

Full Length Paper

The Family Police Project Pilot Scheme, Erzincan, Turkey

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The study is an exegesis of extracts translated into English from the book: *Aile Polisi (Family Police)* 387 pages by Nuri Ateş published, 2011, in Turkish by Hayat Yayıncılık, Istanbul, Turkey.

It is an original exponent research on the Family Police Pilot Scheme Project introduced by the Erzincan Police in 2007 covering the conceptual framework of family policing; the drawbacks of traditional and classic policing in view of modern policing success criteria and equal partnership between the public and the police. The study draws a conclusion that is imperative in that although policing is seen as protecting life, public and private properties, securing the peace, but within a superseding framework of crime prevention rather than crime solving. The study relocates each resident to the centre of crime prevention and argues that only when the police is fully trusted, and it is the foremost duty of the police to work to earn the full public trust, that the community will partner the police in preventing crimes without which the success of policing will be minimal and on the fringes of society.

The scheme deploys arrays of citizen and government networks to help solve citizens' problems, ranging from poverty to health issues and care by direct assistance and liaison ensuring that the Family Police promotion of the well-being of each and every resident of the city of Erzincan is felt by all and it is its frontal arsenal in preventing crimes.

Keywords: Family Police; Crime Prevention; Citizens, Public, Police Partnership; Trust; Confidence; Aids.

INTRODUCTION

Nuri Ateş began to work on introducing what he had conceived as the Family Police within the Erzincan Police Force to his colleagues, towards the end of 2007. This work bore little resemblance to other studies. As the Police Public Security Department Manager, he arranged and worked with the Chief of Erzincan Police, Dr. Ahmet Çimen to educate the Erzincan Police personnel on the concept and practice of family policing. Dr. Çimen led the inaugural lesson, which took place at the Police Vocational High School (PVHS) Erzincan, and began thus:

Dear colleagues, we have gathered here to inform you about a very important issue. The preparations of a project we have completed which we shall implement in our city. I will give you the first course as we are in a situation in which we are able to give you information. ¹ (Aile Polisi: 26)

¹ Induction Course led by the Chief of Erzincan Police, Dr. Ahmet Çimen on the Family Police Project, developed by the then Public Security Department Manager, Nuri Ateş, at the Police Vocational High School, Erzincan, Turkey; 2007

In attendance were the Deputy Police Chiefs, Police Officers, Branch Managers, Supervisors and other personnel, almost 600 police officers who were personnel of the Police Directorate of Erzincan participated in the meeting.

The Erzincan Police Chief went on to enumerate that the first lessons that the Police Academy and the Police Vocational High School graduates learn from their first days are police powers in relation to the application of the Law as defined by the Powers and Duties of the Police in the Police Handbook and its Amendments (Polis Vazife ve Salahiyetleri Kanunu² (PVSK): The first duty of the police is to maintain the sanctity and the chastity of life, public order, public and personal safety; to protect life, property and public housing; to provide assistance to a child and anyone in need as it is in their first mission to help the ailing and the powerless. (Available at <http://www.mevzuat.adalet.gov.tr/html/569.html>)

DETAILING THE FAMILY POLICE CONCEPT

Firstly, all households in Erzincan have to be considered individually and there were twenty-two thousand households to the ratio of five hundred police officers. So, the figure shows there were forty-four households to one police officer in Erzincan back in 2007.³ The Family Police Project aims to challenge the Erzincan province and Turkey, as well as police departments all over the world, to develop and implement a Police/Public Relations partnership programme that will capture the minds and the imagination of people and endear the police to them.

Consigning Traditional and Classic Policing to the Cemetery of History

Modern practices of police departments now have to leave behind the old traditional policing in which in the classic sense, success was measured by the number of criminals caught by the police and the criminal cases solved. So the police were only fighting crime and criminals. This is of course an important task, but it's no longer sufficient as a criterion to define success.

This can further be explained by comparing two provinces with the same population figure. Province X had a total of 500 crimes in a year and the criminals in 450 of the cases have been caught. The success ratio of this province is 90%.

