



AN GARDA SÍOCHÁNA

Donegal Divisional Policing Plan 2023

“Keeping People Safe”
“Ag Coinneáil Daoine Sábháilte”



Divisional Officer's Foreword

It is with great pleasure that I present the Donegal Division Policing Plan for 2023.

The annual Policing Plan for Donegal Division sets out policing priorities for the coming year. It was created through consultation with our communities, feedback from Divisional staff, and many other external stakeholders, with reference to the Garda Síochána Strategy Statement 2022-2024.

Our 2023 policing plan seeks to maintain and expand our place at the centre of our communities. We will prioritise providing services to victims of crime and in particular those who are most vulnerable within society. We value the importance of building new partnerships and enhancing our engagement with the community in line with our central mission of **"Keeping People Safe"**.

I am confident that the initiatives outlined in this plan will make a real difference to the communities of County Donegal which we are proud to serve. I look forward to meeting the challenges in the year ahead and encourage feedback from interested parties on any aspect of the Policing Plan now being embarked on for 2023.

I wish to acknowledge the valuable contribution of the Joint Policing Committees and the trust and confidence placed in us by the wider community. We look forward to your continued interaction in 2023. Finally, I would like to take this opportunity to thank Garda Members and Garda Staff who continue to work hard to serve the needs of our community in these challenging times.

Aidan Glacken,
Chief Superintendent,
Donegal Division.



How to contact your Division – Always call 999 or 112 in an emergency

Superintendents, and office contact	Station	Opening Hours	Telephone
Ballyshannon District. Superintendent Karen Duffy. 071-9858530.	Ballyshannon	Open 24 Hours.	071-9858530
	An Charraig (Carrick)	10am-1pm - subject to local Gardaí working.	074-9739002
	Ardara	10am-1pm - subject to local Gardaí working.	074-9541102
	Ballintra	10am-1pm - subject to local Gardaí working.	074-9734002
	Bundoran	10am-1pm - subject to local Gardaí working.	071-9841203
	Donegal Town	10am-1pm - subject to local Gardaí working.	074-9740190
	Glenties	10am-1pm - subject to local Gardaí working.	074-9551108
	Killybegs	10am-1pm - subject to local Gardaí working.	074-9731002
	Mountcharles	10am-1pm - subject to local Gardaí working.	074-9735002
	Pettigo	10am-1pm - subject to local Gardaí working.	071-9861512
Buncrana District. Superintendent Barry Doyle. 074-9320540.	Buncrana	Open 24 Hours.	074-9320540
	Burnfoot	10:00am – 1:00pm subject to local Gardaí working.	074-9368194
	Carndonagh	11:00am–2:00pm & 8:00pm–10:00pm subject to local Gardaí working.	074-9374109
	Clonmany	10:00am – 1:00pm subject to local Gardaí working.	074-9376102
	Moville	9:00am – 1:00pm & 5:00pm – 7:00pm subject to local Gardaí working.	074-9382002
	Muff	10:00am – 1:00pm subject to local Gardaí working.	074-9384002



Letterkenny District. Superintendent Goretta Sheridan. 074-9167100.	Letterkenny	Open 24 Hours.	074-9167100
	Ballybofey	10:00am – 1:00pm subject to local Gardaí working.	074-9137740
	Carrigans	10:00am – 1:00pm subject to local Gardaí working.	074-9140113
	Castlefin	10:00am – 1:00pm subject to local Gardaí working.	074-9146113
	Convoy	10:00am – 1:00pm subject to local Gardaí working.	074-9147114
	Lifford	10:00am – 1:00pm subject to local Gardaí working.	074-9141000
	Newtowncunningham	10:00am – 1:00pm subject to local Gardaí working.	074-9156113
	Raphoe	10:00am – 1:00pm subject to local Gardaí working.	074-9145114
Milford District. Superintendent David Kelly. 074-9153060.	Milford	Open 24 hours.	074-9153060
	Ailt an Chorráin (Burtonport)	10:00am – 1:00pm subject to local Gardaí working.	074-9542007
	An Bun Beag (Bunbeg)	10:00am – 1:00pm subject to local Gardaí working.	074-9531333
	An Clochán Liath (Dungloe)	10:00am – 1:00pm subject to local Gardaí working.	074-9521000
	An Fál Carrach (Falcarragh)	10:00am – 1:00pm subject to local Gardaí working.	074-9135113
	Carrigart	10:00am – 1:00pm subject to local Gardaí working.	074-9155104
	Creelough	10:00am – 1:00pm subject to local Gardaí working.	074-9138002
	Dunfanaghy	10:00am – 1:00pm subject to local Gardaí working.	074-9136114
	Kerrykeel	10:00am – 1:00pm subject to local Gardaí working.	074-9150002
	Kilmacrennan	10:00am – 1:00pm subject to local Gardaí working.	074-9139002
	Ramelton	10:00am – 1:00pm subject to local Gardaí working.	074-9151002
	Rathmullen	10:00am – 1:00pm subject to local Gardaí working.	074-9158002



