reduce crime and disorder overall and in a variety of situations by using a structured problem-solving process (such as the SARA model) to understand and tackle the root causes of local problems (Weisburd et al 2010).
- Problem solving in hot spots has been shown to be more effective at reducing crime than increased police presence in hot spots (Braga et al 2012). While targeted police presence can reduce crime in the short term, problem solving can have a much larger impact in the longer term (Taylor et al 2010). Moreover, community problem solving has also been shown to be more effective than aggressive enforcement when policing disorder (Braga et al 2015).
- The public's involvement in identifying and defining the problems has been identified as a key element of successful neighbourhood policing programmes (Connell et al 2008, Tuffin et al 2006, Quinton and Morris 2008, Skogan and Steiner 2004, Mackenzie and Henry 2009) and initiatives that aim to deter high-risk offenders as a result of targeted enforcement, awareness raising and support (Braga et al 2008, Braga 2008, Papachristos et al 2007, Corsaro et al 2009).

Evidence on key implementation issues

- **Defining problems** – Effective problem solving requires a detailed problem specification based on multiple sources of information, so that the response can be tailored towards the causes of the problem (Read et al 2007, Buchner et al 2008, Tuffin et al 2006).
- **Assessing impact** – Problem solving has often suffered from limited assessment (Bullock and Tilley 2003a, Hassel and Lovell 2015, Brown et al 2007a). This can be a barrier to understanding the effectiveness of the actions taken to address the problem, which is important for informing future problem-solving activity and ensuring it is evidence-based (Brown et al 2007a, Lewis 2011). There is a need for regular monitoring and assessment, which does not have to be complicated or overly

formalised (Staniforth 2014, Brown et al 2007a).

- **Working with partners** – Partnership working has been highlighted as a key ingredient to successful neighbourhood programmes (Skogan and Steiner 2004, Corsaro 2009, Braga 2008, Papachristos et al 2008). Aligning priorities with partners can improve cooperation and reduce duplicating activity (Singer 2004, Fawcett 2007, Turley et al 2012, Longstaff et al 2015). Working with partners may also increase capacity for problem solving, provide access to alternative solutions and enable non-crime issues to be passed on (Skogan 2005, Brown et al 2007b, O'Neill and McCarthy 2014, Braga 2012, Blaustein 2016).
- **Protecting time for problem solving** – Problem solving could have a greater chance of success if staff have realistic workloads, which may require officers to have protected time from response calls and supportive supervision (Weisburd et al 2010, Berry 2008, Skogan 1994, Brown et al 2007a, Crawford et al 2003). Officers and staff may become disengaged if they feel they have insufficient time and resources for problem solving and the process is seen as too bureaucratic and time consuming (Leigh et al 1998).
- **Officer and staff turnover** – There may be a need to address officer and staff turnover because it can take time and effort before problem solving takes hold (Cannings et al 2007, Berry 2007, Wilson et al 2007a). Even when activity is sustained, a focus on persistent, long-standing problems is required (Skogan and Steiner 2004, Cannings et al 2007).
- **Providing governance and accountability** – Problem solving, in particular, requires strong governance, accountability and incentives to encourage an organisation-wide commitment to the process (Bullock and Tilley 2003a, Read et al 2007, Criminal Justice Commission 1998, Peaslee et al 2008). Accountability mechanisms can help all parts of the wider police organisation support and carry out activities that tackle locally identified priorities (Skogan and Steiner 2004). There is also a need to address any tensions that exist between force priorities and problem solving (Skogan and Mastrofski 2006, Van Staden et al 2011, Hughes and Rowe 2007, Read et al 2007). Use of formal award schemes, like the Tilley awards, can help recognise the commitment and good work of officers and staff (Berry 2008, Leigh et al 1998). Support from supervisors and senior leaders is also needed (Simmonds 2015) but their support for implementation may require them to develop a better understanding of the approach (for example, by mentoring from analysts) (Lewis and Coulson 2010).

Guideline 3 – targeting activity

Evidence on effectiveness

- Overall, the police targeting of crime hot spots can reduce crime and has tended to result in crime reduction benefits in neighbouring areas rather than crime displacement (Braga et al 2012). Problem solving has been shown to be more effective when focused on particular crime types rather than total crime (Weisburd et al 2010).
- Multi-faceted police-led programmes focused on deterring high-risk offenders through targeted enforcement, awareness raising and providing alternative pathways, can be effective at reducing serious crime (Braga et al 2012).
- Neighbourhood policing may have had a large, positive impact on public trust in the

police in UK ward-level pilots, in part, because community involvement in problem solving meant the police were able to target the problems that mattered the most to the public (Tuffin et al 2006).

Evidence on key implementation issues

- **Analysis for targeting** – Police-led programmes to deter high-risk offenders have used analysis effectively to identify the highest-risk neighbourhoods and offenders to target and tailor strategies towards their specific needs (Papachristos et al 2007, Corsaro 2009).
- **Neighbourhood size** – If neighbourhoods are too large, it can be difficult for officers and staff to develop a good working knowledge of the area, engage with communities and set neighbourhood priorities (Chappell 2009).
- **‘Mission creep’** – There is a need to maintain a focus on delivery in the longer term, as targeted interventions often suffer from ‘mission creep’ (Bullock and Tilley 2003b) and particularly as there may also be a relationship between the intensity of programme implementation and an improvement in outcomes (Papachristos et al 2007, Quinton and Morris 2008).
- **Importance of resourcing** – Forces need to consider how they resource community engagement and problem solving (Turley et al 2012, Beck et al 2006). Previously, officers and staff have been given dedicated, permanent neighbourhood assignments to build relations and solve problems over time (Lewis 2011, Berry 2008, Bullock and Tilley 2003a, Chappell 2009, Fielding 1995).

Guideline 4 – promoting the right culture

Evidence on effectiveness

- Overall, police interventions that adopt elements of procedural justice can improve public trust in the police and increase people’s willingness to participate in policing (Mazerolle et al 2013).
- People who perceive the police to be fair are more likely to see the police as legitimate and, in turn, report crime and suspicious activity, provide information and not break the law (Jackson et al 2013, Mazerolle et al 2013).
- This relationship has been shown to extend to increased support for counter terrorism policing (Tyler et al 2010) and reduced support for using violence to solve personal goals (Bradford 2015).
- Informal public-initiated contact with the police can have a small, positive effect on trust if the experience is good. Bad experiences – regardless of whether contact is initiated by the police or the public – tend to have a large, negative effect on trust. This negative effect is likely to be exacerbated with experience of multiple police-initiated encounters (Jackson et al 2013).
- Police efforts to increase informal contact with young people have a positive impact on their willingness to help the police (Hinds 2009, Murphy et al 2008).
- Officers and staff are more likely to value the public and support procedural justice policing if they feel that their supervisors and senior leaders make fair decisions and treat them with respect and dignity (Bradford et al 2013). Experiences of injustice

may also encourage a cynical police subculture.

