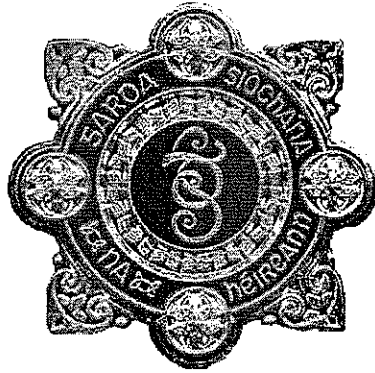


# An Garda Síochána



## **Divisional Policing Plan 2006 for Limerick Garda Division.**

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Limerick.**

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**An Garda Síochána Strategic Goals 2006.**

1. **National/International Security** - To reduce the threat of subversive and terrorist activity through intelligence-led policing and international cooperation.
2. **Crime** - To reduce the incidence of organised, drug related and serious crime, and criminal behaviour.
3. **Traffic** - To reduce the incidence of fatal and serious injury collisions and improve traffic flow.
4. **Public Safety** - To ensure public safety by reducing the incidence of public disorder and anti-social behaviour.
5. **Public Confidence** - To improve confidence in An Garda Síochána.
6. **Ethnic and Cultural Diversity** - To build the capability of An Garda Síochána to fulfil the emerging policing needs of our diverse ethnic and multi-cultural communities.

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**Foreword of Chief Superintendent W.J. Keane, Divisional Officer, Limerick.**

- The objective of the Six Strategic Goals for An Garda Síochána as set out in the Limerick Divisional Policing Plan 2006 is part of the process of implementing the goals of the Garda Corporate Strategy 2005-2007 in which we commit to ‘*A Safer Ireland through Policing Excellence*’ and to achieve the twin imperatives of public confidence and public safety throughout this Division. Policing is very important to the well being of any community and we will continue to deliver our service to the people of the Limerick Garda Division in a planned, sustained, professional and accountable fashion.
- My team and I will continue to maintain and extend the valuable interaction that currently exists between the Community / Organisations / Groups and An Garda Síochána and we will use this interaction to identify the needs and concerns of the public to enhance the service we provide. We are deeply committed to providing the best police service possible.
- The commitment of An Garda Síochána in Limerick in dealing with organised and serious incidents of crime and feuding activity will continue. This commitment is fully reflected in the results that the Gardaí have achieved, in the detection of these crimes and in the seizure of firearms and drugs from criminal elements in Limerick Division in recent years.
- I invite all of the people in the Limerick Garda Division to cooperate with us and to assist us in our mission and in that regard I welcome approaches either formal or informal from any group / organisation or individual who feel that they have a contribution to make in this area and to send their views or suggestions in writing to me at Henry Street Garda Station, Limerick or to e-mail them to me at [William.Keane@Garda.ie](mailto:William.Keane@Garda.ie)

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( W.J. KEANE. )

CHIEF SUPERINTENDENT.

24<sup>TH</sup> January 2006.

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal ONE – NATIONAL / INTERNATIONAL SECURITY – To reduce the threat of subversive and terrorist activity through intelligence-led policing and international co-operation.</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
<p>Initiate intelligence-led operations against various factions within dissident republican groups.</p>	<ul style="list-style-type: none"> <li>➤ Number of Garda operations commenced.</li> <li>➤ Number of prosecutions initiated.</li> </ul>
<p>Develop and improve the quality of intelligence by broadening the intelligence source base in all sections of An Garda Síochána.</p>	<ul style="list-style-type: none"> <li>➤ The implementation of the national Covert Human Intelligence System (CHIS).</li> <li>➤ Number of Gardai trained in CHIS.</li> <li>➤ Number of Crime analysts employed.</li> <li>➤ Volume of intelligence gathered/exchanged.</li> </ul>
<p>Develop initiatives aimed at identifying, preventing and/or disrupting the activities of radical Islamic extremists.</p>	<ul style="list-style-type: none"> <li>➤ Number of initiatives developed.</li> <li>➤ Number of operations commenced.</li> <li>➤ Number of Garda members operating on external borders.</li> <li>➤ Number of international seminars/conferences and training programmes attended.</li> </ul>
<p>Develop and maintain the exchange of intelligence between An Garda Síochána and Law Enforcement and security agencies worldwide.</p>	<ul style="list-style-type: none"> <li>➤ Volume of intelligence gathered.</li> <li>➤ Number of European Arrest Warrants sought and received.</li> <li>➤ Number of partnership arrangements in place / developed.</li> <li>➤ Number of briefings to the Dept. of Justice Equality &amp; Law Reform.</li> <li>➤ Number of threat assessments prepared.</li> <li>➤ Number of meetings with international partners.</li> </ul>
<p>Provide specialist assistance to Regional Commissioners against selected targets on an intelligence-led basis.</p>	<ul style="list-style-type: none"> <li>➤ Number of operations mounted in each Garda Region.</li> <li>➤ Number of arrests of subversive/terrorist suspects.</li> <li>➤ Quantity of arms/explosives seized.</li> <li>➤ Numbers of briefings provided to Regional Commissioners by Crime &amp; Security Section.</li> </ul>