In province Y the number of yearly crime cases is 50 and 5 of them were solved. The success of Y is 10%. Now, which one of these provinces is more successful? If we look at the figures it seems province X is more successful. However, when you investigate the situation with the details, the picture changes, because province Y had only 50 cases in a year. It means the crime rate in Y is very low. Although X had solved 90% of the 500 crime cases, the number of the crime cases is so high that gauging success in policing through the number of crimes solved can be very misleading. Unfortunately, today, most of the provincial governors and Police Managers in Turkey and elsewhere who still rely on classic policing measure their success by this criterion, alone.

² Ibid. Induction Course, Family Police Project, Police Vocational High School, Erzincan, Turkey 2007 Polis Vazife ve Salahiyetleri Kanunu

³ http://www.ailepolisi.com/haber/haber_detay.asp?haberID=189

To solve crimes is of course important but connecting the success to 'crime' figures as a main header is not correct. The number of people who commit crime is very low when you compare it to the total population in a province. One can by analogy look at crimes, criminals and arrests as mosquitoes. Dealing with mosquitoes requires drying up the swamp. As long as there is swamp, there will be lots of mosquitoes and there will be no end to the serious problems caused by mosquitoes so citizens must not be deceived by the number of mosquitoes caught.

While it is very important for police officers to solve crimes; it is more important to prevent them from happening in the first place, in modern policing. Recently, statistics have shown that there is no correlation between increasing the number of Police teams on the street and the decrease in the rate of criminal behaviour. It is generally true that the confidence of the people increased because of the number of teams on the street but that did not reduce the crime levels. (*Aile Polisi*: 31)

Chief of Erzincan Police, Dr. Ahmet Çimen, at his first lecture to his officers on family policing, posed serious questions about "{...} why these criminal incidents are happening, how college students can fall into the hands of terrorist organizations and the police aren't able to stop it, why little children can be throwing stones at the police and the police can only think if these children are being directed by people from outside the country? Let's go to the house of someone committing theft; maybe he/she is in need. Why do our people commit crime? Why do our people rebel against the state and the nation? Why doesn't somebody think of something to be done to prevent the committing of a crime before it happens?" (*Aile Polisi*: 31) These are some of the reprehensible situations that argue for classic and traditional policing to be consigned to the cemetery of history.

FAMILY POLICE PROJECT: MODERN POLICING SUCCESS CRITERIA

There are three criteria for the success of police in modern policing services.

1. Trust that the police had given the public,
 - a. The confidence of the people in the police,
 - b. The confidence of the people in where they live,
2. The nature of the relationship between the public and the police
3. Rate of public contribution to policing services

First of all, the Police should give confidence to the Public. Citizens should feel safe where they live. No citizens should feel unsafe. To be able to give this confidence to the citizens to feel safe where they live, the family police need to know each person living in each neighbourhood. The family police must be in touch with each one of them and know them one by one. Making the family police the truly friendly police neighbours will make it possible for their local community to give the police first-hand information about what is happening around them.

It is because the police officers will be located in all the city streets that they will be responsible for, that the citizens will not fear for their security. To give confidence to our valuable people means to be in contact with the public and it is the foundation of policing, dealing with our citizen's afflictions and happiness. Within the Family Police Project each of our officers is given the task to establish friendship, partake appropriately in the lives of the families on their streets

by sharing in their happiness, grief, sadness, etc.

The second step of the public trust in police is, to trust you, the police officers. Each police officer must show the public how reliable you are. The public should know each police officer closely. The police image in the public mind shouldn't be some negative shots they see on television from time to time; it should be your personal embodiment. Some of our nationals may have created distances between the police and themselves because of not knowing the police closely. The citizens once they know the officer; should be able to recognize how well you are trained; should be able to understand the love and feelings within you to help them. The police will understand the public, as well and will see their need on the ground. The police will assist the public about the businesses they need to do either within the police or with other government offices. The Family Police shall serve as a medium of communication between citizens and the police and share knowledge as necessary while promoting unity between the police and the public. The Family Police shall always do the full assessment of those who are in need of help.

