



Community Policing and Neighbourhood Safety Course: SARA Problem Solving and Public Trust

15 – 19 March 2027

Amsterdam - Zuidas business district hotel



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Introduction:

Community policing and neighbourhood safety, with SARA problem solving and public trust at its centre, is the subject of this 5-day course for neighbourhood officers, beat team leaders, municipal safety staff and community partnership officers, who produce a Neighbourhood Problem-Solving Plan for a case district. Many neighbourhood teams answer the same calls about the same streets, while residents report low confidence and partners act alone. Nominees already patrol, supervise beats or coordinate local safety work, and teaching is by case study on beat profiles, recurring problems and resident feedback. CoreConcept Training Center delivers this community policing course.

Course Objectives:

- Apply the partnership, problem-solving and organisational change components of community policing to a defined beat or district
- Build a beat profile that combines incident data, resident concerns, local assets and vulnerable groups
- Run recurring neighbourhood problems through the SARA model and the problem analysis triangle to select targeted responses
- Organise joint action with municipalities, schools, faith and youth groups and local businesses through shared problem-solving agreements
- Handle community tensions, complaints and street encounters using de-escalation, procedural justice and cultural awareness techniques
- Measure public confidence, fear of crime and problem reduction and report results back to residents and partners

Target Audience:

- Officers assigned to a beat or neighbourhood who handle daily calls, patrols and resident contact
 - Team leaders who supervise neighbourhood officers and allocate local problem-solving tasks
 - Municipal safety and public realm staff responsible for lighting, maintenance and public space issues
 - Community partnership and liaison staff who coordinate police work with schools, youth services and civic groups
 - Crime prevention staff who advise on design, target hardening and situational measures
 - Community engagement staff who run resident meetings, surveys and local communication channels
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Course Outline:

Day 1: Community Policing Philosophy, Models and Neighbourhood Baseline

- Community Policing Definition and Co-Production of Neighbourhood Safety
- Three Components Partnerships Problem Solving and Organisational Transformation
- Neighbourhood Policing Beat Model and Officer Continuity
- Reactive Versus Preventive Policing Demand Comparison Exercise
- Neighbourhood Safety Self-Assessment Using a Current-State Checklist

Day 2: Beat Profiling, SARA Model and Problem Analysis Tools

- Beat Profile Template for Demographics, Assets and Hotspots
- Community Needs Survey and Resident Priority Ranking
- SARA Scanning and Analysis Stages for Recurring Problems
- Problem Analysis Triangle of Offender, Victim and Place
- SARA Response and Assessment Stages with Success Measures

Day 3: Partnerships, Prevention Design and Resident Engagement in Practice

- CPTED Principles Walk of Surveillance, Access and Maintenance
- Municipal Partnership Agreement for Lighting, Litter and Abandoned Property
- School Liaison and Youth Diversion Activity Planning
- Neighbourhood Watch and Resident Association Engagement Meeting Design
- Social Media Channel Plan for Beat Updates and Appeals

Day 4: Community Tensions, Complaints, Officer Skills and Confidence Measures

- Community Tension Indicators and Early Warning Monitoring Log
- Complaint Handling Pathway and Local Resolution Record
- De-escalation Techniques for Street Encounters and Disputes
- Procedural Justice and Cultural Awareness in Resident Contact
- Public Confidence Survey and Fear of Crime Indicators

Day 5: Case Study on a Neighbourhood Problem-Solving Plan for a Case District

- Case District Beat Profile and Resident Priority Analysis
 - SARA Analysis of the Case District Priority Problem
 - Partner Action Matrix with Municipal, School and Youth Roles
 - Confidence and Problem Reduction Measures for the District
 - Neighbourhood Problem-Solving Plan Completion and Panel Review
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Skills You Will Gain:

- Beat Profiling
- Problem-Oriented Policing
- Situational Crime Prevention
- Multi-Agency Problem Solving
- Youth Diversion Planning
- Conflict De-escalation
- Community Tension Monitoring
- Public Confidence Measurement

Why Attend This Course:

- Deliver a Neighbourhood Problem-Solving Plan for a case district to the neighbourhood team leader and the local safety partnership
- Choose which recurring neighbourhood problem to tackle first and which partner owns each response
- Prevent repeat calls, escalating disputes and resident complaints that drain patrol time and erode confidence
- Share beat profile templates, SARA worksheets and confidence survey questions with neighbourhood colleagues

Conclusion:

Back at work, the participant hands the Neighbourhood Problem-Solving Plan to the neighbourhood team leader and the local safety partnership, who use it to agree the priority problem for the district, the responses each partner owns and the measures that show progress. Officers can apply the beat profile template, SARA worksheets and de-escalation guidance on daily patrols. After the first quarter of activity, the unit should review repeat calls, complaint trends and resident confidence scores against the plan before choosing the next problem.

Frequently Asked Questions FAQ:

What do participants need before a community policing and neighbourhood safety course?

Participants should already patrol a beat, supervise neighbourhood officers or coordinate local safety work with partners. Bringing anonymised call data, resident complaints or partner meeting notes from their own area helps them apply the beat profiling and SARA exercises to real local problems.

How does community policing and neighbourhood safety differ from a police command or intelligence analysis course?

It focuses on beat-level work with residents and partners: profiling neighbourhoods, solving recurring problems, preventing crime through design and building trust. Command structures, strategic decision models and analytical intelligence products belong to neighbouring courses and appear here only where neighbourhood teams use them.

Why does the SARA model matter in community policing and neighbourhood safety?

SARA turns repeat calls into a defined problem with a cause, a response and a measure. Moving through scanning, analysis, response and assessment stops teams from treating each incident alone and shows residents and partners whether the problem has actually reduced.

What do participants take back from the community policing and neighbourhood safety course?

Participants return with a Neighbourhood Problem-Solving Plan for a case district, covering the beat profile, the priority problem analysed with SARA, partner actions, youth and design measures, a tension and complaint approach and indicators of public confidence and problem reduction.