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal ONE – NATIONAL/INTERNATIONAL SECURITY –</b> To reduce the threat of subversive and terrorist activity through intelligence-led policing and international co-operation.		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action By</b>
Initiate intelligence-led operations against various factions within dissident republican groups.	<ul style="list-style-type: none"> <li>❖ Number of operations conducted</li> <li>❖ Outcomes of operations</li> </ul>	District Officers & Detective Inspectors.
Brief all Units on a quarterly basis to ensure that members are fully conversant with all active and associate members of dissident republican groups and radical Islamic groups to enhance awareness of all personnel to these groups.	<ul style="list-style-type: none"> <li>❖ The number of briefings conducted.</li> </ul>	District Officers & Detective Inspectors.
The implementation of the National C.H.I.S (Covert Human Intelligence System). in Limerick Division.	<ul style="list-style-type: none"> <li>❖ The number of Gardaí trained.</li> <li>❖ The number of intelligence sources registered.</li> <li>❖ The volume of intelligence gathered.</li> </ul>	District Officers & Detective Inspectors.
Develop initiatives aimed at identifying, preventing and/or disrupting the activities of radical Islamic extremists.	<ul style="list-style-type: none"> <li>❖ The number of initiatives developed.</li> </ul>	District Officers & Detective Inspectors.
Conduct threat assessments of persons/state institutions vulnerable to subversive/terrorist attack and provide necessary security/security advice where appropriate.	<ul style="list-style-type: none"> <li>❖ The number of security assessments conducted in respect of persons and state installations.</li> <li>❖ The number of security operations conducted in relation to visiting VIPs.</li> </ul>	District Officers & Detective Inspectors.

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal TWO – CRIME – To reduce the incidence of organised, drug related and serious crime and criminal behaviour</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
Identify and profile, at Divisional level, the main individuals / groups engaged in: organised crime and drug-related crime.	<ul style="list-style-type: none"> <li>➤ Number of individuals/groups profiled.</li> <li>➤ Monthly review of profiles carried out by Divisional Officers.</li> <li>➤ Number of intelligence reports on targeted individuals / groups.</li> <li>➤ Number of Regional threat assessments prepared.</li> </ul>
Implement the Code of Practice for the management of Covert Human Intelligence Sources.(CHIS)	<ul style="list-style-type: none"> <li>➤ Dissemination of Code of Practice to all members of the service.</li> <li>➤ Number of Garda personnel trained at each level.</li> <li>➤ Number of intelligence bulletins issued by Criminal Intelligence Officers (CIOs)</li> </ul>
Further develop criminal intelligence capability at Divisional / District level.	<ul style="list-style-type: none"> <li>➤ Criminal Intelligence Officer (CIO) will disseminate a monthly Intelligence Bulletin to Stations within his / her Division.</li> <li>➤ Number of briefings of members of Divisional staff by the CIO</li> <li>➤ Identify and seek to build partnerships with appropriate external stakeholders.</li> </ul>
Further develop crime investigation management capability.	<ul style="list-style-type: none"> <li>➤ Development of specific courses in crime investigation management.</li> <li>➤ Number of personnel who completed these courses.</li> <li>➤ Development of a DNA database in association with the Forensic Department of An Garda Siochana and the Department of Justice, Equality &amp; Law Reform.</li> </ul>
Reduce the incidence of crime by 2% and increase detection rates by 2%	<ul style="list-style-type: none"> <li>➤ Number of headline crimes recorded and the percentage detected.</li> <li>➤ Number of non-headline crimes recorded and the percentage detected.</li> <li>➤ Number of targeted operations to reduce specified headline crimes.</li> <li>➤ Number of domestic violence incidents/breaches of Court orders.</li> </ul>
Conduct risk assessments of high/vulnerable targets in each Division.	<ul style="list-style-type: none"> <li>➤ Number of risk assessments carried out which are followed up with appropriate crime prevention advice.</li> <li>➤ Number of persons provided with crime prevention advice after assessment</li> </ul>

