

AN GARDA SÍOCHÁNA



DONEGAL DIVISIONAL POLICING PLAN

2024



Ag Coinneáil Daoine Sábháilte
Keeping People Safe

Divisional Officer's Foreword

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

Our 2024 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 am prepared to meet any challenges in the year ahead, and encourage feedback from interested parties on any aspect of the Policing Plan now being embarked on for 2024.

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 2024.

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.



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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)	10:00am – 1:00pm subject to local Gardaí working.	074-9739002
	Ardara	10:00am – 1:00pm subject to local Gardaí working.	074-9541102
	Ballintra	10:00am – 1:00pm subject to local Gardaí working.	074-9734002
	Bundoran	10:00am – 12:00pm & 8:00pm – 9:00pm subject to local Gardaí working.	071-9841203
	Donegal Town	8:00am – 8:00pm - subject to local Gardaí working.	074-9740190
	Glenties	10:00am – 5:30pm - subject to local Gardaí working.	074-9551108
	Killybegs	10:00am – 5:30pm - subject to local Gardaí working.	074-9731002
	Mountcharles	10:00am – 1:00pm subject to local Gardaí working.	074-9735002
	Pettigo	10:00am – 1:00pm subject to local Gardaí working.	071-9861512
Buncrana District. Superintendent Shaun Grant. 074-9320540.	Buncrana	Open 24 Hours.	074-9320540
	Burnfoot	10:00am – 1:00pm & 6:00pm – 8:00pm subject to local Gardaí working.	074-9368194
	Carndonagh	10:00am – 5:00pm 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 & 6:00pm – 8:00pm subject to local Gardaí working.	074-9384002



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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
	Creeslough	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



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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 the Division can be found [here](#), alternatively call: Ballyshannon (071-9858530), Bunrana (074-9320540), Letterkenny (074-9167100) or Milford (074-9153060).

Crime Prevention officers for the Division can be found [here](#), alternatively call: Letterkenny Garda Station 074-9167100.

Drug related intimidation inspectors for the Division can be found [here](#), alternatively call: Detective Inspector David Durkin 074-9167100.



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1. Community

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

National Targets	Divisional Outcomes
1.1 Work in partnership to develop sustainable solutions to address community safety concerns, including the harm caused by drugs	Improved engagement and response to the community, including: maintaining resources placed in community policing; high visibility of Garda members; and regular engagement with community groups, and the general public through media campaigns.
1.2 Engage across all communities to deliver a policing service that understands and responds to the diverse needs of society	Engagement with the community including minority, marginalised and other diverse persons, to vindicate Human Rights and promote a positive relationship with policing.

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	



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2. Tackling Crime & Preventative Policing

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

National Targets	Divisional Outcomes
2.1 Proactively identify, target and disrupt crime at all levels, including new and emerging crime types	Maximising information and available resources to prevent and disrupt crime.
2.2 Enhance our capacity and capability to address crime through coordination, collaboration and information-led approaches	Information-led policing response to cyber-enabled crime through provision of up to date preventative advice.

2. Our Regular Work and Service Standards

Work	Method	Work	Method
Targeted high visibility patrols and checkpoints.		Policing crime hot spots – assault / public order reduction strategy.	
Circulation of Crime Prevention advice and awareness.		Targeted Operations for offences of most concern to communities	
Collaboration with internal and external partners on crime prevention initiatives.		Engagement with Analysis Services and communities to target operations of most concern.	
Key Indicator		Key Indicator	
Joint Policing Committee Feedback		Community & Stakeholder Liaison Feedback	
Public Attitudes Survey Feedback		Key Performance Indicators and Specific Crime Trends.	



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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 Work in partnership to provide victims of crime with appropriate services and supports, with a particular focus on domestic, sexual and gender-based crime	Victim centric accessible approach to keeping people safe.
3.2 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.	



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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	Divisional Outcomes
4.1 On-going implementation of the Security Service Development Plan to strengthen the security and intelligence capacity and capability of An Garda Síochána	Clear understanding of threats and capacity to respond.
4.2 Protect the security of the State through intelligence-led operations, working in partnership with domestic and international agencies, and identifying and disrupting terrorist threats and hostile actors	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	Divisional Outcomes
5.1 Embed the structures required to enhance our organisation's capacity and capability for change, and to support a culture of continuous improvement	Agile, motivated, and people focussed Division with clear communication. Successful implementation of change projects improving management structures, processing efficiency and frontline resources.
5.2 Enable, develop and support sustainability across An Garda Síochána through implementation of the Climate Action Roadmap 2023-2030	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	Divisional Outcomes
E1.1 Enhance our capacity to provide appropriate Human Resources, Training, Learning and Development supports, enabling our personnel to succeed in their role	Personnel are actively engaged and supported in development in order to improve level of service to the public.
E1.2 Support the health and wellbeing of our personnel through the implementation of our Health and Wellbeing Strategy	Personnel are supported by 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	Divisional Outcomes
E2.1 Work with partners to enhance a multi-disciplinary and 'whole of service' approach to keeping people safe	Support wrap-around service approach to keeping people safe.
E2.2 Explore, develop and embrace opportunities to collaborate across sectors to strengthen our evidence-based approach to service	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	Divisional Outcomes
E3.1 Strengthen internal and external engagement through open and targeted communications	Continued and renewed engagement with local level partners ensuring clear communication and collaboration on community issues.
E3.2 Respond to the learnings of An Garda Síochána Culture Audit	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	Divisional Outcomes
E4.1 Promote and strengthen professional conduct and ethical behaviour in An Garda Síochána	Empowered and motivated personnel providing a professional service.
E4.2 Roll out An Garda Síochána Organisational Operating Model	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	Divisional Outcomes
E5.1 Advance our Data and Technology Vision through implementation of the 2024 ICT Roadmap	Digitalisation of data for improved decision making and risk management.
E5.2 Leverage improved data quality to progressively expand the use of data assets in operational policing	Improved data and data review measures in place.

Finding Additional Support

Name	Website	Email	Telephone
Crime Victims Helpline	https://crimevictimshelpline.ie/	info@crimevictimshelpline.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 Intercultural Platform	https://interculturaldonegal.org	donegalip@gmail.com	074 911 6075
IPAS	gov.ie - International Protection Accommodation Services (IPAS) (www.gov.ie)	ipasinbox@equality.gov.ie	
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



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Men's Aid Ireland (AMEN)	https://www.mensaid.ie	hello@mensaid.ie	01 5543811
Childline	https://www.childline.ie/		1800 666 666 (Freephone) Text Talk to 50101
Barnardos	https://barnardos.ie	resources@barnardos.ie	1850 222300
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
Alcoholics Anonymous	https://www.alcoholanonymous.ie		01 8420700
Drugs Helpline		helpline@hse.ie	1800 459459
LGBTQ+	https://www.lgbt.ie		1890 929539
Anam Cara	https://www.anamcara.ie	info@anamcara.ie	01 4045378 085 2888888





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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