

National Agenda KPIs Action Plan

Lead Ministry: Ministry for Home Affairs and National Security
KPI: Public Trust in the Malta Police Force

Mahoney, K., Formosa, S., Formosa Pace, J., Gafa, A., Vella, C., Spiteri, M.

17 February 2017



KPI Components

KPI: Public Trust in the Malta Police Force

Glossary

CEPOL: The European Police College

KPI: Key Performance Indicator

MHAS: Ministry for Home Affairs and National Security

MPF: Malta Police Force

TNA: Training Needs Analysis

UOM: The University of Malta

KPI Components

KPI: Public Trust in the Malta Police Force

1: To explore what constitutes 'public trust' in the police.

MPF

Milestone 1 :

- To have a working definition of the concept of 'trust'
 - *Date by when reached: End December 2016*

Milestone 2 :

- To collect statistics from designated entities which gauge public trust in the police.
 - *Date by when reached: End June 2017*

Milestone 3 :

- To carry out a Crime Victimization Survey (CVS) every 3 years
 - *Date by when reached: End of year 2017 for 1st CVS*

KPI Components

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1: To explore what constitutes 'public trust' in the police.

MPF

INDICATOR	DEFINITION	SOURCE	RESULTS		TARGETS		KEY SPONSOR
			VALUE	DATE	VALUE	DATE	
Public trust	The confidence the public holds in the Police Force.	Attitude surveys commissioned by the MPF	Percentage of the Maltese population	1998, 1999	Statistics	June 2017 repeated every 3 years.	MPF/ MHAS
		Eurobarometer		2015, 2016	Statistics	Annual	EU
		Crime Victimisation Survey			Statistics	December 2017 repeated every 3 years	MHAS / UOM

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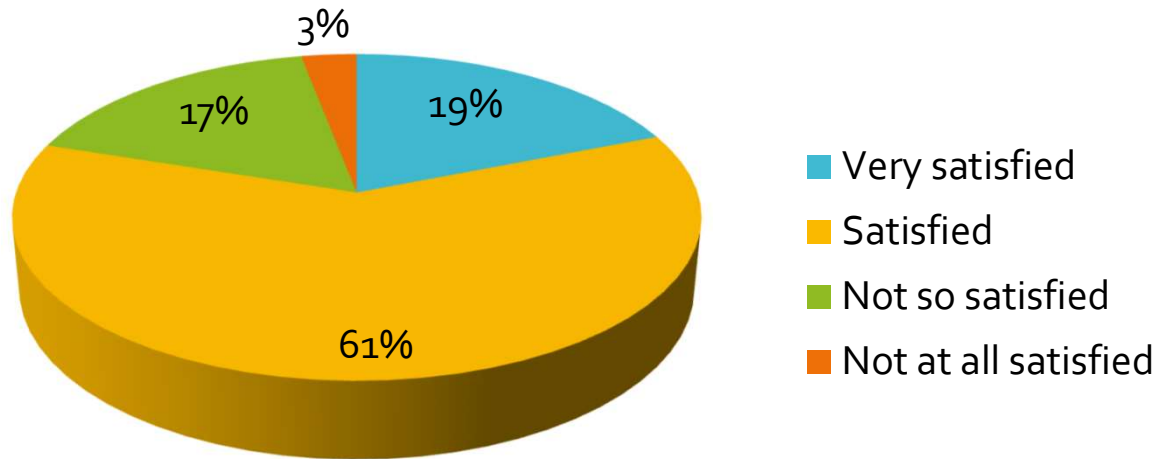
1: To explore what constitutes 'public trust' in the police.

MPF

Findings: 1998 Survey of the General Population

80% of respondents were satisfied or very satisfied with the MPF

Overall level of satisfaction with the Malta Police Force



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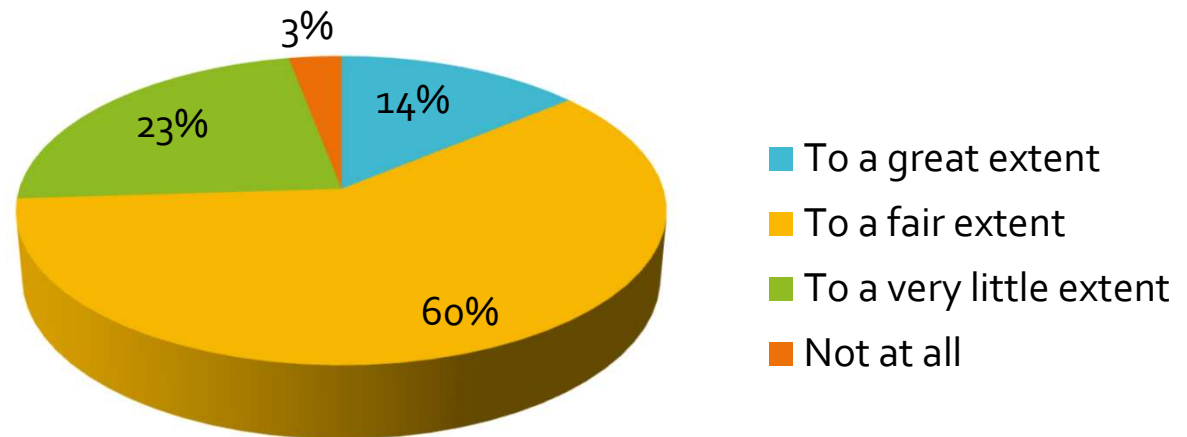
1: To explore what constitutes 'public trust' in the police.