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal TWO – CRIME – To reduce the incidence of organised, drug related and serious crime and criminal behaviour</b>		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action by</b>

**Divisional Policing Plan 2006 – Limerick Division**

<p>Identify/profile and target the main individuals/groups engaged in organized crime/serious crime including feud related and drug related crime.</p>	<ul style="list-style-type: none"> <li>❖ The number of individuals/groups profiled.</li> <li>❖ The number of reviews of profiles carried out at District level.</li> <li>❖ The number of profiles submitted to the Divisional Officer for review at Divisional level.</li> <li>❖ The number of targeted operations conducted.</li> </ul>	<p>District Officers &amp; Detective Inspectors.</p>
<p>Further develop criminal intelligence capability and disseminate and increase awareness of the value of intelligence.</p>	<ul style="list-style-type: none"> <li>❖ Dissemination of Code of Practice on C.H.I.S. to all personnel.</li> <li>❖ Number of Gardai trained in C.H.I.S. at each level.</li> <li>❖ The number of daily/monthly intelligence bulletins issued to all Stations by the C.I.O.(Criminal Intelligence Officer)</li> <li>❖ The number of briefings of personnel by the C.I.O.</li> </ul>	<p>District Officers &amp; Detective Inspectors.</p>
<p>Further develop crime investigation management capability.</p>	<ul style="list-style-type: none"> <li>❖ The number of personnel seconded to major crime Incident Rooms.</li> </ul>	<p>District Officers &amp; Detective Inspectors.</p>
<p>Reduce the incidence of crime by 2% and increase detection rates by 2%</p>	<ul style="list-style-type: none"> <li>❖ Number of crime headline incidents recorded and percentage detected.</li> <li>❖ Number of non-headline crime incidents recorded and percentage detected.</li> <li>❖ Number of targeted operations to reduce specified headline crimes</li> <li>❖ Number of domestic violence incidents/breaches of Court Orders.</li> </ul>	<p>District Officers &amp; Detective Inspectors.</p>
<p>Conduct risk assessments of high / vulnerable targets in each District to include crime prevention advice at planning stages of new housing and residential developments.</p>	<ul style="list-style-type: none"> <li>❖ Number of risk assessments carried out which are followed up with appropriate crime prevention advice.</li> <li>❖ Number of persons provided with crime prevention advice after assessment.</li> <li>❖ Number of meetings with Local Authority Planners regarding new developments.</li> </ul>	<p>District Officers &amp; Detective Inspectors.</p>
<p>Initiate applications to increase Special Garda Youth Projects in the City</p>	<ul style="list-style-type: none"> <li>❖ The number of applications made and outcome.</li> </ul>	<p>City District Officers.</p>