Evidence on key implementation issues

- **Risks of not sustaining implementation** – There is a need to maintain a focus on implementation because public confidence in the police is likely to decline if people think that police fairness, foot patrol, community engagement and/or problem solving is getting worse (Quinton and Morris 2008).
- **Addressing public mistrust** – More time and energy may have to be invested with vulnerable people or people who lack trust in the police to improve their perceptions (Cosgrove and Ramshaw 2015, Skogan and Steiner 2004, Skogan 2009). Historical mistrust can prevent some groups from wanting to engage with the police (Myhill 2012), but officers and staff may be able to break down barriers by demonstrating procedural justice and/or better understanding different social groups (Bullock and Johnson 2017, Renauer 2007). There is a risk, however, that people who already think the police are fair will respond better to police efforts than those who think the police are unfair (Murphy et al 2008).
- **Targeting responses** – Care is required when implementing highly targeted forms of policing to ensure they do not have a negative effect on the public's perceptions of police fairness (Kochel and Weisburd 2017). Effort may also be required to resolve tensions between enforcement and building positive relations with some groups (Moore 2008, Liberman 2009, Lister et al 2015).
- **Implementing procedural justice** – Training in communication skills and the principles of procedural justice can have a positive impact on officer attitudes (Skogan 2015, Schaefer and Hughes 2015, Rosenbaum and Lawrence 2017) and can also change officer behaviour and improve public perceptions of procedural justice (Wheller et al 2013). The use of scripts during traffic encounters may also improve public perceptions (Sahin et al 2017) and encourage greater willingness of the public to comply with the law (Mazerolle et al 2012), though there is a risk that, in some contexts, scripts can cause harm (MacQueen and Bradford 2015).
- **Officer resistance** – There is a need to address the perception that some officers and staff think that neighbourhood policing is 'soft' and not 'real policing' (O'Neill and McCarthy 2014, Bull 2015, Dagg 2010), whereas it actually involves challenging work with communities, targeted enforcement and difficult decisions which can reduce demand (O'Neill and McCarthy 2014). Implementing changes around procedural justice require careful handling because officers and staff may feel patronised by being told how to interact with the public and if they feel they have been treated unfairly by supervisors and senior leaders (MacQueen and Bradford 2017).

Guideline 5 – building analytical capability

Evidence on effectiveness

- The quality of problem solving in neighbourhood policing has been related to improved outcomes (Gill et al 2014, Tuffin et al 2006, Quinton and Morris 2008).
- Problem solving was a key feature of the Chicago Alternative Policing Strategy and requirements for its successful implementation included strong analytical commitment and organisation-wide commitment (Skogan and Steiner 2004).
- 'Shallow' problem solving that lacks the systematic application of the SARA model

and wider organisational change may explain why, overall, neighbourhood policing has not been found to reduce crime across a range of contexts (Gill et al 2014).

- The evaluation of the National Reassurance Policing Programme showed that pilot sites were more effective when the response to problems was tailored as a result of a very detailed problem definition, based on multiple sources of information, including from communities (Tuffin et al 2006).

Evidence on key implementation issues

- **Importance of analytical capability**– A lack of dedicated analytical support and a shortage of skilled analysts have been identified as major barriers to problem solving (John and Maguire 2003, Bullock and Tilley 2009, Skogan and Steiner 2004, Chappell 2007, Lewis 2011). Problem-solving is more likely to be implemented successfully when officers and staff have access to analysts and analytical tools that help them gather data, carry out and understand the results of analysis and plan action to address problems (Santos 2013, Santos and Taylor 2014, Lewis 2011, Lowe and Innes 2012). It is also important with problem solving to monitor and assess the response to problems and share knowledge to support ongoing revisions to strategies (McGarrell 2010, Staniforth 2014).
- **Demand reduction** – Looking at patterns and trends in data can help officers and staff uncover and address long-term or repeat problems that generate demand, rather than continue to respond to one-off incidents and events (Willis 2011, Santos and Taylor 2014, Connell et al 2008, Braga and Schnell 2013). Such analysis should draw on multiple sources of information, including from partners, to develop a rounded view of the problem (Read et al 2007, Blaustein 2016, Leigh et al 1998).
- **Understanding partners** – There may be a need to develop the understanding of partner organisations around data sharing, for example, by clarifying their roles and responsibilities (Raine and Dunstan 2007, Van Staden et al 2011). Establishing information sharing agreements to share data with partners is also likely to be important, particularly in respect of people who are at risk or vulnerable (Turley et al 2012, Deukmedjian and Lint 2007).

Guideline 6 – developing officers, staff and volunteers

Evidence on effectiveness

- Training can have a positive impact on knowledge, attitude and behaviour. Training integrated into routine practice is likely to have more of an impact than traditional classroom training on behaviour (Wheller and Morris 2010).

Evidence on key implementation issues

- **Selection and supervision**– Neighbourhood policing has shown to be effective when officers and staff were selected because of their desire to be part of the programme (Bullock and Tilley 2003a). Officer and staff support for neighbourhood policing can, nevertheless, be encouraged by empowering them to make decisions, involving them in decision-making processes and providing supervision and feedback (Peaslee et al 2008).
- **Formal training** – There is a need to ensure that new and existing officers and staff receive training in community engagement and problem solving in order for neighbourhood policing to be effective (Bullock and Tilley 2003a, McGarrell 2010b,

Buchner et al 2008, Berry 2008, Criminal Justice Commission 1998, Berry 2005a, Longstaff et al 2015). Refresher training may need to be provided to ensure skill levels are maintained (Bullock and Johnson 2017, Skogan and Steiner 2004, Pekgozlu 2008). Training in communication skills (for example, chairing meetings and negotiating) may also help officers and staff engage with different community groups (Skogan 2009, James 2015, Chappell 2007). Involving partners in training delivery can introduce officers and staff to new ideas and ways of working and may help develop relationships (Peaslee et al 2008, Fontaine and Markman 2010).