MPF

Findings: 1998 Survey of the General Population contd...

74% of respondents considered the MPF successful in combating crime

Public's Perception of MPF's success in combating crime



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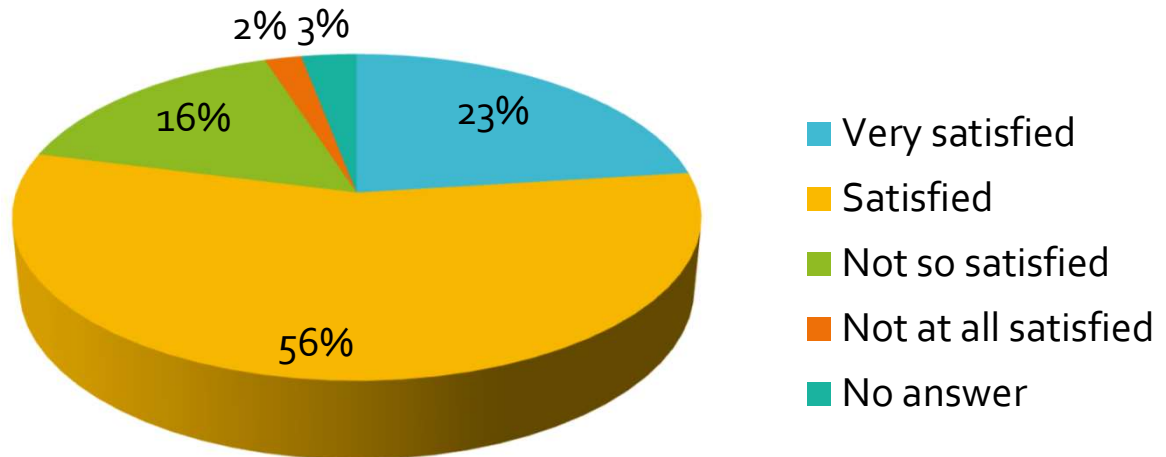
1: To explore what constitutes 'public trust' in the police.

MPF

Findings: 1999 Police Force Survey

79% of respondents were satisfied or very satisfied with the MPF

Overall level of satisfaction with the Malta Police Force



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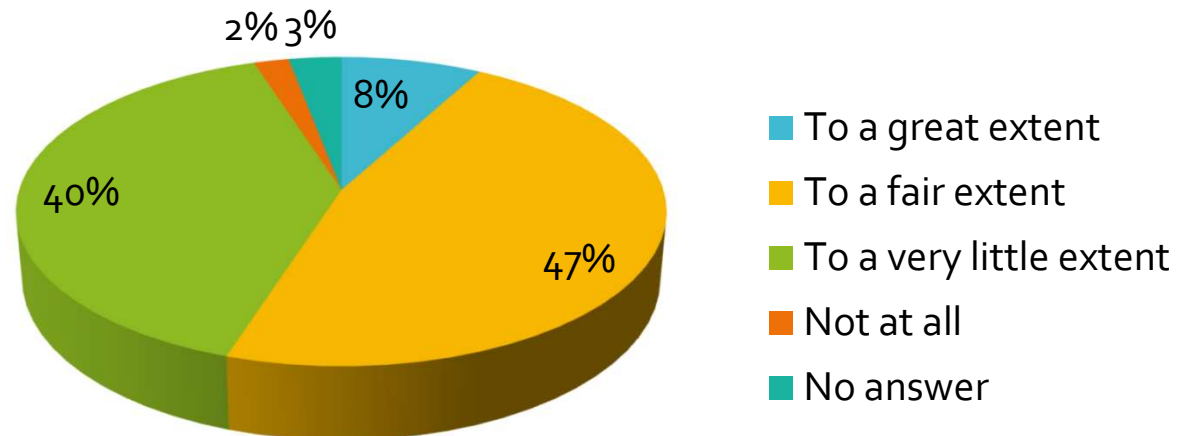
1: To explore what constitutes 'public trust' in the police.