**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal THREE – TRAFFIC – To reduce the incidence of fatal and serious injury collisions and improve traffic flow</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
Traffic Corps will spend 20% of duty time patrolling on single-lane carriageways at collision-prone locations.	➤ Percentage of Traffic Corps duty time spent patrolling single-lane carriageways at collision-prone locations.
Increase arrest rate for driving while intoxicated by 15% in 2006.	<ul style="list-style-type: none"> <li>➤ Number of arrests for driving while intoxicated per Division per month.</li> <li>➤ Number of breath-tests per Division per month.</li> </ul>
Traffic Corps will spend 30% of duty time on speed enforcement	<ul style="list-style-type: none"> <li>➤ Percentage of Traffic Corps duty time spent on speed enforcement.</li> <li>➤ Increase speeding detections by 15%</li> </ul>
Gardai will spend 20% of duty time on static, high-visibility vehicle checkpoints	<ul style="list-style-type: none"> <li>➤ Percentage of Traffic Corps duty time spent on static, high-visibility checkpoints.</li> <li>➤ Percentage of non-Traffic Corps Garda duty time spent on static, high-visibility checkpoints.</li> </ul>
Educate road users through Radio / TV broadcasts, and road shows.	<ul style="list-style-type: none"> <li>➤ Arrange for two road shows per Division during 2006.</li> <li>➤ One weekly road safety broadcast on each local radio station in each Division.</li> <li>➤ Road safety will be featured on six Crimecall programmes in 2006.</li> </ul>
Traffic Corps Units will spend 10% of duty time on covert road traffic policing.	<ul style="list-style-type: none"> <li>➤ Percentage of Traffic Corps duty time spent on covert road traffic policing.</li> <li>➤ Increase detections for dangerous driving related offences by 15%.</li> </ul>
Establish a benchmark for each Division regarding the time spent by Gardai dealing with traffic management.	<ul style="list-style-type: none"> <li>➤ Percentage of Traffic Corps duty time spent on traffic management in each Division.</li> <li>➤ Garda time spent on traffic duties at peak periods and at special events (e.g. Operation Freeflow etc.)</li> <li>➤ Number of static high-visibility vehicle checkpoints carried out by non-Traffic Corps Gardai per Division per month.</li> </ul>
Increase the strength of the Traffic Corps by 244 in 2006 with a proportionate increase in the transport allocation.	<ul style="list-style-type: none"> <li>➤ Number of additional members allocated to the Garda Traffic Corps per quarter.</li> <li>➤ Number of additional patrol vehicles allocated to the Garda Traffic Corps per quarter.</li> </ul>

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal THREE – TRAFFIC – To reduce the incidence of fatal and serious injury collisions and improve traffic flow</b>		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action by</b>
Traffic Corps will spend 20% of duty time patrolling on single-lane carriageways at Collision Prone Locations.	❖ Percentage of Traffic Corps duty time spent patrolling single-lane carriageways at Collision Prone Locations.(CPLs)	Traffic Inspector.
Traffic Corps will spend 30% of duty time on speed enforcement.	❖ Percentage of Traffic Corps duty time spent on speed enforcement. ❖ Increase speeding detections by 15%	Traffic Inspector.
Traffic Corps Units will spend 10% of duty time on covert road traffic policing.	❖ Percentage of Traffic Corps duty time spent on covert road traffic policing.	Traffic Inspector.
Increase arrest rate for driving while intoxicated by 15% in 2006.	❖ Number of arrests for driving while intoxicated per District per month. ❖ Number of breath-tests per District per month.	District Officers & Traffic Inspector.
Gardaí will spend 20% of duty time on static, high-visibility vehicle checkpoints	❖ Percentage of Traffic Corps and non-Traffic Corps Garda duty time spent on static, high-visibility checkpoints.	District Officers & Traffic Inspector.
Educate road users through Radio / TV broadcasts, and road shows.	❖ A weekly road safety broadcast to take place on local radio station. ❖ Number of road shows in the Division in 2006.	District Officers & Traffic Inspector,
Deploy personnel on traffic management duties at special events, peak periods and other times of traffic congestion.	❖ Percentage of Traffic Corps duty time spent on traffic management in the Division. ❖ Garda time spent on traffic duties at peak periods and at special events (e.g. Operation Freeflow etc).	District Officers & Traffic Inspector,
Monitor on a quarterly basis (a) the strength of the Traffic Corps and (b) the patrol vehicles allocated to the Traffic Corps.	❖ Number of additional members allocated to the Traffic Corps per quarter. ❖ Number of additional patrol vehicles allocated to the Traffic Corps per quarter.	Traffic Inspector.