Divisional Protective Services Unit.	Letterkenny	9am – 5pm	074-9167166 Donegal.DPSU@garda.ie
Victim Services Office.	Glenties	9am – 5pm	074-9551085
Divisional Officer.	Letterkenny	9am – 5pm	074-9167100
Diversity Officers for Donegal Division please contact Ballyshannon (071-9858530), Bunrana (074-9320540), Letterkenny (074-9167100) or Milford (074-9153060).			
Crime Prevention officers for Donegal Division please contact Letterkenny Garda Station 074-9167100.			
Drug Related Intimidation Inspector for Donegal Division – Detective Inspector David Durkin 074-9167100.			



1. Community

Continue to strengthen connections with communities, working in partnership to keep people safe.

National Targets

1.1 Work in partnership, through the Community Policing Framework, developing sustainable solutions to community concerns

1.2 Deliver a policing service that recognises the diversity of the people we serve

1.3 Work in partnership with other agencies to combat the harm caused by drug dealing in communities

Divisional Outcomes

Improved engagement and response to the community, including maintaining resources placed in community policing, high visibility of Garda members, regular engagement with community groups, and the general public through media campaigns.

Engagement with the community including minority, marginalised and other diverse persons to vindicate Human Rights and promote a positive relationship with policing.

Community is better protected from drug related criminal activity as we seek increased prosecution of those involved in sale / supply of illegal drugs.

1. Our Regular Work with the Community

Work	Method	Work	Method
Engagement with Joint Policing Committees (JPC)		Community Policing	
Engagement with local elected representatives.		Business Watch	
Collaboration with stakeholders, partner agencies and other bodies.		Engagement with local Domestic Violence Services regarding gender based violence.	
Continued engagement with Youth – Youth Awards and Garda Schools Programme		Engagement with members of the Deaf community	
Inclusivity & Diversity focussed community engagement initiatives		Conduct beat patrols in high footfall areas & transport hubs	
Ongoing Liaison with Drug Alcohol Task Forum		Drug Awareness Education	



2. Tackling Crime & Preventative Policing

Proactively anticipating and addressing crime, including new and emerging crime trends, utilising effective information-led policing approaches.

National Targets

- 2.1 Deliver proactive, intelligence-led responses to volume crime to address current and emerging trends
- 2.2 Continue to enhance our capacity to address fraud and cyber-enabled crimes
- 2.3 Proactively disrupt Organised & Serious Crime in collaboration with national and international partners

Divisional Outcomes

- Maximising information and available resources to prevent and disrupt crime.
- Information-led policing response to cyber-enabled crime through provision of up to date preventative advice.
- Disruption of serious organised crime in collaboration with national and international partner agencies.

2. Our Regular Work and Service Standards

Work	Method
Targeted high visibility patrols and checkpoints.	
Circulation of Crime Prevention advice and awareness.	
Collaboration with internal and external partners on crime prevention initiatives.	
Key Indicator	
Joint Policing Committee Feedback	
Public Attitudes Survey Feedback	

Work	Method
Policing crime hot spots – assault / public order reduction strategy.	
Targeted Operations for offences of most concern to communities	
Engagement with Analysis Services and communities to target operations of most concern.	
Key Indicator	
Community & Stakeholder Liaison Feedback	
Key Performance Indicators and Specific Crime Trends.	



3. Victims & the Vulnerable

Reducing harm by promoting and protecting the dignity and Human Rights of victims and all vulnerable persons interacting with An Garda Síochána.

National Targets	Divisional Outcomes
3.1 Ensure all victims interacting with An Garda Síochána receive the appropriate service and supports with a particular focus on domestic, sexual and gender-based violence	Victim centric accessible approach to keeping people safe.
3.2 Embed a system of outcomes-based measurement for all crime types, in addition to standard statistical reporting of crime	Outcomes of crime reports to be monitored and reviewed as qualitative measure.
3.3 Promote and enforce responsible behaviour on our roads working in partnership with the Road Safety Authority and other partner agencies	Improved road user behaviour achieved via education and enforcement partnerships.

3. Our Regular Work and Service Standards

Work	Method	Work	Method
Domestic victims to be contacted in person.		Engagement with vulnerable and marginalised in community.	
Domestic related incidents to be independently reviewed by supervisors.		Road Safety Awareness Education.	
Liaison with Partner Agencies.		Targeted Road Safety Operations within Roads Policing Operation Plan.	
Key Indicator		Key Indicator	
Domestic Abuse Call-Backs within 7 days		Number of Mandatory Intoxicant (MIT) Checkpoints.	
Increased engagement with vulnerable adults and marginalised groups.		FCNs issued through Mobility Device.	
Meetings with internal and external partners.		Lifesaver Days of Action held.	



