



DIRECTIVE 45

CRIME PREVENTION AND COMMUNITY INVOLVEMENT

UPDATED 10/08/2025

I. Organization and Administration

- A. The New Castle County Division of Police is committed to the development and implementation of community crime prevention programs.
1. The Community Services Unit will provide the public with various services, programs, information and crime statistics.
 - a. This will enable citizens to make educated decisions regarding their personal safety and community security.
 - b. Programs, such as Community Watch and Block Watch, encourage the public to become an important part of crime prevention and reporting of incidents and activities.
 2. Police/Community/Business Partnerships are vital to the success of the Division's community policing goals. As such, each individual officer shall work in conjunction with the functions of the Community Services Unit in an attempt to reduce crime and establish favorable community/business partnerships.
 - a. Liaison with formal community organizations and other community groups shall be established and maintained by the Community Services Unit. These liaisons are established to elicit public support, and to aid in identifying current community concerns, and to address specific problems.
 3. The Community Services Unit shall consist of one supervisor and a designated number of officers. At least one officer will be responsible for planning and coordinating crime prevention activities.
 4. The Community Services Unit shall have access to both sign and foreign language specialists.

II. Operations

- A. The Community Services Unit shall supply prevention programs based on the following priorities:
1. Particular requests placed by citizens.
 2. Crime type and geographic area based on an analysis of local crime data. **(45.1.1.a)**
 3. Programs targeted to address community concerns. **(45.1.1.b)**
- B. Crime prevention programs shall be re-evaluated by the unit supervisor for effectiveness at least once every two **(2)** years. **(45.1.1.c)**

- C. The Community Services Unit will assist in organizing crime prevention groups in residential areas based on citizens' requests.
 - 1. Crime Prevention Programs will be developed to assist citizens and businesses within this Division's jurisdiction.
 - 2. The Community Services Unit will be responsible for assisting in organizing community groups with an interest in crime prevention to include:
 - a. Establishing a liaison with existing community organizations or establishing community groups where they are needed. **(45.1.2.a)**
 - b. Assisting in the development of community involvement policies for the agency. **(45.1.2.b)**
 - c. Publicizing agency objectives, community problems, and successes in conjunction with the PIO. **(45.1.2.c)**
 - d. Communicating crime trends and problems between citizens, businesses, and the agency. **(45.1.2.d)**
 - e. Supporting agency practices bearing on police community interaction. **(45.1.2.e)**
- D. The New Castle County Police are not typically involved in the development or revision of zoning policies, building codes, fire codes, or residential/commercial building permits. However, should such a request ever arise, it will be the responsibility of the Community Services Unit to head the project and ensure that it is properly documented in the form of a written report to the Chief of Police.
 - 1. The Unit will work in conjunction with the Department of Land Use and the Office of Law to utilize the Disorderly Premise ordinance for nuisance abatement. **(45.1.3)**

III. Community Involvement

- A. Community Needs
 - 1. In order to operate in the most effective manner, the New Castle County Police must have the support of the community it serves.
 - 2. This Division will actively seek an open policy of informing the public and news media of events which affect the lives of those people living in the community.
- B. Community Relations
 - 1. The Community Services Unit shall perform the established function of community relations. It is the intent of this Division to be committed to establishing close ties with the community and be responsive to its needs.
 - a. While it is the responsibility of every officer of the Division to elicit public support on a daily basis, the Community Services Unit Supervisor shall be responsible for coordinating community relations programs and functions as well as transmitting information from citizens' organizations to members of the Division.
 - 2. Any employee who identifies or receives information relevant to a community concern shall forward such information to the Community Service Unit Supervisor.

3. The Agency maintains a collaborative community involvement process that accomplishes the following:
 - a. Identify current concerns voiced by the community. **(45.2.1.a)**
 - b. Identify potential problems that have a bearing on law enforcement activities within the community. **(45.2.1.b)**
 - c. Develop recommended actions that address previously identified concerns and problems. **(45.2.1.c)**
 - d. Provide a statement of progress made toward addressing previously identified concerns and problems. **(45.2.1.d)**
 - e. At least quarterly, the Community Services Unit Supervisor shall prepare and submit a report for the Chief of Police that will summarize the unit's actions. **(45.2.1.e)**

C. Program Evaluations

1. All community relations programs performed by the Community Services Unit shall be evaluated at least annually.
2. Evaluations assist the Division in further developing community policing strategies.

D. Citizen Survey

1. A survey of citizens' attitudes and opinions will be conducted at the direction of the Chief of Police with respect to:
 - a. Overall Division performance.
 - b. Overall competence of Division employees.
 - c. Citizen's perception of officer's attitudes and behavior.
 - d. Community concern over safety and security within the area where the respondent lives and within the Division's service area.
 - e. Citizens' recommendations and suggestions for improvements.
2. Community input from this survey and other sources may be used in the development of Division policies.
3. The results of the survey referenced above are compiled with a written summary provided to the Chief of Police. The Chief's Executive Officer will be responsible for preparing the written summary.
4. The Agency participates in the CALEA process. As a part of this process the public can provide feedback via the CALEA Accreditation Public Comment Portal. The CALEA portal is located on the Division's website. **(45.2.3)**

IV. AUXILIARIES

- A. Auxiliaries shall include all civilians affiliated with the Division in a part-time, non-sworn capacity, without compensation, because of his or her interest in contributing to the Division's role in a support capacity. Auxiliaries, as defined herein, shall include volunteers, senior citizen group representatives, such as AARP and RSVP, interns and Law Enforcement Explorers. **(45.3.1.a)**

B. Duties of Auxiliaries

1. Auxiliaries shall not be assigned to any duties requiring the authority of a sworn police officer.
2. Auxiliaries' duties may include only those functions for which they have been specifically trained. Duties of police auxiliaries may include:
 - a. Support duties including filing/typing.
 - b. Assisting officers in the distribution of brochures announcing special events or information.
 - c. Other activities which they have been trained to perform, and which have been approved by the Administrative Services Commander.
 - d. Auxiliaries are expressly forbidden to have contact with people who are under arrest and are prohibited from entering the prisoner receiving areas of the Public Safety Building without the permission of a police supervisor. **(45.3.1.b)**
3. Auxiliaries will receive training in authorized and assigned duties. **(45.3.2)**

C. Attire

1. Auxiliaries' uniforms (if appropriate) shall clearly distinguish them from sworn officers of the Division. **(45.3.3)**