

AN GARDA SÍOCHÁNA



GALWAY DIVISIONAL POLICING PLAN 2024



Ag Coinneáil Daoine Sábháilte
Keeping People Safe

Divisional Officer's Foreword

The Galway Divisional Policing Plan 2024 sets out the policing priorities for the current year which have been identified following consultation with our communities and both internal and external stakeholders. It is also informed by An Garda Síochána Mission and Strategy Statement 2022-2024; ministerial directives; resource capacity; the work of Joint Policing Committees; crime data analysis and research into international best practise in strategic planning.

Delivering an effective policing service requires the confidence and support of local communities. To maintain and build on this confidence and support, An Garda Síochána in the Galway Division is committed to working in collaboration with public and private sectors, policing & security partners and all other stakeholders. Community safety will be enhanced through the implementation of information-led strategies for crime prevention and detection.



During 2024 An Garda Síochána in Galway will continue to focus on tackling crime and drugs offences as a priority and will deliver a proportionate response to policing protests, disorder and anti-social behaviour while at all times adhering to the standards and commitments set out in An Garda Síochána Code of Ethics. There will be a renewed focus on conventional Roads Policing activities, supported by intelligence-led policing to identify, prioritise and target high risk locations prone to fatal and serious injury road traffic collisions. There will be a continued emphasis on sustained high visibility enforcement of life-saver offences.

Committed staff in the Galway Division carry out the functions of protecting communities, preventing criminality, increasing road safety and maintaining national security on a daily basis. I am confident An Garda Síochána in the Galway Division will meet the fast paced change and challenges of current policing and this will be aided by the advancement of our Data and Technology Vision through implementation of the 2024 ICT Roadmap.

This Policing Plan sets out the activities that will be adopted to ensure the service provided to communities in the Galway Division continues to be enhanced in 2024, thereby increasing public confidence in An Garda Síochána. An Garda Síochána is committed to our public service positive obligations under Section 42 of the Irish Human Rights and Equality Act 2014, which we will address in 2024 through initiatives relating to our diversity and inclusion strategy, hate crime policy and developing our human rights capacity.

Gearóid de Róiste, Ard Cheannfort



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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
Superintendent Damien Flanagan, Galway City Community Engagement Functional Area	Superintendent's office, Gaillimh Garda Station, Millstreet, Galway City	Monday – Friday 09:00hrs – 17:00hrs	091-538007
Superintendent Finbar Philpott, Galway County East Community Engagement Functional Area	Superintendent's office, Ballinasloe Garda Station, Ballinasloe, Co. Galway	Monday – Friday 09:00hrs – 17:00hrs	090-9631897
Superintendent Patrick O'Shea, Galway County West Community Engagement Functional Area	Superintendent's office, Oranmore Garda Station, Oranmore, Co. Galway	Monday – Friday 09:00hrs – 17:00hrs	091-483141
Superintendent Seán Glynn Performance Assurance Functional Area	Performance Assurance, Floor 2, North Western Region Headquarters, Murrough, Galway	Monday to Friday 09:00hrs – 17:00hrs	091 336935
Detective Superintendent Shane Cummins Crime Functional Area	Crime Hub, Floor 1, North Western Region Headquarters, Murrough, Galway	Monday to Friday 09:00hrs – 17:00hrs	091-337223
Assistant Principal Maura Burke Business Services Functional Area	Business Services, Floor 2, North Western Region Headquarters, Murrough, Galway	Monday to Friday 09:00hrs – 17:00hrs	091-337212
Diversity officers for the Division can be found here , alternatively call: 091-538000			
Crime Prevention officers for the Division can be found here , alternatively call: 091-337161			
Drug related intimidation Inspectors for the Division can be found here , alternatively call: 091-337122			





