

## Topic II: Establishing a Police Force that is trusted by the Citizens

Police are engaged in approaches to establish a strong police force that is trusted by the citizens.

In view of the increasing trend in the number of officers who have been subject to disciplinary actions in recent years, the police are working to raise the morale and maintain discipline of police personnel nationwide with a focus on the policies outlined below in order to establish a strong police force that truly deserves the trust of the nation’s citizens.

### (1) Increasing Number of Officers subjected to Disciplinary Actions and Other Measures

The National Public Safety Commission and the NPA have been working towards the regeneration of public safety and the recovery of trust in accordance with the “Outline for Police Reform” formulated in 2000 and other guidelines and policies.

However, while there had been a decreasing trend in the number of officers subjected to disciplinary actions until then, there was a significant increase in 2010 and levels have since remained high. Furthermore, there have been successive cases of misconduct such as the responses and other actions taken in relation to a murder case occurring in Saikai City, Nagasaki prefecture, which have shaken citizens’ trust in the police.



Specialist work ethics instruction at the police academy

### (2) Approach to Establishing a Strong Police Force that is trusted by the Citizens

Under the guidance of the National Public Safety Commission, the NPA reviewed policies that police should apply in the future, taking the opinions and other perspectives of outside experts into consideration. Consequently, the twelve policies below were compiled and promoted across all police forces nationwide.

Policies that should be realized for the thorough establishment of the “Spirit of Police Reformation” (Note)

Establishing police that respond to the troubles and sufferings of victims of crime	Transparency of police administration and reinforcing self-purification functions	Reinforcement of the human foundations supporting police activities
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 1</b> “Prompt and definite organizational response for police safety consultations/incident consultations”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 2</b> “Prompt and definite receipt and response to complaints, accusations, indictments and other procedures from the standpoint of the victim”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 3</b> “Reinforcement of responses for female victims and other vulnerable persons”</p> </div> <div style="border: 1px solid gray; padding: 5px;"> <p><b>Policy 4</b> “Reviews of how police operations and other functions should be conducted in prefectural police forces”</p> </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 5</b> “Reinforcement of measures to prevent the occurrence (recurrence) of unlawful incidents”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 6</b> “Thorough adherence to strict investigation and examination”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 7</b> “Approaches to eradicating the institutional concealment of unlawful incidents”</p> </div> <div style="border: 1px solid gray; padding: 5px;"> <p><b>Policy 8</b> “Thorough prevention of unlawful incidents related to the handling of evidential items and documents”</p> </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 9</b> “Promotion of policies to boost the sense of mission and pride among police personnel”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 10</b> “Reviews of how the recruitment of police officers and other personnel should be conducted and the expansion of female police officer recruitment and promotion”</p> </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p><b>Policy 11</b> “Improvements in the leadership qualities of senior officers (Chief Inspectors/ Inspectors) who perform core roles in the execution of duties”</p> </div> <div style="border: 1px solid gray; padding: 5px;"> <p><b>Policy 12</b> “Promotion of appropriate communications policies within the police organization”</p> </div>

Note: Policies compiled in August 2012 for the enhancement/reinforcement of approaches for police reformation based on the “Outline for Police Reform”

**Column:** Approach taken by Prefectural Police

Prefectural police are engaged in a variety of approaches to establish a strong police force that truly deserves the trust of the citizens.

(1) Receiving and processing complaints from victims from the standpoint of the victims.

The great responsibility bestowed upon the police is the provision of prompt and appropriate responses to demands from citizens seeking punishments for criminals.

Consequently, prefectural police have determined to accept complaints submitted to them immediately with the exclusion of those that are clearly false allegations or those that are lacking in credibility. In addition, when accepting complaints, police have also determined to issue written records of the time and date the complaint was submitted, details of the contact used and other details when requested, for the convenience of the person(s) submitting the complaint.

(2) Material Evidence Management Systems utilizing 2D Code

With concerns over the increased burden related to the storage and management of material evidence following the abolition of the statute of limitations, Fukui Prefectural Police developed a material evidence management system that utilizes 2D Code. This system enables officers to accurately ascertain the storage status of material evidence by reading the attached 2D code. This prevents errors such as mistaken data entry into systems regarding the storage of material evidence, alleviates administrative workloads and also contributes to the accurate and effective management of material evidence.



Material evidence management using 2D Code

(3) Sharing and introducing the statements of gratitude and encouragement received from the nation's citizens

Many statements expressing gratitude and encouragement have been received from the nation's citizens in relation to police activities. Police are sharing these statements with the aim of heightening morale and boosting the sense of mission and pride among police personnel.

Furthermore, by introducing some of the statements received on the websites and other media of each prefectural police force, police are endeavoring to secure the trust of residents within their jurisdictions and a sense of security with regards to public safety, so that this will lead to further cooperation with police activities in the future.

**The voices of the prefecture's residents**

On August 12, 2012, the residence of an elderly lady living alone in Nishi-ku, Fukuoka city was burglarized and the victim was greatly shocked. In order to alleviate the anxiety of the victim, police officers of the Matsubara Koban (police box) of the Nishi Police Station, at the time Senior Police Officer A (34) and Police Officer B (28), implemented vigilance activities in relation to which the victim later sent the following letter of gratitude.



While the victim was asleep upstairs on the first floor of her home, her purse and other precious metals left downstairs were stolen.

The victim was greatly shocked at the breaking and entry while she was asleep, and, with no family, friends or other acquaintances nearby with whom to consult, she seemed beside herself with worry about her future.

So, Senior Police Officer A and all his colleagues from Matsubara Koban, working under the motto "Quickly erasing the



The letter contained words of gratitude, saying "I truly thank you for the patrols you conducted day and night". The officers at Matsubara Koban were relieved that her anxiety had been erased and were pleased to learn that their down-to-earth activities had steadily borne fruit, and pledged to continue persevering in their duties.



Senior Police Officer A



Police Officer B

Statement of gratitude received in relation to police activities