- **Informal learning** – In addition to formal learning, it is important for officers and staff to develop their own knowledge of their local area in order to successfully implement neighbourhood policing (Peaslee et al 2008, Williams et al 2016, Lister et al 2015, Chappell 2007, Hope 1994, Connell et al 2008, Loveday and Smith 2015).
- **Recognition and reward** – Providing professional recognition for training can help to strengthen officer and staff commitment to neighbourhood policing (Berry 2008, Pekgozlu 2008, Trotman and Thomas 2016). Training can also be reinforced by supervisors and should be reflected in assessment and promotion processes (Pekgozlu 2008).

References

Reviewed studies included in this summary

Beck, J. E., Braga, A. A. and Weisburd, D. (2006) Problem-oriented policing. In Weisburd, D. and Braga, A. A. (eds) *Police innovation: Contrasting perspectives*. Cambridge: Cambridge University Press.

Berry, G. (2005) *A review of the literature in relation to staffing and neighbourhood policing*. Stafford: Geoff Berry Associates.

Berry, G. (2007) *Home Office neighbourhood policing process research. Warwickshire Police – Southern BCU: Site visit report*. Stafford: Geoff Berry Associates.

Berry, G. (2008) *Key findings from research commissioned to improve the implementation and operation of neighbourhood policing*. Stafford: Geoff Berry Associates.

Blaustein, J. (2016) Community policing from the 'bottom-up' in Sarajevo Canton. *Policing and Society*, 26(3), pp 249–269.

Bradford, B. (2015) *Unintended consequences*. In Delsol, R. and Shiner, M. (eds) *Stop and search: The anatomy of a police power*. Basingstoke: Palgrave Macmillan.

Bradford, B., Jackson, J. and Stanko, E. (2009) Contact and confidence: Revisiting the impact of public encounters with the police. *Policing and Society*, 19(1), pp 20–46.

Bradford, B., Quinton, P., Myhill, A. and Porter, G. (2013) Why do 'the law' comply? Procedural justice, group identification and officer motivation in police organizations. *European Journal of Criminology*, 11(1), pp 110–131.

Braga, A. A. (2008) Pulling levers focused deterrence strategies and the prevention of gun homicide. *Journal of Criminal Justice*, 36(4), pp 332–343.

Braga, A. A. (2012) Getting deterrence right? *Criminology and Public Policy*, 11(2), pp 201–210.

Braga, A. A. and Schnell, C. (2013) Evaluating place-based policing strategies: Lessons learned from the Smart Policing Initiative in Boston. *Police quarterly*, 16(3), pp 339–357.

Braga, A. A., Papachristos, A. V. and Hureau, D. (2012) The effects of hot spots policing on crime: An updated systematic review and meta-analysis. *Justice Quarterly* 31(4), pp 633–663.

Braga, A. A., Pierce, G. L., McDevitt, J., Bond, B. J. and Cronin, S. (2008) The strategic prevention of gun violence among gang-involved offenders. *Justice Quarterly*, 25(1), pp 132–162.

Braga, A. A., Welsh, B. C. and Schnell, C. (2015) Can policing disorder reduce crime? A systematic review and meta-analysis. *Journal of Research in Crime and Delinquency*, 52(4), pp 567–588.

Brown, R., Cannings, A., Evans, E., Payne, S. and Read, T. (2007) *Deployment processes, systems and structures, providing capacity to resource neighbourhood policing. Final Report*. Lincoln: Evidence Led Solutions Limited.

- Brown, R., Cannings, A., Evans, E., Payne, S. and Read, T. (2007) Identifying priorities for neighbourhoods. Final Report. Lincoln: Evidence Led Solutions Limited.
- Buchner, B., Bobb, M., Root, O. and Barge, M. (2008) Evaluation of a pilot community policing program: The Pasadena police-community mediation and dialog program. US Department of Justice: Office of Community-Oriented Policing Services.
- Bull, M. (2015) Community policing and the limits of the bureaucratic state. *Asian Journal of Criminology*, 10(2), pp 163–177.
- Bullock, K. and Johnson, P. (2017) Police engagement with Muslim communities: breaking out, breaking in, and breaking through [internet]. *Policing and Society*. Available from <https://www.tandfonline.com/doi/full/10.1080/10439463.2017.1339706> [Accessed 20 April 2018]
- Bullock, K. and Leeney, D. (2013) Participation, 'responsivity' and accountability in neighbourhood policing. *Criminology and criminal justice*, 13(2), pp 199–214.
- Bullock, K. and Sindall, K. (2014) Examining the nature and extent of public participation in neighbourhood policing. *Policing and Society*, 24(4), pp 385–404.
- Bullock, K. and Tilley, N. (2003a) Problem-oriented policing: The concept, implementation and impact in the UK and USA. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Abingdon: Routledge.
- Bullock, K. and Tilley, N. (2003b) From strategy to action: The development and implementation of problem-oriented projects. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Abingdon: Routledge.
- Bullock, K. and Tilley, N. (2009) Born to fail? Policing, reform and neighbourhood problem solving. *The Police Journal*, 82(2), pp 117–133.
- Cannings, A., Evans, E., Brown, R. and Read, T. (2007) The structures of neighbourhood policing units. Final Report. Lincoln: Evidence Led Solutions Limited.
- Chappell, A. T. (2007) Community policing: Is field training the missing link? *Policing: An International Journal of Police Strategies and Management*, 30(3), pp 498–517.
- Chappell, A. T. (2009) The philosophical versus actual adoption of community policing: A case study. *Criminal Justice Review*, 34(1), pp 5–28.
- Connell, N. M., Miggans, K. and McGloin, J. M. (2008) Can a community policing initiative reduce serious crime? A local evaluation. *Police quarterly*, 11(2), pp 127–150.
- Corsaro, N. and McGarrell, E. (2009) An evaluation of the Nashville drug market initiative (DMI). Pulling levers strategy. East Lansing, MI: Michigan State University.
- Corsaro, N., Brunson, R. K. and McGarrell, E. F. (2009) Problem-oriented policing and open-air drug markets: Examining the Rockford pulling levers deterrence strategy. *Crime and Delinquency*, 59(7), pp 1,085–1,107.
- Cosgrove, F. and Ramshaw, P. (2015) It is what you do as well as the way that you do it: the value and deployment of PCSOs in achieving public engagement. *Policing and Society*, 25(1), pp 77–96.
- Crawford, A., Lister, S. and Wall, D. (2003) Great expectations: Contracted community policing in New Earswick. York: Joseph Rowntree Foundation.