A few weeks before the speech of Police Chief, The Project Coordinator had presented the project to the Provincial Protocol in Police Department Meeting Hall. In the meeting Erzincan Governor Ali Güngör, said "our people cannot tell other people when they are in need. They are unable to express their needs; they refrain because they are ashamed. The Family Police Project will start in January 2008 and beginning from this time, you respectable police officers who will embrace the citizens who cannot tell their need, will be in dialogue with the public and inform us. The police will know the people one by one living in each house in our city, not as police officers, but as their neighbours. This is one of the duties of the police, a sensible neighbour and a human being." (*Aile Polisi*: 37-38)

At the end of the provincial protocol meeting, Erzincan Governor Ali Güngör after thanking Dr. Ahmet Çimen, Nuri Ateş and the people who are part of the project said "before this project starts, members of the media, civil society organizations, Chamber of Tradesmen and Artisans, Trade and Industry Chamber, *Muhtars* (neighbourhood head) and other institutions and the public should be informed about the project."⁴ (*Aile Polisi*: 40-41)

One other subject for the Family Police Project is the better handling of the aid given by different aid agencies or citizen to the people in need, and to regularize the collected aid under one roof. So when any citizen wants to help any other citizen who is in need, it can be seen if the person is already getting aid or what kind of aid the person is getting, so there will be no confusion or repetitive aid type. Also such united aid organization will give the officials of aid agencies or associations opportunity to get figurative and statistical information.

With the family police project the negative reputation of the police in the public domain will be changed by being close to the families, showing them that the police are ready to help and serve them. The police and the citizens and residents of Erzincan will meet to talk and establish friendship. By doing so, the people will come to understand the police in reality and that the police they see on television are different.

⁴ Provincial Protocol Meeting between Erzincan Police, Police Chief, Family Police Co-ordinator and the provincial council headed by Governor Ali Güngör; 2007

Also through the Family Police Project, The Health Ministry will know about bedridden, paralysed patients' status. So, the health officers can do their caring like changing dressings and giving injections in the patients' home, the public didn't know that 112 health emergency officers have this responsibility already. Also this information would be shared with the public through the Family Police Project.

Measuring the success of this project, from time to time, could be done through independent survey organizations. If the citizens' opinion towards the police change positively, if they think it is their duty to inform the police about the incidents around them, if the police officers have good relationship with the public, by measuring we can understand if the project is successful or not.

Public confidence in the police: Officers Savaş and Hanife

Couple Hanife and Savaş are both great police officers, who at each stage of developing the Family Police Project Pilot Scheme in Erzincan, played important parts. There is a saying by the ninth president of the Turkish Republic, Süleyman Demirel, that "Wherever you look for me in the process of the republic you can find me there easily." (*Aile Polisi*: 149) It is the same for police officers Hanife and Savaş. Both made substantial contributions to the infrastructural planning ('kitchen process') and the field research of the project. Like all other projects the hardest part was the kitchen process. Writing the names of the streets, placing the officers, monitoring the forum website, sending the messages via bulk message system, updating the location of the police officers who have been appointed to other departments, filling the forms for the students who want to eat free in the local restaurants and matching them to available restaurants etc. Hanife very actively participated in the campaign works. During the blood donating campaign that lasted 25 days she brought twenty seven mostly female university student donors to the blood centre of the Turkish Red Crescent. She was also involved in the giving up smoking campaign and persuaded four heavy smokers to give up smoking. Officer Savaş, hoping to get rid of the pain in his herniated disc left himself to the streets of his duty area. The children liked him much as he did like them much. He was always carrying some candies and chocolate in his pockets for the children and sometimes, he would eat a bit of chocolate hiding it from his wife. That would be a problem if she was to know. He had to be careful about his weight because of his illness, herniated disc...

His duty on his street was on Tuesday afternoons normally but he was spending most of his free time chatting with the grocer and talking about the old days with retirees, and playing football with the children.