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal FOUR – PUBLIC SAFETY – To ensure public safety by reducing the incidence of public disorder and anti-social behaviour</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
<p>Review deployment of Gardaí and methods of patrolling on a quarterly basis to reduce assaults.</p> <p>Create a customer ‘feeling of safety’ index for year-on-year benchmarking.</p> <p>Identify public disorder hotspots in consultation with stakeholders and deploy resources accordingly.</p> <p>Utilise CCTV to enhance public safety.</p>	<ul style="list-style-type: none"> <li>➤ Number of reviews conducted at Divisional level.</li> <li>➤ Decrease by 10% the number of assaults.</li> <li>➤ Number of violent crimes* per 1,000 population and percentage detected.</li> <li>➤ Number of prosecutions for public order offences</li> <li>➤ Achieve an 85% satisfaction rating in the Public Attitude Survey 2006.</li> <li>➤ Achieve a 70% rating in the Public Attitude Survey 2006 regarding ‘feeling of safety in local neighbourhoods after dark’</li> <li>➤ Achieve an 85% rating in the Public Attitude Survey 2006 regarding ‘feeling of safety in homes alone at night’.</li> <li>➤ Number of public disorder hot spots per Division.</li> <li>➤ Number of joint initiatives undertaken with stakeholders.</li> <li>➤ Number of uniform foot patrols per quarter.</li> <li>➤ Number of cycle patrols per quarter.</li> <li>➤ Number of uniform mobile patrols per quarter.</li> <li>➤ Percentage of Garda Divisions with CCTV Systems installed.</li> <li>➤ Percentage increase in number of systems operational in 2006 (over 2005).</li> </ul> <p>* All offences in the headline offence groups used in the Garda Síochána Annual Report: Group 1 Homicides, Group 2 Assaults, Group 3 Sexual Offences, Group 8 Robberies and the following offences, manslaughter (traffic fatality), Dangerous driving causing death, Dangerous driving causing serious bodily harm, Concealment of birth, Aggravated burglary, Abandoning a child and child neglect or cruelty.</p>

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal FOUR – PUBLIC SAFETY – To ensure public safety by reducing the incidence of public disorder and anti-social behaviour</b>		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action by</b>
Review deployment of Gardaí and methods of patrolling on a quarterly basis to reduce assaults.	<ul style="list-style-type: none"> <li>❖ Number of reviews conducted at District level</li> <li>❖ Decrease by 10% the number of assaults.</li> <li>❖ Number of violent crimes per 1,000 population and percentage detected.</li> <li>❖ Number of prosecutions for public order offences.</li> </ul>	District Officers.
Identify public disorder/anti-social behaviour hotspots in consultation with stakeholders and following trend analysis deploy maximum resources at these locations during the problem periods.	<ul style="list-style-type: none"> <li>❖ Number of public disorder and anti-social behaviour hotspots per District.</li> <li>❖ Number of joint initiatives undertaken with stakeholders per District.</li> <li>❖ Number of uniform foot patrols per quarter.</li> <li>❖ Number of uniform cycle patrols per quarter.</li> <li>❖ Number of uniform mobile patrols per quarter.</li> </ul>	District Officers.
Utilise CCTV to enhance public safety.	<ul style="list-style-type: none"> <li>❖ Number of operational CCTV systems installed.</li> <li>❖ Percentage increase in the number of systems / cameras operational in 2006 (over 2005).</li> <li>❖ The number of CCTV Systems being developed.</li> </ul>	District Officers.
Engage with owners/managers of Licensed Premises to reduce public disorder offences arising from excess alcohol consumption.	<ul style="list-style-type: none"> <li>❖ Number of meetings held in each District.</li> </ul>	District Officers.
Actively enforce the Liquor Licensing Laws, identify and prosecute persistent offenders including those who supply intoxicating liquor to underage persons.	<ul style="list-style-type: none"> <li>❖ Number of inspections per District.</li> <li>❖ Number of prosecutions for breaches of the Intoxicating Liquor Act per District.</li> <li>❖ Number of prosecutions for underage drinking / supplying liquor to underage persons per District.</li> <li>❖ Number of Closure Orders of Licensed Premises for underage drinking per District.</li> </ul>	District Officers.
Review Neighbourhood Watch & Community Alert Schemes and reactivate dormant schemes where practicable.	<ul style="list-style-type: none"> <li>❖ Number of active Neighbourhood Watch &amp; Community Alert Schemes reviewed per District.</li> <li>❖ Number of reactivated Neighbourhood Watch &amp; Community Alert Schemes per District</li> </ul>	District Officers.