- Criminal Justice Commission. (1998) Beenleigh calls for service project: Evaluation report. Brisbane: Criminal Justice Commission.
- Dagg, Z. V. (2010) Community policing in the 21st century: The case of the Ottawa Police Service. Doctoral thesis, University of Ottawa.
- Deukmedjian, J. E. and Lint, W. D. (2007) Community into intelligence: Resolving information uptake in the RCMP. *Policing and Society*, 17(3), pp 239–256.
- Diamond, D. and Weiss, D. M. (2009) Advancing community policing through community governance: A framework document. Washington, DC: US Department of Justice, Department of Community-Oriented Policing Services.
- Fawcett, M. (2007) 'Neighbourhood policing' An investigation into the implementation of Neighbourhood Policing in a Midlands Town. Master's dissertation, University of Portsmouth.
- Fielding, N. G. (1995) Community policing. Oxford: Oxford University Press.
- Fontaine, J. and Markman, J. (2010) The District of Columbia mayor's focused improvement area initiative: A review of past practice. Washington, DC: The Urban Institute.
- Gill, C., Weisburd, D., Telep, C. W., Vitter, Z. and Bennett, T. (2014) Community-oriented policing to reduce crime, disorder and fear and increase satisfaction and legitimacy among citizens: A systematic review. *Journal of Experimental Criminology*, 10(4), pp 399–428.
- Hassell, K. D. and Lovell, R. D. (2015) Fidelity of implementation: Important considerations for policing scholars. *Policing and Society*, 25(5), pp 504–520.
- Higgins, A. and Hales, G. (2017) A natural experiment in neighbourhood policing. London: The Police Foundation.
- Hinds, L. (2009) Youth, police legitimacy and informal contact. *Journal of Police and Criminal Psychology*, 24(1), pp 10–21.
- Hohl, K., Bradford, B. and Stanko, E. (2010) Influencing trust and confidence in the London Metropolitan Police: Results from an experiment testing the effect of leaflet drops on public opinion. *British Journal of Criminology*, 50(3), pp 491–513.
- Hope, T. (1994) Problem-oriented policing and drug market locations: Three case studies. *Crime prevention studies*, 2(1), pp 5–32.
- Hughes, G. and Rowe, M. (2007) Neighbourhood policing and community safety: Researching the instabilities of the local governance of crime, disorder and security in contemporary UK. *Criminology and Criminal Justice*, 7(4), pp 317–346.
- Jackson, J., Bradford, B., Stanko, B. and Hohl, K. (2012) Just authority? Trust in the police in England and Wales. Abingdon: Routledge.
- James, R. M. (2015) A test of training of police community support officers for an intensive community engagement programme. Master's dissertation, University of Cambridge.
- Kochel, T. R. and Weisburd, D. (2017) Assessing community consequences of implementing hot spots policing in residential areas: findings from a randomized field trial. *Journal of Experimental Criminology*, 13(2), pp 143–170.
- Leigh, A., Read, T. and Tilley, N. (1998) Brit pop II: Problem-oriented policing in practice. London: Home Office.

- Lewis, A. (2011) Implementing a problem solving approach to neighbourhood policing: The Camden Experience. *The Police Journal*, 84(1), pp 35–46.
- Lewis, A. and Coulson, P. (2010) A problem solving approach to neighbourhood policing: The Camden model. *Safer Communities*, 9(2), pp 33–41.
- Lieberman, C. A. (2009) *Community policing and counter terrorism: Community policing philosophy as a tool for local law enforcement to counter terrorist activities*. New York: City University of New York.
- Longstaff, A., Willer, J., Chapman, J., Czarnomski, S. and Graham, J. (2015) *Neighbourhood policing: Past, present and future. A review of the literature*. London: The Police Foundation.
- Loveday, B. and Smith, R. (2015) A critical evaluation of current and future roles of police community support officers and neighbourhood wardens within the Metropolitan Police Service and London boroughs: Utilising 'low-cost high-value' support services in a period of financial austerity. *International journal of police science and management*, 17(2), pp 74–80.
- Lowe, T. and Innes, M. (2012) Can we speak in confidence? Community intelligence and neighbourhood policing v2.0. *Policing and Society*, 22(3), pp 295–316.
- Mackenzie, S. and Henry, A. (2009) *Community policing: A review of the evidence*. Edinburgh: Scottish Government Social Research.
- MacQueen, S. and Bradford, B. (2015) Enhancing public trust and police legitimacy during road traffic encounters: results from a randomized controlled trial in Scotland. *Journal of Experimental Criminology*, 11(3), pp 419–443.
- MacQueen, S. and Bradford, B. (2017) Where did it all go wrong? Implementation failure – and more – in a field experiment of procedural justice policing. *Journal of Experimental Criminology*, 13(3), pp 321–345.
- Maguire, M. and John, T. (2012) Rolling out the national intelligence model: Key challenges. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Cullompton: Willan Publishing.
- Mazerolle, L., Bennett, S., Antrobus, E. and Eggins, E. (2012) Procedural justice, routine activities and citizen perceptions of police: Main findings from the Queensland Community Engagement Trial. *Journal of Experimental Criminology*, 8(4), pp 343–366.
- Mazerolle, L., Bennett, S., Davis, J., Sargeant, E. and Manning, M. (2013) Procedural justice and police legitimacy: A systematic review of the research evidence. *Journal of experimental criminology*, 9(3), pp 245–274.
- McGarrell, E. F. (2010) Strategic problem solving, project safe neighborhoods, and the new criminal justice. In Klofas, J. M., Hipple, K. N. and McGarrell, E. F. (eds) *The new criminal justice: American communities and the changing world of crime control*. Abingdon: Routledge.
- Moore, S. (2008) *Street life, neighbourhood policing and 'the community'*. ASBO Nation: The Criminalisation of Nuisance. Bristol: University of Bristol Policy Press.
- Murphy, K., Hinds, L. and Fleming, J. (2008) Encouraging public cooperation and support for police. *Policing and Society*, 18(2), pp 136–155.
- Myhill, A. (2012) *Community engagement in policing: Lessons from the literature*. London:

Home Office.

O'Neill, M. and McCarthy, D. J. (2014) (Re)negotiating police culture through partnership working: Trust, compromise and the 'new' pragmatism. *Criminology and Criminal Justice*, 14(2), pp 143–159.

Papachristos, A. V., Meares, T. L. and Fagan, J. (2007) Attention felons: Evaluating project safe neighborhoods in Chicago. *Journal of Empirical Legal Studies*, 4(2), pp 223–272.

Peaslee, L. (2008) Agents of social change: Police-social policy engagement in four New England cities. Doctoral thesis, Brandeis University.