He was so sociable with the people that he was feeling at the top point of performing his duty. In which house who needs what? Which person is ideal for which work? Who is active in his street? He had the full knowledge of all this and even knows what the people think about the safety measures which will be applied to the street. He passed on the information he had to his chiefs including his views on the safety measures. Because he knew that in modern management, safety services are planned mindful of the needs of the local people. Some people used to think the opposite and do the opposite. They were waiting for the safety orders, which will come from Ankara, the capital city before they could do anything? But the safety measures should become localized. It would be taken locally and should be planned locally.

Dr. Çimen had said:

Needs for security has always been in the first place since the existence of humans. In ancient times, every human being provided their security themselves {...} However, the states are now allocating budget for security affairs in today's modern societies {...} We, as members of the police organization, are the most important part of public officials⁵ (Aile Polisi: 33)

Savaş knew that each street has its own specific problems. His street and the next street had different problems. In his street the main problem was late garbage collection. In the next street, it was the dogs disturbing children. He wondered "How would our chiefs solve these problems with orders from Ankara?" (Aile Polisi: 151)

He was informed regularly about the problems of the other streets by his colleagues working in those streets. Some problems were related to the municipality, some with the health department and others with the directorate of national education. Savaş took notes, from time to time, to inform the related authority. Sometimes he informed them by going there personally and at other times he would inform his chiefs by writing reports about the topic.

He was sometimes thinking about the people of the streets that are under his responsibility telling himself 'Now, let's imagine that someone was injured with a knife or was murdered. When the police came to investigate the case from the police station I am sure that everybody would avoid telling them what had happened. Some of them would say that they didn't see anything. Some might say they were looking in other directions. Everybody would find an excuse to maintain they didn't see anything.' (Aile Polisi: 152) He reminded himself of the significance of the statement once made by his Police Chief:

Of course the citizens will feel confident, when they know that their family police know the people in their neighbourhoods one by one, also they know who lives in their buildings, when they inform about a suspicious neighbour they know that they can be reassured by the police or the police would intervene immediately if they have any reason to do so. But the opposite is generally true to the point that even the police hesitate to go to a place, is it possible to talk about trust in that area. (Aile Polisi: 33)

Then he tested himself picturing the people, in his mind, who live in his streets saying:

Yes... if I go to aunt Ayşe and ask her 'Aunt Ayşe; they say that something bad happened here yesterday. Is that right?' She would give me all the information I need. Mr. Ahmet is also a sensitive citizen. If I go to him and ask if there was anything I should know as the Investigating Police Officer (IPO), he would also tell me the summary of the crime scene. If I go to the grocer or talk to the children etc.⁶ (Aile Polisi: 152)

⁵ From series of lectures on family policing by Dr. Ahmet Çimen, Erzincan Police Chief; 2007 - 2010

⁶ From the diary of Family Police Officer, Savaş 2008

Ratio of Public Contribution into Policing Services

It is impossible for an organisation to be successful without the public support which is an unquestionable rule for every successful organisation. In modern governments, the decisions relating to the security services are taken locally in view of the requirements and expectations of the public. There are no more security services carried out solely on the orders and instructions coming from Ankara. One cannot solve the security problems of the cities with unilateral decision taken at the centre, because each city even each neighbourhood has its own unique problems which are different from one another. More so, each family has its own problems.

In Erzincan, there are 24 neighbourhoods. Even in each street of each neighbourhood there are issues special to each. The issues in each area should be perceived and identified, likewise. That's why there are Peace Meetings in each neighbourhood separately. It means there are 24 meetings in 24 neighbourhoods. Once the Family Police have started to know the families and learn their problems and produce solutions they will see that Erzincan will be the happiest, safest, peaceful and preferred-to-live city in Turkey.

For the police to know the families may help prevent bad things from occurring. So, every police officer has a foot in the field, meaning a presence in the community.

The Citizens will Solve and Help Prevent Crimes with the Family Police Project

The benefit of the police family project can be described in terms of crime as statistics has shown that the police solve 90% of the cases through the information from the citizens. On their own efforts (technical support such as crime scene investigation, camera, fingerprint), they only uncover 10% of the cases. There may not be police everywhere but the citizens are everywhere. The best task is making sure that because of good relationship the police have with the public they will give information. Even if the people don't want to call the police 155 number they will call their family police numbers. By doing so, the police will stop the crime before it happens. The criminal who has the intention to commit crime in his mind will change his mind by knowing that the public has good relationship with the police.