4. Protecting the Security of the Irish State

Protecting the Security of the State and its people from terrorism and threats to its vital interests.

National Targets

- 4.1 Ongoing implementation of the Security Service Development Plan strengthening the security and intelligence capability of An Garda Síochána
- 4.2 Ensuring preparedness for major emergencies through training, ongoing awareness building in An Garda Síochána and engagement in Major Emergency Management activities
- 4.3 Conduct intelligence-led operations, working in partnership with domestic and international agencies to proactively identify and disrupt terrorism and the activities of hostile actors

Divisional Outcomes

- Clear understanding of threats and capacity to respond.
- Maintenance of capability to effectively respond to Major Emergencies.
- Disruption of terrorism / hostile actors by information-led policing with partnerships.



5. Sustainable Change & Innovation

Inspiring and sustaining a culture of continuous improvement, enhancing innovation and responsiveness to change.

National Targets

- 5.1 Enhance Change Capacity and Capability in An Garda Síochána through the implementation of the Change Management capacity-building plan.
- 5.2 Evolve towards a future state for An Garda Síochána, strengthening effectiveness, service delivery and realising our strategic objectives, underpinned by the vision of the Commission on the Future of Policing in Ireland
- 5.3 Build on existing sustainable practices in An Garda Síochána through the development of a Garda Environmental Sustainability Plan aligned to the Government Climate Action Plan

Divisional Outcomes

- Agile, motivated, and people focussed Division with clear communication.
- Successful implementation of change projects improving management structures, processing efficiency and frontline resources.
- Increased move to digital filing and administrative systems, resulting in a reduction of paper based activity.



Enabler 1: Partnerships

An Garda Síochána values being a people focused organisation

National Targets

E1.1 Enhance our capacity to provide appropriate Human Resources, Training, Learning and Development supports, enabling our personnel to succeed in their role

E1.2 Further support our personnel through the implementation of health and wellbeing initiatives aligned to the principles of the Health and Wellbeing Strategy

Divisional Outcomes

Personnel are actively engaged and supported in development in order to improve level of service to the public.

Personnel are supported by the Health & Wellbeing Initiatives in order to maintain consistency in service.



Enabler 2: Partnerships

Engage and sustain strategic, collaborative partnerships to continually strengthen our knowledge, service and effectiveness.

National Targets

E2.1 Continue to work with partners to enhance our multi-disciplinary approaches

E2.2 Explore and develop opportunities for collaboration with specialists, universities, research hubs and internal and external thought leaders

Divisional Outcomes

Support wrap-around service approach to keeping people safe.

Seek collaborations with thought leaders to improve service provision.



Enabler 3: Engagement

Develop clear two-way communication and engagement through new and existing channels.

National Targets

E3.1 Strengthen two-way engagement with national and local level partners, listening to and understanding the needs of our communities.

E3.2 Understand and respond to the results of An Garda Síochána Culture Audit

Divisional Outcomes

Continued and renewed engagement with local level partners ensuring clear communication and collaboration on community issues.

Continued and renewed engagement with internal partners and personnel to help address organisational concerns of our personnel and improve support.



Enabler 4: Empowerment & Trust

Foster a culture of empowerment and trust, rooted in integrity and the protection of Human Rights.

National Targets

E4.1 Promote and strengthen professional conduct amongst An Garda Síochána personnel, fostering a culture of empowerment and trust.

E4.2 Roll out of An Garda Síochána Organisational Operating Model

Divisional Outcomes

Empowered and motivated personnel providing a professional service.

Successful implementation of Operating Model Initiatives resulting in reduced administration, increased frontline resources, and specialised oversight.



Enabler 5: Information-Led Policing

Cultivate an information-led service, using data and technology to drive efficiencies, effectiveness and decision-making.

National Targets

E5.1 Enhance information-led policing through the implementation of the 2023 ICT Roadmap, advancing the realisation of our Data and Technology Vision

E5.2 Improve the consistency of our data by operationalising the data quality process, validated by an external review

Divisional Outcomes

Digitalisation of data for improved decision making and risk management.

Improved data and data review measures in place.



