

New training to transform neighbourhood policing launched

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We're rolling out our new evidence-based neighbourhood policing programme to forces in England and Wales

News

The College of Policing is launching a national training programme for neighbourhood police officers and police community support officers (PCSOs) across England and Wales.

It means that no matter where you live – from city centres to rural villages – you'll benefit from having officers trained to a consistent and high standard, working to protect the streets you live, work and visit.

We frequently hear that the public want visible, neighbourhood policing. This means officers who:

- know their area
- understand local problems
- have the skills to tackle them effectively

Video Transcript

I don't think it's any coincidence that over the years that we've seen trust fall, that neighbourhood policing perhaps hasn't had the attention, the resources or indeed for those involved in this important work, the training and support that they need.

It's clear to me through the Safer Streets Initiative that there is a renewed and important, and I would say welcome, focus on neighbourhood policing.

The College of Policing, the professional body for policing in England and Wales, has a mission of leadership, standards and performance shining that focus into neighbourhoods to help neighbourhoods address the issues of crime and antisocial behaviour that matter most to

communities that we're here to serve.

We will be delivering through the Neighbourhood Policing Programme, training support for officers and staff at all levels to give them the skills, the knowledge and the confidence to do that vitally important and very difficult job.

Neighbourhood policing is so important because it allows us to embed into our communities, be part of that community, allow the community to have a voice and try and reassure that community that we are there for them.

We are part of that community and we're involved and we want to be able to assist in solving their problems and listening to any concerns that they may have.

Without our neighbourhood teams, we don't know what's happening in communities.

That's why we get our information from our intelligence from.

It's the heart and soul of policing in my opinion.

I've been saying for a while that some kind of formal training has been required.

I think it's crucial to, to being able to develop and share that learning and experience.

I've recently been on the Neighbourhood Policing programme training and I feel that it's vital for officers to be able to learn exactly what is expected of them, just so that we know how we can deliver neighbourhood policing to our communities and it assists with legitimising what we do day in, day out.

What this neighbourhood policing programme is doing is standardising neighbourhood policing across the UK and Wales.

Some people have more knowledge than others, but it's a case of sharing that knowledge, sharing best practise, making sure that everyone feels well equipped to be able to do the job, confident to be able to go out there and serve their communities, serve the public, know what's expected of them.

Really passionate about the training.

I think it's brilliant and I think it's well needed across safer neighbourhood teams across the UK and Wales.

Widespread evidence tells us that when delivered effectively, community-based approaches can improve satisfaction, trust and confidence in the police. Yet, in recent years, the focus on neighbourhood policing has dwindled. At the same time, trust and public confidence in the police service have dropped to some of their lowest levels.

Officers serving in these crucial roles have lacked consistent, specialist training tailored to the challenges they face. That's why the College is at the forefront of work to reinvigorate this vital area of policing.

National training programme

Our neighbourhood policing programme will further professionalise this vital area of policing, giving officers the skills and knowledge to:

- build meaningful relationships within communities, supporting forces in developing named, recognisable officers for local areas
- conduct strategic, intelligence-led patrols that target problem areas based on community needs and priorities

- provide specialist capabilities to address anti-social behaviour and the issues that matter most to communities
- work effectively alongside residents and businesses to develop tailored solutions to local problems

Trials

Our trials of [**new training for neighbourhood policing**](#) with over 1,000 officers across 11 police forces have already shown impressive results. Officers report improved knowledge and skills along with a renewed enthusiasm for neighbourhood policing.

Starting this June, every neighbourhood officer and PCSO will begin accessing the first part of the neighbourhood policing programme online. This will be followed by intensive classroom-based learning, which will be available later in 2025. The comprehensive curriculum covers a range of areas including:

- community engagement
- partnership working for crime prevention
- tackling persistent offenders
- protecting communities from serious and organised crime

Training for those who lead neighbourhood teams is also in development. This will provide a clear pathway for career development, meaning officers stay in neighbourhood roles longer. This helps officers to build deeper connections with residents, developing expertise specific to an area's needs.

This supports the College's mission to enhance leadership capability across policing.

Training rollout

In September, the government announced funding for a [**nationwide rollout for neighbourhood policing training**](#). The training is central to the government's [**Safer Streets mission**](#) and forms part of its [**neighbourhood policing guarantee**](#) alongside a new [**performance framework**](#).

By establishing clear professional pathways and standards, we're not only enhancing the capabilities of our officers but also reinforcing neighbourhood policing as a specialist discipline worthy of recognition and investment.

Training launch

The launch of the training comes as we join police forces for **neighbourhood policing week**, an opportunity to celebrate the vital contribution these teams make to policing.

Through the neighbourhood policing programme, the College is delivering on its promise to build a police service where every interaction matters and where officers have the skills, knowledge and confidence to make evidence-based decisions.

Ultimately, this work will strengthen the bonds between police and communities, helping create safer streets and rebuilding public trust in policing.

Accessing the training programme

All officers in Home Office forces can access the training through College Learn (our online learning platform) using their '.police.uk' email address. Part one of the training programme is made up of five modules:

- **1. Pre-course assessment**
- **2. Community engagement**
- **3. Problem solving**
- **4. Tackling anti-social behaviour**
- **5. Post-course assessment**

Tags

Neighbourhood policing CPD