1. Community















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

National Targets	Divisional Outcomes
<p>1.1 Work in partnership to develop sustainable solutions to address community safety concerns, including the harm caused by drugs.</p>	<p>We will work to reduce crime and fear of crime in partnership with key internal and external stakeholders, including the commercial sector, communities and statutory agencies. We will deliver effective crime prevention advice and guidelines through appropriate communication channels to improve awareness and educate communities and the commercial sector in principles of crime prevention, as well as to provide support for the victims of crime. We will provide reassurance and support for our communities by consistent prevention, detection and prosecution of criminal behaviour. We will work with our communities to keep people safe through collaboration and active engagement. Through regular engagement with text alert/ community alert schemes, Gardaí will work with communities to improve safety and promote communication. Addressing anti-social behaviour and public order are priorities. We will continue to progress initiatives with community partners to ensure public concerns are actioned.</p> <p>Emphasis will be placed on ensuring statutory rights of Gaeltacht Communities are adhered to, through implementation of the Irish Language Strategy 2022-2025, utilising Irish media broadcasting and internal promotion of the Fáinne Gaeilge initiative to encourage use of the Irish language across the Division.</p> <p>Continued implementation of the National Drugs & Alcohol Strategy 2017 – 2025 – ‘Reducing Harm, Supporting Recovery’, to support harm reduction in communities in Galway.</p>
<p>1.2 Engage across all communities to deliver a policing service that understands and responds to the diverse needs of society.</p>	<p>Increase our engagement with older persons.</p> <p>Hate Crime, Garda Educational Training System (GETS) to be monitored for completion by all Garda personnel within the Galway Division.</p> <p>Support the Garda Diversity & Integration Strategy to build positive relationships with diversity groups.</p> <p>Continued liaison with the Ukrainian Response Forum by nominated members who liaise with this Community and Direct Provision Centres.</p> <p>Continued engagement with Community and State funded youth groups.</p>



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1. Our Regular Work with the Community

Work	Method	Work	Method
Community Alert and Text Alert Schemes		Supporting Local Diversity Groups	
Engagement With Neighbourhood and Campus Watch Groups		Transition Year Programmes	
Irish Language Initiatives		Engagement With Community and State Funded Youth Groups.	
Joint Policing Committee Engagement Focusing on Anti-Social Behaviour		Divisional Youth Awards	
New Community Engagement Structures Aligned to Community Groups		Implementing The National Drugs and Alcohol Strategy	
Collaboration With Partner Agencies		Disrupting, Dismantling and Prosecuting Drug Trafficking Networks	
Increased foot patrols		Continuing the Drug Related Intimidation Reporting Programme	



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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
<p>2.1 Proactively identify, target and disrupt crime at all levels, including new and emerging crime types.</p>	<p>This strategy supports our organisational objectives of protecting people from crime and leveraging our improving data to enhance information-enabled policing. Our plan is to increase information led targeted policing operations as well as sources of information.</p> <p>We will work with partner agencies and the public to prevent crime and reduce harm.</p> <p>We will maximise opportunities to use existing and emerging technology in the prevention of crime.</p>
<p>2.2 Enhance our capacity and capability to address crime through coordination, collaboration and information-led approaches.</p>	<p>Improved education and awareness in the area of Fraud and Cybercrime, both internally and externally.</p> <p>Improve awareness and educate communities and the commercial sector in the principles of crime prevention, and to provide support to the victims of crime.</p>
<p>Divisional target 2.3 Proactively disrupt Organised & Serious Crime in collaboration with our national and international partners.</p>	<p>Proactive focus and targeted operations on recidivist criminals and new organised crime groups. We are committed to the prevention, detection and reduction of all types of crime. We will deliver a victim centred police service, focusing on keeping people safe, protecting the most vulnerable and providing a consistently high standard of public service.</p>

2. Our Regular Work and Service Standards

Work	Method	Work	Method
Patrols and enforcement conducted in the Division		Crime Prevention Initiatives	
Enhanced policing		Target anti-social hotspots	
Best practice policing		Deny criminals the use of the roads	
Key Indicator		Key Indicator	
Disrupting, Dismantling and Prosecuting Drug Trafficking Networks		Enhanced investigations as a result of the support of specialist resources	
Implementing the National Drugs and Alcohol Strategy		Continuing the Drug Related Intimidation Programme to increase reporting	
Gather best evidence to increase prosecutions		Reducing Anti-Social Behaviour while focusing on this in Joint Policing Committees (JPC's)	





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
<p>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.</p>	<p>Maintain a victim centered approach to investigations with high levels of contacts with victims of crime, and timely call-backs to victims of domestic abuse.</p> <p>Ensure that all victims of sexual crime are assessed and receive the appropriate protection/special measures in accordance with the Criminal Justice (Victims of Crime) Act 2017, resulting in an improved service for victims.</p> <p>We will ensure all Domestic related incidents are managed and investigated in line with policy.</p> <p>We will reduce fear of crime, and crimes against older persons through increased engagement and accessibility with older persons. This will support the National Older Persons Plan 2023-2025.</p> <p>Support Garda Diversity & Integration Strategy to build positive relationships with minority groups.</p>
<p>3.2 Promote and enforce responsible behaviour on our roads, working in partnership with the Road Safety Authority and other partner agencies.</p>	<p>Increased drug driving checkpoints and Operation Lifesaver checkpoints. Reduction in road fatalities and safer roads through improved compliance with road safety legislation.</p> <p>We will conduct high-visibility patrols and checkpoints in areas that have been identified as being prone to fatal and serious injury collisions.</p> <p>Implementation of Days of Action in respect of Life Saver Offences (Speeding, Seatbelt, Mobile Phone) to encourage and improve responsible driving behaviour.</p>