Pekgozlu, I. (2008) Planned change in a law enforcement organization. Doctoral thesis, University of Texas at Dallas.

Phillips, S., Lister, S. and Adams, B. (2015) Evaluation of police-community engagement practices. Swindon: Economic and Social Research Council.

Quinton, P. (2011) The impact of information about crime and policing on public perceptions: The results of a randomised controlled trial. London: National Policing Improvement Agency.

Quinton, P. and Morris, J. (2008) Neighbourhood policing: the impact of piloting and early national implementation. London: Home Office.

Raine, J. W. and Dunstan, E. (2007) Enhancing accountability in local policing. *Policing: A Journal of Policy and Practice*, 1(3), pp 327–341.

Read, T., Cannings, A., Evans, E. and Payne, S. (2007) Problem-solving by neighbourhood policing teams. Lincoln: Evidence led solutions.

Renauer, B. C. (2007) Is neighborhood policing related to informal social control? *Policing: An International Journal of Police Strategies and Management*, 30(1), pp 61–81.

Rosenbaum, D. and Lawrence, D. (2017) Teaching procedural justice and communication skills during police-community encounters: Results of a randomized control trial with police recruits. *Journal of Experimental Criminology*, 13(3), pp 293–319.

Sahin, N., Braga, A., Apel, R. and Brunson, R. (2017) The impact of procedurally-just policing on citizen perceptions of police during traffic stops: The Adana randomized controlled trial. *Journal of Quantitative Criminology*, 33(4), pp 701–726.

Santos, R. B. (2013) Implementation of a police organizational model for crime reduction. *Policing: An International Journal of Police Strategies and Management*, 36(2), pp 295–311.

Santos, R. B. and Taylor, B. (2014) The integration of crime analysis into police patrol work: Results from a national survey of law enforcement agencies. *Policing: An International Journal of Police Strategies and Management*, 37(3), pp 501–520.

Schaefer, B. and Hughes, T. (2016) Honing interpersonal necessary tactics (HINT): An evaluation of procedural justice training. Louisville: University of Louisville.

Simmonds, D. (2015) Why is the clutch slipping? Developing clarity, capacity and culture for citizen and community engagement. Ryton-on-Dunsmore: College of Policing.

Singer, L. (2004) Reassurance policing: An evaluation of the local management of community safety. London: Home Office.

- Skogan, W. (1994) The impact of community policing on neighbourhood residents. In: Rosenbaum D, (ed) *The challenge of community policing: Testing the promises*. California: SAGE.
- Skogan, W. (2005) *Evaluating community policing in Chicago*. In Kerley, R. K. (ed) *Policing and program evaluation*. New Jersey: Prentice Hall.
- Skogan, W. and Mastrofski, S. (2006) The promise of community policing. In Weisburd, D. and Braga, A. (eds) *Police innovation: Contrasting perspectives*. New York: Cambridge University Press.
- Skogan, W. G. and Steiner, L. (2004) *Community policing in Chicago, year ten*. Chicago: Illinois Criminal Justice Information Authority.
- Skogan, W. J. (2009) Immigration, crime and justice. *Sociology of Crime, and Law and Deviance*. 13, pp 189–203.
- Skogan, W., Van Craen, M. and Hennessy, C. (2015) Training police for procedural justice. *Journal of Experimental Criminology*, 11(3), pp 319–334.
- Staniforth, A. (2014) *Neighbourhood policing*. In Staniforth, A. (ed) *Preventing terrorism and violent extremism*. Oxford: Oxford University Press.
- Taylor, B., Koper, C. S. and Woods, D. J. (2010) A randomized controlled trial of different policing strategies at hot spots of violent crime. *Journal of Experimental Criminology*, 7(2), pp 149–181.
- Trotman, D. and Thomas, L. (2016) Police community support officers in schools: Findings from an evaluation of a pilot training programme for school liaison officers. *Policing: A Journal of Policy and Practice*, 10(3), pp 288–299.
- Tuffin, R., Morris, J. and Poole, A (2006) *An evaluation of the impact of the national reassurance policing programme*. London: Home Office.
- Turley, C., Ranns, H., Callanan, M., Blackwell, A. and Newburn, T. (2012) *Delivering neighbourhood policing in partnership*. London: Home Office.
- Tyler, T. R., Schulhofer, S. and Huq, A. Z. (2010) Legitimacy and deterrence effects in counterterrorism policing: A study of Muslim Americans. *Law and Society Review*, 44(2), pp 365-402.
- Van Staden, L., Leahy-Harland, S. and Gottschalk, E. (2011) *Tackling organised crime through a partnership approach at the local level: a process evaluation*. London: Home Office.
- Weisburd, D., Telep, C.W., Hinkle, J.C. and Eck, J.E. (2010) Is problem-oriented policing effective in reducing crime and disorder? *Criminology and Public Policy*, 9(1), pp 139–172.
- Wheller, L. and Morris, J. (2010) *Evidence reviews: What works in training, behaviour change and implementing guidance?* London: National Policing Improvement Agency.
- Wheller, L., Quinton, P., Fildes, A. and Mills, A. (2013) *The Greater Manchester Police procedural justice training experiment*. Ryton-on-Dunsmore: College of Policing.
- Williams, B. N., LePere-Schloop, M., Silk, P. D. and Hebdon, A. (2016) The co-production of campus safety and security: a case study at the University of Georgia. *International Review*

of Administrative Sciences, 82(1), pp 110–130.

Willis, J. J. (2011) First-Line supervision under compstat and community policing: Lessons from six agencies. Washington, DC: US Department of Justice.

Wilson, J. M., Cox, A. G., Smith, T. L., Bos, H. and Fain, T. (2007) Community policing and violence prevention in Oakland. California: RAND Corporation.

Wünsch, D. and Hohl, K. (2009) Evidencing a 'good practice model' of police communication: The impact of local policing newsletters on public confidence. *Policing: A Journal of Policy and Practice*, 3(4), pp 331–339.

Reviewed studies not included in this summary

Ammar, N., Kessler, D. and Kratcoski, P. (2008) The Interaction between a neighbourhood's racial composition and officer race in community policing: A case study from the residential area policing programme (RAPP). *International Journal of Police Science & Management*, 10(3), pp 313–325.

Berry, G. (2005) Neighbourhood policing: Cheshire case study report. Stafford: Geoff Berry Associates.

Berry, G., Briggs, P., Erol, R. and Van Staden, L. (2011) The effectiveness of partnership working in a crime and disorder context: A rapid evidence assessment. London: Home Office.

