



Home > APP content > Engagement and communication

Engagement and communication

Successful policing depends on engaging and communicating effectively with the communities each force serves. Developing and maintaining positive relationships is an essential part of this and should form part of everyday policing. It is not a passive process but a proactive collaboration between all the parties involved.

Successful police engagement and communication with communities can help:

- prevent crime and anti-social behaviour
- reduce crime and the fear of crime
- bring offenders to justice
- deliver a service that the police service and those it serves can be proud of and which keeps communities safe.

This module sets out the broad principles of engagement and communication, including relations with the media, and a practical framework in which forces can make decisions based on local circumstances.

A [full index](#) of the content of Engagement and communication APP () is available.

Engagement and communication APP () consolidates information from a number of decommissioned documents. For a full list of titles click [here](#).

First published: 23 October 2013 **Last modified:** 24 May 2017



© College of Policing (2020). All content (excluding logos and photographs) is available for re-use under the Non-Commercial College Licence except where otherwise stated.