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal FIVE – PUBLIC CONFIDENCE – To improve confidence in An Garda Síochána</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
Enhance our engagement with the community in preparation for full implementation of the Garda Síochána Act, 2005.	<ul style="list-style-type: none"> <li>➤ Number of Continuous Professional Development courses which include a focus on the Garda Síochána Act 2005.</li> <li>➤ A minimum of two public meetings per District per year.</li> <li>➤ Number and type of networks developed to enhance public confidence.</li> </ul>
Increase Garda presence / visibility in public places	<ul style="list-style-type: none"> <li>➤ Number of uniform foot patrols per quarter.</li> <li>➤ Number of uniform cycle patrols per quarter.</li> <li>➤ Number of uniform mobile patrols per quarter.</li> <li>➤ Percentage of Garda management time on uniform outdoor supervisory duty.</li> <li>➤ Number of Garda reserve members selected/trained.</li> </ul>
Provide an immediate response to emergencies.	<ul style="list-style-type: none"> <li>➤ Number of 999/112 calls answered within 20 seconds.</li> <li>➤ 65% of emergency/priority one calls responded to within 15 minutes and 90% within 30 minutes.</li> <li>➤ Number of complaints regarding emergency response service.</li> </ul>
Provide feedback to victims of crime.	<ul style="list-style-type: none"> <li>➤ Number of letters to crime victims generated by the PULSE System.</li> <li>➤ Number of letters issued to burglary, robbery and assault victims (Sect. 2,3 &amp; 4 Non-Fatal Offences Act, 1997) as a percentage of the total incidents of these crimes.</li> <li>➤ Number of letters from crime victims responded to within 10 days.</li> <li>➤ Increase, by 10%, the number of follow-up letters issued to crime victims regarding significant case development.</li> </ul>
Target the most common sources/causes of complaints made against members of An Garda Síochána.	<ul style="list-style-type: none"> <li>➤ Reduce admissible complaints against An Garda Síochána by 5%.</li> <li>➤ Number of conflict resolution training programmes provided for personnel, including management.</li> <li>➤ Number of specific training programmes for selected Garda personnel who are subject of multiple complaints at Divisional level.</li> </ul>
Assess the quality of service provided to the public.	<ul style="list-style-type: none"> <li>➤ Conduct Public Attitude Survey 2006.</li> <li>➤ Publish results of Public Attitude Survey by March 2006.</li> <li>➤ Formulate an implementation plan to action areas for improvement.</li> </ul>

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal FIVE – PUBLIC CONFIDENCE – To improve confidence in An Garda Síochána</b>		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action by</b>
Enhance our engagement with the community through participation at two public meetings per District and development of networks to enhance public confidence.	<ul style="list-style-type: none"> <li>❖ Number of public meetings held per District per annum.</li> <li>❖ Number and type of networks developed.</li> </ul>	District Officers.
Provide a focus on the Garda Síochána Act, 2005 at all training courses.	<ul style="list-style-type: none"> <li>❖ Number of CPD Courses held.</li> <li>❖ Number of personnel trained.</li> </ul>	Sergeant i/c, Div. C.P.D. Unit.
Increase Garda presence/visibility in public places.	<ul style="list-style-type: none"> <li>❖ No. of uniform foot patrols per quarter per District.</li> <li>❖ No. of uniform cycle patrols per quarter per District.</li> <li>❖ No. of uniform mobile patrols per quarter per District.</li> <li>❖ Percentage of Garda management time on outdoor supervisory duty.</li> </ul>	District Officers.
Provide an immediate response to emergencies.	<ul style="list-style-type: none"> <li>❖ No. of 999/112 calls answered within 20 seconds.</li> <li>❖ 65% of emergency/priority one calls responded to within 15 minutes and 90% within 30 minutes</li> <li>❖ Number of complaints regarding emergency response service.</li> </ul>	District Officers.
Provide a feedback to victims of crime and assess the quality of service provided to members of the public	<ul style="list-style-type: none"> <li>❖ Number of letters to crime victims generated by the PULSE System.</li> <li>❖ Number of letters issued to burglary, robbery and assault victims (Sec. 2, 3 &amp; 4 N.F.O.A.P.A. 1997) as a percentage of the total incidents of these crimes.</li> <li>❖ Number of letters from crime victims responded to within 10 days.</li> </ul>	District Officers.
Target the most common sources/causes of complaints against Garda personnel	<ul style="list-style-type: none"> <li>❖ Formulate a plan and take action to deal with the sources/causes of complaints made against Garda personnel.</li> </ul>	District Officers.
Expand on Community Policing Initiatives throughout the Division.	<ul style="list-style-type: none"> <li>❖ Number of initiatives undertaken.</li> <li>❖ Number of additional personnel provided to Community Policing duties.</li> </ul>	City District Officers.
Assess the quality of service provided to the public.	<ul style="list-style-type: none"> <li>❖ Number of complaints made regarding the quality and provision of the policing service provided.</li> </ul>	District Officers.