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3. Our Regular Work and Service Standards

Work	Method	Work	Method
Contacts Per Victim		Utilise Specialist Resources and Support Services	
Support of Vulnerable Victims		Pro-active Roads Policing	
Victim Letters Provided		Enhance Missing Persons Investigations	
In Person Gardaí		Multi Agency Checkpoints	
Best Practise Policing		Enhanced Investigations With the Support of Specialist Resources	
Key Indicator		Key Indicator	
Increase in-person contacts with victims		Increase the number of checkpoints carried out	
Continue to improve the experience of victims who report crime to AGS		More engagement with specialist units and resources	
Additional Roads Policing Days of Action		Reduce the number of road deaths and serious injury collisions from 2023	



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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
<p>4.1 On-going implementation of the Security Service Development Plan to strengthen the security and intelligence capacity and capability of An Garda Síochána.</p>	<p>Protect the Security of the State and its people from terrorism and threats to its vital interests. These outcomes will support our strategy statement, which outlines our vision to keep people safe, protect the most vulnerable and provide a consistently high standard of service in respect of State Security.</p> <p>We will progress collaboration with all partner agencies and relevant stakeholders to prevent and combat human trafficking.</p>
<p>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.</p>	<p>Increased internal engagement and awareness using intelligence sources, PULSE Intelligence and Cybercrime resources to enhance safety and protection from terrorism.</p> <p>Maintain our strong relationships with policing and security partners to proactively contribute to national and international security.</p> <p>Increased capacity to proactively identify and disrupt potential terrorism, and activities of hostile actors and extremists.</p>
<p>Divisional target 4.3 Ensuring preparedness for major emergencies through training, ongoing awareness building in An Garda Síochána and engagement in Major Emergency Management activities.</p>	<p>Ensure effective response capabilities in the event of a major emergency. Increased Divisional capacity to respond to major emergency situations.</p>

4. Our Regular Work and Service Standards

Work	Method	Work	Method
Pro-active Roads Policing		Utilise Specialist Resources and Support Services	
Enhanced Investigations With the Support of Specialist Resources		Best Practice Policing	
Collaboration With Partner Agencies Internationally			










5. Sustainable Change & Innovation

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

National Targets	Divisional Outcomes
<p>5.1 Embed the structures required to enhance our organisation's capacity and capability for change, and to support a culture of continuous improvement.</p>	<p>Personnel within the Division will embrace change as a result of effective communication and training for new initiatives. Improved performance through modernised and professional standardised processes.</p> <p>Employees feel supported and encouraged to communicate their ideas for improvements and innovation and will adopt new trends and approaches in their role.</p>
<p>5.2 Enable, develop and support sustainability across An Garda Síochána through implementation of the Climate Action Roadmap 2023-2030.</p>	<p>Reduction in reliance on paper based processes and support greener environmental initiatives.</p> <p>Increase use of ICT infrastructure to ensure a reduction in paper and colour printing waste.</p> <p>All personnel will proactively support energy reducing initiatives, resulting in a reduction in our carbon footprints.</p> <p>We will maximise the use of high-visibility bicycle patrols and Electric Vehicles (EVs), to support the Climate Action Roadmap.</p>

5. Our Regular Work and Service Standards

Work	Method	Work	Method
Enhanced Use of ICT		Utilise Specialist Resources and Support Services	
Enhanced Investigations With the Support of Specialist Resources		Increase Use of Bicycle and Foot Patrols	
Obtain additional Electric Vehicles			





Enabler 1: People & Purpose

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.	Promote Performance Management. local continuous professional development, and promote engagement in the Garda Educational Training System and in-person training, along with the management of sickness absence. Enhanced e-Learning capabilities for personnel. Necessary infrastructure and supports will be available to personnel, enabling them to provide a high quality policing service for the future.
E1.2 Support the health and wellbeing of our personnel through the implementation of our Health and Wellbeing Strategy.	Promoting positive Mental Health and Wellbeing through engagement in national and local initiatives. Improved focus on the wellbeing of all Garda personnel, encouraging and enabling our people to access the available welfare supports and counselling services.