Boba, R. and Scalisi, N. J. (2008) New Model for institutionalizing problem analysis in police agencies. *Geography & Public Safety*, 1(3), pp 14–16.

Boba, R., Weisburd, D. and Meeker, J. W. (2009) The limits of regional data sharing and regional problem solving: Observations from the East Valley, CA COMPASS initiative. *Police Quarterly*, 12(1), pp 22–41.

Bond, B. J. and Hajjar, L. M. (2013) Measuring congruence between property crime problems and response strategies: Enhancing the problem-solving process. *Police Quarterly*, 16(3), pp 323–338.

Braga, A. A. and Bond, B. J. (2008) Policing crime and disorder hot spots: A randomized controlled trial. *Criminology*, 46(3), pp 577–607.

Braga, A. A. and Weisburd, D. L. (2012) The effects of 'pulling levers' focused deterrence strategies on crime. *Journal of Research in Crime and Delinquency*, 49(3), pp 323–358.

Brogden, M. and Nijhar, P. (2005) Community Policing: National and international models and approaches. Abingdon: Taylor and Francis.

Brown, D. M. (2012) Out on patrol: Maintaining the strengths and addressing the weaknesses of Scotland's community warden scheme. *Crime Prevention and Community Safety*, 14(4), pp 258–277.

Bullock, K. (2014) Citizens, community and crime control. Basingstoke: Palgrave Macmillan.

Bullock, K. (2010). Improving accessibility and accountability: Neighbourhood policing and the policing pledge. *Safer communities*, 9(1), pp 10–19.

Chappell, A. T. and Gibson, S. A. (2009) Community policing and homeland security policing: Friend or foe?. *Criminal Justice Policy Review*, 20(3), pp 326–343.

- Correia, M. E. and Jenks, D. A. (2011) Expectations of change: The congruency between beat officers and supervisors and its impact on programmatic change. *Police Practice and Research: An International Journal*, 12(1), pp 16–34.
- Cosgrove, F. M. (2016) 'I wannabe a copper': The engagement of police community support officers with the dominant police occupational culture. *Criminology & Criminal Justice*, 16(1), pp 119–138.
- Crawford, A. (1999) *The local governance of crime: Appeals to community and partnerships*. Oxford: Oxford University Press.
- Crime and Misconduct Commission. (2007) *The Princess Alexandra Hospital police beat: An evaluation by the Crime and Misconduct Commission*. Queensland: Crime and Misconduct Commission.
- Deljkić, I. and Lučić-Ćatić, M. (2011) Implementing community policing in Bosnia and Herzegovina. *Police Practice and Research: An International Journal*, 12(2), pp 172–184.
- Drake, G. M. (2011) *Project TIPS: A review of Rochester's law enforcement–community collaborative*. Master's dissertation, Rochester Institute of Technology.
- Dunn, K. M., Atie, R., Kennedy, M., Ali, J. A., O'Reilly, J. and Rogerson, L. (2016) Can you use community policing for counter terrorism? Evidence from NSW, Australia. *Police Practice and Research*, 17(3), pp 196–211.
- Engel, R. S., Tillyer, M. S. and Corsaro, N. (2013) Reducing gang violence using focused deterrence: Evaluating the Cincinnati initiative to reduce violence (CIRV). *Justice Quarterly*, 30(3), 403–439.
- Fielding, N. (2009) *Ideas in British policing: Getting the best out of community policing*. London: The Police Foundation.
- Fisher, A. and Phillips, J. (2015) *Quo vadis: A new direction for police leadership through community engagement?* Liverpool: Liverpool Hope University.
- Ford, J. K. (2007) Building capability throughout a change effort: Leading the transformation of a police agency to community policing. *American Journal of Community Psychology*, 39(3-4), pp 321–334.
- Foster, J. and Jones, C. (2010) 'Nice to do' and essential: Improving neighbourhood policing in an English police force. *Policing: A Journal of Policy and Practice*, 4(4), pp 395–402.
- Fraser, C., Hagelund, C., Sawyer, K. and Stacey, M. (2014) *Reform ideas: The expert citizen*. London: Reform.
- Gale, J. (2012) *Is the machinery of local policing delivery seen as fit for purpose by practitioners and community members to anticipate and mitigate the risk of harmful radicalisation at street level?* Doctoral thesis, University of Exeter.
- Herrington, V. and Millie, A. (2006) Applying reassurance policing: Is it 'business as usual'? *Policing and Society*, 16(02), pp 146–163.
- Hill, R. (2010) Do the public want more or fewer police community support officers? *Safer Communities*, 9(1), pp 20–26.

- Ikerd, T. E. (2010) Putting POP to the pavement: Captains in the Charlotte-Mecklenburg Police Department share their experiences. *Police Practice and Research: An International Journal*, 11(6), pp 491–504.
- Innes, M. (2007) The reassurance function. *Policing: A Journal of Policy and Practice*, 1(2), pp 132–141.
- Innes, M. (2006) Policing uncertainty: Countering terror through community intelligence and democratic policing. *The Annals of the American Academy of Political and Social Science*, 605(1), pp 222–241.
- Innes, M. (2014) *Strategic police-community engagement: A report to the Scottish Police Authority*. Edinburgh: Scottish Police Authority.
- Innes, M. and Jones, V. (2006) *Neighbourhood security and urban change*. London: Joseph Rowntree Foundation.
- Innes, M., Roberts, C. and Innes, H. (2011) *Assessing the effects of PREVENT policing: A report to the Association of Chief Police Officers*. Cardiff: Cardiff University.
- Jones, B. (2003). *Doing problem-solving across borders in low-crime areas: The Fens experience*. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Abingdon: Routledge.
- Knutsson, J. (2009) *Standard of evaluations in problem-oriented policing projects: Good enough?* In Knutsson, J. and Tilley, N. (eds) *Evaluating crime reduction initiatives*. Colorado: Lynne Rienner Publishers.
- Lawson, D. L. (2011) *Community Policing and leadership: Perceptions of urban police chiefs*. Doctoral thesis, University of San Francisco.
- Lister, S., Adams, B. and Phillips, S. (2015) *Evaluation of police-community engagement practices*. Swindon: Economic and Social Research Council.
- Lister, S., Platts-Fowler, D. and Staniforth, A. (2014) *Community engagement: Evidence review*. Leeds: N8 Policing Research Partnership.
- Lloyd, K. and Foster, J. (2009) *Citizen focus and community engagement: A review of the literature*. London: The Police Foundation.
- Long, M., Robinson, A. and Senior, P. (2006) *A visible difference: An evaluation of the second phase of the police community support officers in West Yorkshire*. Sheffield: Sheffield Hallam University.
- Lord, V. B. and Friday, P. C. (2008) What really influences officer attitudes toward COP? The importance of context. *Police Quarterly*, 11(2), pp 220–238.
- Lord, V. B., Kuhns, J. B. and Friday, P. C. (2009) Small city community policing and citizen satisfaction. *Policing: An International Journal of Police Strategies and Management*, 32(4), pp 574–594.
- Maguire, M. and John, T. (2003) *Rolling out the national intelligence model: Key challenges*. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Abingdon: Routledge.
- Marlow, A., Miller, R. and Pitts, J. (2007) *Citizen response policing: An evaluation of a local initiative*. *Safer Communities*, 6(3), pp 22–28.