**Divisional Policing Plan 2006 – Limerick Division**

<b>Strategic Goal SIX – ETHNIC AND CULTURAL DIVERSITY – To build the capability of An Garda Síochána to fulfil the emerging policing needs of our diverse ethnic and multi-cultural communities</b>	
<b>National Actions</b>	<b>National Performance Indicators</b>
Develop a clear policy for consultation with cultural and ethnic minorities on policing and service provision on an ongoing basis.	<ul style="list-style-type: none"> <li>➤ Number of representatives of ethnic and cultural minorities on local Garda /Community committees.</li> <li>➤ Bi-annual meetings with ethnic and cultural groups in Divisions.</li> <li>➤ Existence of policy document on consultation/communication with ethnic and minority groups.</li> <li>➤ Satisfaction of members of ethnic minorities with Garda service measured through a national survey in 2006.</li> </ul>
Develop a multi-faceted strategy to provide for more effective recording of racially motivated crime.	<ul style="list-style-type: none"> <li>➤ Number and nature of recorded racially motivated incidents.</li> <li>➤ Undertake a study (with NCCRI) regarding reported figures on racially motivated crime.</li> <li>➤ Number of complaints against members of An Garda Síochána for racially motivated incidents.</li> </ul>
Develop targeted initiatives focusing on access to police services for Travellers, refugees and migrants.	<ul style="list-style-type: none"> <li>➤ Satisfaction of Travellers, refugees and migrants with Garda service measured through a national survey in 2006.</li> <li>➤ Number of targeted initiatives developed with Travellers, refugees and migrant groups regarding awareness of Policing service.</li> <li>➤ Provision of services in languages other than English and Irish.</li> <li>➤ Number of meetings facilitated by Garda Ethnic Liaison Officers.</li> </ul>
Develop anti-racism, intercultural and diversity training for senior and middle management.	<ul style="list-style-type: none"> <li>➤ Number of Continuous Professional Development courses (which include anti-racism, intercultural and diversity elements) run for middle and senior management.</li> <li>➤ Percentage of senior and middle management trained in 'Diversity Awareness Training programme under EU Garda/PSNI Peace and Reconciliation Project'.</li> </ul>
Develop and implement a clear support system for the induction, training and retention of newly recruited members of An Garda Síochána from cultural and ethnic minorities	<ul style="list-style-type: none"> <li>➤ Existence of a structured support system for newly recruited members of An Garda Síochána from cultural and ethnic minorities.</li> <li>➤ Number of members of ethnic and cultural communities who undergo Garda training.</li> </ul>

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<b>Strategic Goal SIX – ETHNIC AND CULTURAL DIVERSITY – To build the capability of An Garda Síochána to fulfil the emerging policing needs of our diverse ethnic and multi-cultural communities</b>		
<b>Divisional Actions</b>	<b>Divisional Performance Indicators</b>	<b>Action by</b>
<p>Further develop liaisons with cultural and ethnic minorities on policing service provision through inclusion on Garda / Community Committees and bi-annual meetings.</p> <p>Develop a more effective strategy for recording racially motivated crime.</p> <p>Develop targeted initiatives focusing on access to police services for Travellers, refugees and migrants</p> <p>Implement the national support system for the training and retention of newly recruited members of An Garda Síochána from cultural and ethnic minorities.</p>	<ul style="list-style-type: none"> <li>❖ Number of representatives of ethnic and cultural minorities on local Garda/Community Committees</li> <li>❖ Number of meetings with ethnic and cultural groups.</li> <li>❖ Existence of policy document on consultation / communication with ethnic and minority groups.</li>   <li>❖ Number and nature of recorded racially motivated incidents.</li> <li>❖ Number of complaints against members of An Garda Síochána for racially motivated incidents.</li>   <li>❖ Number of targeted initiatives developed with Travellers, refugees and migrant groups regarding awareness of the Policing service.</li>   <li>❖ Existence of a structured support system for newly recruited members of An Garda Síochána from cultural and ethnic minorities.</li> </ul>	<p>District Officers.</p> <p>District Officers.</p> <p>District Officers.</p> <p>District Officers.</p>



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