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.	Engagement and collaboration with local stakeholders. Effective Partnerships and awareness-led identification of local policing priorities resulting in increased public confidence.
E2.2 Explore, develop and embrace opportunities to collaborate across sectors to strengthen our evidence-based approach to service.	A supported and better educated workforce, eager to improve and innovate. Enhance existing collaborations with Third Level institutions by continuing to engage in promoting educational opportunities for all ranks and grades.



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.	Provide opportunities for feedback. Improved internal and external engagement leading to a better understanding of our personnel and community requirements.
E3.2 Respond to the learnings of An Garda Síochána Culture Audit.	Demonstrate the value we place in our personnel. Seek and review both internal and external feedback and take action where change is necessary.



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.	Increased emphasis on Performance & Standards at all levels across the Galway Division. Continued promotion and demonstration of the values embedded in An Garda Síochána's Code of Ethics to provide a professional service that acts with dignity.
E4.2 Promote An Garda Síochána Organisational Operating Model.	Maintain the promotion of the Operating Model and its benefits. A Division which works efficiently with standardised processes across all Functional Areas and Sections will enable delivery of the best possible policing service.



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.	Supporting the continued rollout of new initiatives such as, Roster & Duty Management System (RDMS) and the new Incident Outcomes recording on PULSE. Successful computerisation of all payroll via full implementation of RDMS in the Division.
E5.2 Leverage improved data quality to progressively expand the use of data assets in operational policing.	Include data quality on PULSE in inspection and review regularly with the intention of maximising insights to help support information-led policing. Improved data quality and processing across the Galway Division's six Functional Areas.



Finding Additional Support

Support Type	Name	Website	Email	Telephone
Victim Support	AdVIC (Advocates for Victims of Homicide)	www.advic.ie	info@advic.ie	086 1272156
	Rape Crisis Network Ireland	www.rcni.ie		1800 778 888
	Victims of Crime Office	www.victimsofcrimeoffice.ie		116 006
	One in Four	www.oneinfour.ie		01 6624070
	Support After Homicide	www.supportafterhomicide.ie		
	Irish Tourist Assistance Service	www.itas.ie	info@itas.ie	1890 365 700
Domestic	Women's Aid National Helpline	www.womensaid.ie		1800 341 900
	Men's Aid Ireland National Helpline (AMEN)	www.mensaid.ie	hello@mensaid.ie	01- 5543811
	Parenting Support	Home - ISPCC	parentingsupport@ispcc.ie	01- 5224300
	Farm and Rural Stress Helpline			1800 772 645
Addiction	Alcoholics Anonymous	www.alcoholanonymous.ie		01 8420700
	Drugs Helpline		helpline@hse.ie	1800 459 459
Children	CARI	www.cari.ie	hello@cari.ie	1890 924 567
	Barnardos	www.barnardos.ie	resources@barnardos.ie	1850 222 300
	Childline	www.childline.ie		1800 666 666
	ISPCC	www.ispcc.ie	info@ispcc.ie	091532422
Missing Persons	Missing in Ireland Support Services	www.missing.ie	office@nmph.ie	1890 442 552
Homeless	Homeless Referral Service	Homeless Service - COPE Galway		1800 788 887
LGBTQ	Lesbian, Gay, Bisexual, Transgender (LGBT)	www.lgbt.ie		1890 929 539






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Seniors Services	Seniorline	www.thirdageireland.ie		1850 440 444
Galway Services	Cope Galway Domestic Violence Refuge	www.copegalway.ie	waterside@copegalway.ie	091 565985
	Galway Rape Crisis Centre	www.galwayrcc.org		1800 355 355
	Let's Get Galway Talking	www.letsgetgalwaytalking.ie		091 765500
	Domestic Violence Response	www.domesticviolenceresponse.ie		091 866740
	HSE Information Line	www.hse.ie		1850 241 850
	Jigsaw Galway	www.jigsaw.ie	Galway@jigsaw.ie	091 549252
	Tusla, Child & Family Agency	Galway City Tuam Loughrea Ballinasloe Oughterard		091546366 093 37200 091872700 090964620 091552200
	Western Region Drugs Taskforce			091 480044
	Suicide Helpline Pieta House	www.pieta.ie		1800 247 247
	Galway City Council	www.galwaycity.ie	customerservice@galwaycity.ie	091 536400
	Galway County Council	www.galwaycoco.ie	customerservices@galwaycoco.ie	091 509000





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





AN GARDA SÍOCHÁNA