Finding Additional Support

Name	Website	Email	Telephone
Crime Victims Helpline	https://crimevictims-helpline.ie/	info@crimevictims-helpline.ie	116 006 Text 085 133 7711
Irish Tourist Assistance Service (ITAS)	https://www.itas.ie/	info@itas.ie	01 661 0562 1890 365 700
ADVIC Advocacy for Victims of Homicide Ireland	https://advic.ie/	info@advic.ie	086 127 2156
Samaritans	https://www.samaritans.org	jo@samaritans.ie	116 123 Text 087 260 9090
Pieta House	https://www.pieta.ie/	info@pieta.ie	066 71 63660 1800 247 247 (Helpline) Text Help to 51444
Donegal Domestic Violence Services	www.donegaldomesticviolenceservices.ie	ddvsrefuge@gmail.com	1800 262677
Donegal Sexual Assault Treatment Unit	Where to find a Sexual Assault Treatment Unit - HSE.ie		087 0681964
Donegal Rape Crisis Centre	www.donegalrapecrisis.ie		1800 44 88 44
Jigsaw	https://jigsaw.ie/	donegal@jigsaw.ie	074 9726920
Women's Aid	https://www.womensaid.ie/	info@womensaid.ie	1800 341 900 National Freephone Helpline
Childline	https://www.childline.ie/		1800 666 666 (Freephone) Text Talk to 50101
ISPCC	https://www.ispcc.ie/	info@ispcc.ie	01 234 2000
CARI Children at Risk in Ireland	https://www.cari.ie/	info@cari.ie	01 830 8529
Oberstown Children Detention Campus Victim Liaison Service	https://www.oberstown.com/victim-liaison-service/	vl@oberstown.com	01 852 6445
Irish Prison Service Victim Liaison Service	https://www.irishprisons.ie/victim-liaison	vlo@irishprisons.ie	043 333 5100
Director Of Public Prosecutions (DPP)	https://www.dppireland.ie/	dpp@dpp@ireland.ie	01 858 8500



Appendix: Public Attitude Survey (PAS)

Strategic Objectives	Measures
Community - Continue to strengthen connections with communities, working in partnership to keep people safe	<ul style="list-style-type: none"> • Proportion of respondents who report satisfaction with local Garda Service. • Proportion of respondents who perceive An Garda Síochána do not deal with things that matter in the community. • Proportion of respondents who state Gardaí in the area treat everyone fairly regardless of who they are. • Proportion of respondents who report An Garda Síochána listen to the concerns of local people. • Proportion of respondents who state the Gardaí would treat you with respect if you had contact with them for any reason. • Proportion of respondents who perceive An Garda Síochána as community focused.
Tackling Crime & Preventative Policing - Proactively anticipating and addressing crime, including new and emerging crime trends, utilising effective information-led policing approaches	<ul style="list-style-type: none"> • Proportion of respondents who perceive crime as a serious or very serious problem locally. • Proportion of respondents that worry they or anyone that lives with them may become a victim of cyber crime. • Proportion of respondents with fears about the level of crime in general. • Proportion of respondents for whom fear of crime has no impact on quality of life. • Proportion of respondents who are aware of Garda patrols. • Proportion of respondents who stated they were a victim of the same type of crime multiple time in the last 12 months. • Proportion of respondents who state An Garda Síochána is human-rights focused. • Proportion of respondents who perceive An Garda Síochána as effective in tackling crime. • Proportion of respondents who perceive Garda presence in their local area as about right. • Proportion of respondents who state the Gardaí in my area can be relied on to be there when you need them.
Victims & the Vulnerable - Reducing harm by promoting and protecting the dignity and Human Rights of victims and all vulnerable persons interacting with An Garda Síochána	<ul style="list-style-type: none"> • Proportion of victims who are quite satisfied or very satisfied with how An Garda Síochána handled their case. • Proportion of victims that reported their most recent crime experienced. • Proportion of respondents who stated for their most recent incident, Gardaí responded quickly when the incident was first reported. • Proportion of respondents who stated they were contacted by An Garda Síochána after their most recent incident was reported.
Sustainable Change & Innovation - Inspiring and sustaining a culture of continuous improvement , enhancing innovation and responsiveness to change	<ul style="list-style-type: none"> • Proportion of respondents who perceive An Garda Síochána is modern and progressive.
Enablers - <ol style="list-style-type: none"> 1. People & Purpose 2. Partnerships 3. Engagement 4. Empowerment & Trust 5. Information-Led Policing 	<ul style="list-style-type: none"> • Proportion of respondents who state An Garda Síochána is well managed. • Proportion of respondents who agree or strongly agree that An Garda Síochána is representative of the diverse communities it serves. • Proportion of respondents who report having a medium to high trust in An Garda Síochána.



Icon Bank

Meaning	Icon
	Virtual meeting
	In person Meeting
	By phone
	By email
	By post
	By radio
	By television
	Through social media
	Media Campaigns
	Training
	Through corporate systems
	In person Gardaí
	Plain Clothes Gardaí
	CCTV
	On foot
	By bicycle
	With Cars
	By Motorcycle
	On buses
	On trains





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