Citizen participation is an essential element for the achievement of the National Police Force tasks, because it allows to establish a closer relationship with citizens and their groups.

Through this relationship it is possible to know in a direct way the problems that concern them, as well as their claims and approaches within the scope of security, allowing to develop a faster and more efficient response to implement security strategies, programs and plans that improve the social harmony environment.

- **TAKE PART** in the design of the security strategy of your National Police.
- **COLLABORATE** on the resolution of security problems.
- **CONTRIBUTE** to the linkage of diversity in order to accomplish the best possible social harmony environment.
- **COOPERATE** with the protection of the most vulnerable groups.
Our goals are:

- Positioning the citizen as guiding element of the police activity.
- Being aware of the security problems concerning the citizens and bringing about solutions prior to a negative evolution.
- Facilitating the citizen the involvement in the resolution of demanded security problems.
- Developing proactive collaboration behaviors in order to improve both the objective and subjective citizens’ securities.
- Contributing to the linkage of the social diversity in order to achieve the best social harmony environment.
- Designing and executing security programs and plans focused on the protection of the most vulnerable groups.

Our delegate

The main communication channel with citizens is the Citizen Participation delegate in each National Police Station. The delegate is responsible for:

- Establishing regular contacts with all the citizens groups within the territorial boundaries.
- Channeling the information, suggestions and proposals provided by the citizens to the appropriate police units in order to give a solution to the demanded problems.
- Carrying out a follow-up of all the executed operations and informing the citizen about the result.

Get in touch with your DELEGATE:

- In your National Police Station.
- Through the electronic mail address: participa@policia.es
- Through the social networks:
  - Twitter: @policia
  - Facebook: www.facebook.com/PoliciaNacional

The Citizen Participation Units, with particularly trained staff, will carry out, among others, the following activities:

- Meetings, conferences, lectures to know the citizens concerns within the scope of security and involve them in the design of preventive plans.
- Taking part, if necessary, in the elaboration and execution of police operations and actions to provide a response to the social problems.
- Implementing plans and programs to protect the most vulnerable groups.
- Organizing the exhibition of police units and open days in the National Police Force facilities.
- Disseminating the security issues that are more interesting for the citizen through the mass media.