MPF

Findings: 1999 Police Force Survey contd...

55% of respondents considered the MPF successful in combating crime

Public's Perception of MPF's success in combating crime



KPI Components

KPI: Public Trust in the Malta Police Force

2: To carry out a Training Needs Analysis [TNA] on members of the Force relating to police ethics and customer care.

MPF

Milestone 1 :

- TNA is to be carried out in Q2 or Q3 of 2017
 - *Date by when reached: End October 2017*

Milestone 2 :

- Academy for Disciplined Forces is to organise designated courses, according to outcome of TNA in police ethics and customer care.
 - *Date by when reached: End December 2017*

Milestone 3 :

- During the interim time course descriptors on police ethics and customer care are to be finalised.
 - *Date by when reached: End December 2017*

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2: To carry out a Training Needs Analysis [TNA] on members of the Force relating to police ethics and customer care.

MPF

INDICATOR	DEFINITION	SOURCE	RESULTS		TARGETS		KEY SPONSOR
			VALUE	DATE	VALUE	DATE	
To carry out a TNA on members of the Force relating to police ethics and customer care.	To examine all training and development of MPF personnel and to make recommendations to fully equip the Force to deliver an effective, ethical and customer-centred service as expected from a professional Police Force.	TNA	N/A	N/A	Training Needs' outcome.	Sept. 2017	MPF/MHAS
	Academy for Disciplined Forces will organise designated courses according to outcome of TNA.	TNA	N/A	N/A	Delivery of courses.	Dec. 2017	ADF

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2: To carry out a Training Needs Analysis [TNA] on members of the Force relating to police ethics and customer care.

MPF

To date lectures in police ethics and customer care are provided at recruitment phase at both constable and officer cadet level.

Lectures are provided by senior police officers and by the Police Chaplain.

Lectures in both fields used to also be held during in-service training which training was last held in 2013.

Such lectures were modeled on the Police Force's Code of Ethics as well as on the Common Curriculum on Ethics published by CEPOL.

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3: To explore what constitutes 'visibility policing'.

MPF

Milestone 1 :

- To have a working definition of 'visibility policing'
 - *Date by when reached: End December 2016*

Milestone 2 :

- To analyse current man-management trends in visibility policing including risks/limitations.
 - *Date by when reached: End March 2017*

Milestone 3 :

- To carry out an annual review of measures taken.
 - *Date by when reached: End December 2016*

KPI Components

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3: To explore what constitutes 'visibility policing'.

MPF

INDICATOR	DEFINITION	SOURCE	RESULTS		TARGETS		KEY SPONSOR
			VALUE	DATE	VALUE	DATE	
Visibility Policing	A visible uniformed presence provided in local communities.	An Garda Shiochana (Republic of Ireland's Police Service)	Report	Various	Working definition	N/A	MPF
	Analyse current man-management trends in visibility policing.	-do-	-do-	Various	Assessment	June 2017	MPF
	Carry out an annual review of measures taken.	N/A	N/A	N/A	Assessment	Dec 2017	MPF

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3: To explore what constitutes 'visibility policing'.

MPF

At present the Malta Police Force's strategy is more focused on having all Police Stations manned as opposed to increasing police presence on the streets.

Possible measures taken to mitigate this include closing the peripheral Police Stations and focus more on community policing.

Additionally, the introduction of civilian staff to perform clerical duties could also boost police presence at community level.

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4: Measures taken to mitigate the situation and to measure the increase in police visibility.

MPF

INDICATOR	DEFINITION	SOURCE	RESULTS		TARGETS		KEY SPONSOR
			VALUE	DATE	VALUE	DATE	
Increasing Police Visibility	Increase the level of police presence on the streets	Police Strategy	N/A	N/A	Strategy	Dec. 2017	MPF/Governance Board MPF/UOM
		Crime Statistics	Reports	Various	Statistics	Annual	
		Media Reports			Statistics	June 2017 repeated every 3 years.	
		Letters of Appreciation					
Attitude Surveys	Statistics	December 2017 repeated every 3 years.	MPF/MHAS				
		Crime Victimization Survey			Statistics	December 2017 repeated every 3 years.	MHAS/UOM

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4: Measures taken to mitigate the situation and to measure the increase in police visibility.

MPF

Following an analysis of the current situation, it is envisaged that the MPF through the Governance Board develops a strategic plan which would, amongst others, focus on the need for police visibility and the necessary measures to implement this strategic objective.

Through annual crime reports, attitude surveys and crime victimisation surveys, the MPF would be in a position to determine the impact of police visibility on the citizens of Malta.

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Valletta
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