Matrix Research (2007) National neighbourhood policing programme: Creating opportunities for community engagement. London: Matrix Research.

McGarrell, E. F. (2010) Accumulating lessons from project safe neighbourhoods. In Klofas, J. M., Hipple, K. N. and McGarrell, E. F. (eds) *The new criminal justice: American communities and the changing world of crime control*. London: Routledge.

McLean, F. and Hillier, J. (2011) *An observational study of response and neighbourhood officers*. London: National Policing Improvement Agency.

MHB (2007) *Volume crime management model and neighbourhood policing*. London: MHB.

Moore, S. (2008) Neighbourhood policing and the punitive community. *Crime Prevention and Community Safety*, 10(3), pp 190–202.

Nalla, M. K., Modic, M. and Meško, G. (2014) Community policing reforms and organizational changes: An assessment of officers' perceptions of community-police relations in Slovenia. *Revija za kriminalistiko in kriminologijo*, 65(4), pp 272–286.

O'Neill, M. (2014) Ripe for the chop or the public face of policing? PCSOs and neighbourhood policing in austerity. *Policing: A journal of policy and practice*, 8(3), pp 265–273.

O'Neill, M. (2017) Police community support officers in England: A dramaturgical analysis. *Policing and Society*, 27(1), pp 21–39.

Pate, A. M., Wycoff, M. A., Skogan, W. G. and Sherman, L. W. (1986) *Reducing fear of crime in Houston and Newark*. Washington, DC: Police Foundation.

Patten, R. (2010) Policing in the wild: The game wardens' perspective. *Policing: An International Journal of Police Strategies and Management*, 33(1), pp 132–151.

Peterson, A. (2010) From Great Britain to Sweden: The import of reassurance policing. Local police offices in Metropolitan Stockholm. *Journal of Scandinavian Studies in Criminology and Crime Prevention*, 11(1), pp 25–45.

Poor, D. R. (2008) *Barriers to the acceptance of community policing in Houston, Texas*. Doctoral thesis, Capella University.

Quinton, P. and Tuffin, R. (2007) Neighbourhood change: The impact of the national reassurance policing programme. *Policing: A Journal of Policy and Practice*, 1(2), pp 149–160.

Rosenbaum, D. P. and Roehl, J. (2010) Building successful anti-violence partnerships: Lessons from the strategic approaches to community safety initiative (SACSI) model. In Klofas, J. M., Hipple, K. N. and McGarrell, E. F. (eds) *The new criminal justice: American communities and the changing world of crime control*. London: Routledge.

Rosenberg, H., Sigler, R. T. and Lewis, S. (2008) Police officer attitudes toward community policing: a case study of the Racine Wisconsin Police Department. *Police Practice and Research: An International Journal*, 9(4), pp 291–305.

Skogan, W. (2003) Representing the community in community policing. In Skogan, W. (eds) *Community policing: Can it work?* Belmont, CA: Wadsworth Publishing.

Skogan, W. G. (2008) Why reforms fail. *Policing and Society*, 18(1), pp 23–34.

Skogan, W. G. and Harnett, S. M. (1998) *Community policing, Chicago style*. Oxford: Oxford University Press.

Sousa, W. H. and Kelling, G. L. (2010) Police and the reclamation of public places: A study of MacArthur Park in Los Angeles. *International Journal of Police Science and Management*, 12(1), pp 41–54.

Spasic, D., Djuric, S. and Kesetovic, Z. (2013) Community policing and local self-government: A case study of Serbia. *Lex Localis*, 11(3), pp 293.

Stokkom, B. V. (2008) Disorder policing and community needs: 'Revising' broken windows theory. In Easton, M., Moor, L. G., Hoogenboom, B., Ponsaers, P. and Stokkom, B. V. (eds) *Reflections on reassurance policing in the Low Countries*. Den Haag: Boom Juridische Uitgevers.

Terpstra, J. (2009) Community policing in practice: Ambitions and realization. *Policing: A Journal of Policy and Practice*, 4(1), pp 64–72.

Topping, J. R. (2008) Diversifying from within: Community policing and the governance of security in Northern Ireland. *The British Journal of Criminology*, 48(6), pp 778–797.

Townsley, M. and Pease, K. (2003) Two go wild in Knowsley: Analysis for evidence-led crime reduction. In Bullock, K. and Tilley, N. (eds) *Crime reduction and problem-oriented policing*. Abingdon: Routledge.

Weisburd, D. and Eck, J. E. (2004) What can police do to reduce crime, disorder, and fear? *The Annals of the American Academy of Political and Social Science*, 593(1), pp 42–65.

Wilson, J. M. and Cox, A. G. (2008) *Community policing and crime: The process and impact of problem-solving in Oakland*. Oakland, CA: RAND Corporation.

Wilson, R. J., Picheca, J. E. and Prinzo, M. (2007) Evaluating the effectiveness of professionally-facilitated volunteerism in the community-based management of high-risk sexual offenders. Part one: Effects on participants and stakeholders. *The Howard Journal of Crime and Justice*, 46(3), pp 289–302.

Wundergem, L. and Moor, L. G. (2008) Reassurance policing: Prospects for the Rotterdam-Rijnmond Police Force. In Easton, M., Moor, L. G., Hoogenboom, B., Ponsaers, P. and Stokkom, B. V. (eds) *Reflections on reassurance policing in the Low Countries*. Den Haag: Boom Juridische Uitgevers.

Worrall, J. L. (2016) Smart policing in Frisco, Texas: Geographic and temporal displacement in a micro place. *Policing: An International Journal of Police Strategies & Management*, 39(1), pp 36–51.

