

Solving problems

Using structured problem-solving to deal with local priorities, working collaboratively with communities and, where appropriate, private, public and voluntary sector partners.

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Written by College of Policing

Solving problems – guideline

Chief officers should ensure officers, staff and volunteers use structured problem-solving to deal with local priorities, working collaboratively with communities and, where appropriate, private, public and voluntary sector partners.

Essential elements include:

- a focus on proactive prevention
- systematic use of a structured problem-solving process, such as SARA (scanning, analysis, response, assessment)
- detailed problem specifications based on multiple sources of information
- involving communities in each stage of the problem-solving process
- using evidence-based and innovative responses that target the underlying causes of problems and are tailored to local context
- routinely assessing the impact of responses and sharing good practice
- integration with other parts of the organisation to support its delivery
- working with partners (eg, by sharing data and analytical resource and delivering responses)

Problem-solving in neighbourhoods should:

- enable police and partners to address long-term issues affecting communities and provide reassurance
- reduce demand on the police service and partners

Empirical evidence

Good

Practitioner evidence

Available

Tags

Evidence-based policing Neighbourhood policing