Additional references

College of Policing (2017) What is evidence-based policing? [internet]. Ryton-on-Dunsmore: College of Policing. Available from <http://whatworks.college.police.uk/About/Pages/What-is-EBP.aspx> [Accessed 20 April 2018]

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service (2017) *PEEL – Police effectiveness 2016: A national overview*. London: Her Majesty's Inspectorate of Constabulary and Fire & Rescue Service.

Appendix. Review strategies

Online databases

Title and abstract searches of the ProQuest, EBSCO, Web of Science and Emerald Insight databases were carried out for both REAs. Where it was not possible to search title and abstract simultaneously, the abstract was searched.

REA1 search terms:

- **Tier 1 – policing**
Police OR Policing OR Law enforcement
- **Tier 2 – neighbourhood policing**
Visib* OR “Neighbourhood policing” OR “Neighbourhood police” OR “Neighbourhood officer” OR “Community policing” OR “Community police” OR “Community officer” OR “Beat policing” OR “Beat officer” “Community orient* policing” OR “Reassurance policing” OR “Community support officer” OR PCSO OR “Problem orient* policing” OR “Problem orient* partnership” OR POP OR “Foot patrol” OR “Community engagement” OR “Public engagement” OR “Citizen engagement” OR “Community consultation” OR “Public consultation” OR “Citizen consultation” OR “Community participation” OR “Public participation” OR “Citizen participation” OR “Community involvement” OR “Public involvement” OR “Citizen involvement” OR “Police and communities together” OR “Problem solving” OR SARA OR Co-product* OR “Community safety partner*” OR Crime and disorder reduction partner*
- **Tier 3 – methods**
Systematic review OR meta-analysis OR REA OR Rapid evidence assessment OR RER OR rapid evidence review OR Systematic map OR synthesis OR systematic search

REA2 search terms:

- **Tier 1 – policing**
Police OR Policing OR Law enforcement
- **Tier 2 – neighbourhood policing**
Visib* OR “Neighbourhood policing” OR “Neighbourhood police” OR “Neighbourhood officer” OR “Community policing” OR “Community police” OR “Community officer” OR “Beat policing” OR “Beat officer” “Community orient* policing” OR “Reassurance policing” OR “Community support officer” OR PCSO OR “Problem orient* policing” OR “Problem orient* partnership” OR POP OR “Foot patrol” OR “Community engagement” OR “Public engagement” OR “Citizen engagement” OR “Community consultation” OR “Public consultation” OR “Citizen consultation” OR “Community participation” OR “Public participation” OR “Citizen participation” OR “Community involvement” OR “Public involvement” OR “Citizen involvement” OR “Police and communities together” OR “Problem solving” OR SARA OR Co-product* OR “Community safety partner*” OR Crime and disorder reduction partner*
- **Tier 3 – implementation**
Usage OR delivery OR Implement* OR Enabler* OR Barrier* OR Facilitator* OR Succe* OR Fail* OR Block* OR Pilot* OR Roll* OR Embed* OR Mechanism* OR obstacle*
- **Tier 4 – methods**
Evaluat* OR interview* OR perce* OR focus group* OR assess* OR attitude* OR

view* OR RCT OR Trial* OR Experiment* OR Ethnograph* OR Observation* OR Survey*

National Police Library catalogue

A keyword search was carried out using following terms:

- Visib* OR Neighbourhood policing OR Community policing OR Beat policing
- Community orient* policing OR Reassurance policing OR Problem orient* policing OR Foot patrol OR engagement OR consultation OR Problem solving OR partnership

Global Policing Database

An abstract search was carried out using following terms:

- Visib* OR Neighbourhood policing OR Community policing OR Beat policing
- Community orient* policing OR Reassurance policing OR Problem orient* policing OR Foot patrol OR engagement OR consultation OR Problem solving OR partnership

Website searches

The following websites were searched using key terms or hand-searching publication pages:

- Australian Institute for Criminology: <http://www.aic.gov.au/>
- Campbell Collaboration: <https://campbellcollaboration.org/>
- Center for Problem-Oriented Policing (US): <http://www.popcenter.org/>
- College of Policing (UK): <http://whatworks.college.police.uk/Research/Pages/default.aspx>
- Evidence-based Policing Matrix, George Mason University (US): <http://cebcp.org/evidence-based-policing/the-matrix/>
- Home Office (UK): <https://www.gov.uk/government/organisations/home-office/about/research>
- National Institute for Justice (US): <https://www.nij.gov/Pages/welcome.aspx>
- Office of Community Oriented Policing Services (US): <https://cops.usdoj.gov/>
- Police Executive Research Forum (US): <http://www.policeforum.org/>
- Police Foundation (US): <https://www.policefoundation.org/>
- The Police Foundation (UK): <http://www.police-foundation.org.uk/>

Where possible, a keyword search was conducted (using the terms 'neighbourhood policing' and 'community policing' as a minimum).

Expert recommendations

The following academic experts were contacted with a view to them recommending seminal studies that helped answer the review questions:

- Andrew Millie
- Andy Higgins (Guideline Committee member)
- David Weisburd
- Dennis Rosenbaum
- Jack Greene
- Karen Bullock (Guideline Committee member)
- Martin Innes (Guideline Committee member)

- Megan O'Neill
- Nick Tilley
- Nigel Fielding
- Stephen Mastrofski
- Stuart Lister (Guideline Committee member)
- Wes Skogan.

The principal investigator (Paul Quinton) also suggested studies for inclusion, taking into account the interests of the Guideline Committee and the issues likely to be covered in the guidelines and the information to support their implementation. No restrictions were placed on the studies they could recommend (for example, in terms of publication date, location or study type). All recommended studies were sifted and included in the total studies count. Further studies were also added following academic peer review.

Inclusion and exclusion criteria

The criteria in table A1 were applied to the identified studies at the sifting and reviewing stages of the process. At the sifting stage, some studies were transferred between REA1 and REA2 according to their relevance and research method.

Table A1. Inclusion and exclusion criteria

Review	Area	Inclusion criteria	Exclusion criteria
REA1 only	Study design	Systematic reviews, rapid evidence assessments or reviews, systematic maps, systematic searches	Single case studies, non-systematic literature reviews, methodological papers, opinion papers, theoretical papers
REA2 only	Study design	Qualitative studies, quantitative studies, mixed method studies	Outcome-only papers, methodological papers, opinion or theory papers
	Relevance	Discussion of implementation issues	Outcome-only focus
Both REAs	Intervention	Any intervention focused on introducing, developing and/or maintaining neighbourhood policing	Non-neighbourhood policing
	Source	Published journals, dissertations, theses, government reports, books	
	Location	North America, Europe, Australia and New Zealand	All other locations