In this way the police will do their preventive policing task. For example, when the public knows that there is a thief living around and they see that the person has something very valuable and can't afford to buy it they will inform the police.

As it has been noted, one of the criteria of success in policing is the contribution of the citizens to the policing services. The Family Police will spare no effort in making sure that the citizens will contribute to the policing services. They will meet the families in the areas that have been given to them as their responsibility, they will give them their phone number and take the citizens' and start the relationship. The Family Police and the Public will give each other mutual trust. The Family Police will help the citizens and earn their heart so they will trust them and share what they know with them.

THE NATURE OF THE RELATIONSHIP BETWEEN THE POLICE AND THE PUBLIC

The last success criterion in policing is the nature of the relationship established between the police and the public. As with the two previous criteria, the third criterion will also be one of the cornerstones of the Family Police Project. Once the police officers have established good relationship with the families they are provided, they would have already established good relationship with the whole of the city of Erzincan.

To oversee the smooth and effective transition in the building and maintaining real and meaningful relationship with the people living in Erzincan, three officers were appointed to spearhead the training and implementation; they are the Public Security Department Manager Nuri Ateş, Personal Development Specialist Muammer Yıldıztaşı (on public relationship and organising the appointment system etc.) and Commissioner İsa Kağan Karasioğlu on the history of the policing services studies on public-supported policing in the world.

Let's explain simply what should be understood by establishing good relationship: the officer will meet the families, and then will do these following jobs regarding the citizens and the streets that the officer will be responsible for:

Family Police Identification Card

The police start to meet the citizens with "Hello". "Hello I am your family police. Here is my Family Police Identification Card. In this card there is my name and my phone number. Also in case you need, there is a police help phone number and police stations numbers are written in the card." After talking to them pleasantly the officer will say: "I have questions about the people who live around here and on this street. I kindly ask you to answer my questions. Actually I will come to this street regularly more often to visit and take your requests. We will have time to chat. While I am here I would like to learn about these issues:" (*Aile Polisi: 46*)

The Subjects the Police can Help the Public with

"On this street, where children play is there a dangerous sewage pit, and cliff?"

"Is there any aggressive animal on this street that is an obstacle for the children to play?"

"Is there a threatening, damaged or severed electrical wire, destroyed buildings that may hurt residents of this street?"

"Is there anyone in need of financial help? They may not say it themselves, but if there is please tell me."

"Is there anyone who is lonely, elderly and sick living on this street?"

"Is there any female child not going to school?"

(*Aile Polisi: 46-47*)

In addition, the officer will go to the street which he/she is responsible for a half day per week during working hours to visit the citizens, get their wishes and requests. The officers will inform the public about the subjects in their agenda. They will congratulate the children who get

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Appreciation Certificate with small gifts. They should always have small gifts to give the children.

After they have finished the introduction step, they would not need to go to their homes every week, as they would be able to visit them in their offices, as well.

There were so many questions needing to be answered. For example: The issues that families passed onto the officers; who and how would they be passed to the related government offices? Would they be passed by the police with an official letter and to whom? Could the people disturb the police unnecessarily in the late hours of the night once they have the police mobile numbers etc.?

The spiritual and the human dimensions of this project are very gratifying in spite of the hard questions it raised. The training of the Family Police would equip them to deal with all kinds of problems they encountered intelligently, convincingly and with empathy.

Earthquake and the Family Police Project

The Family Police Project is also very useful for disasters such as earthquakes.

Each deputy director will be in charge of a quarter of the province. Each branch manager in charge of each district, each empowered to work with their vice. Each police officer will be responsible for each street. So, there will be no problem or confusion in distributing the aids, because they would already know how many people are living in each area and identify what they need.

As can be seen that when the work is done systematically, it becomes easier and resources are used efficiently.

CONCLUSION

Officer Savaş and Erzincan University Students

Savaş saw two young boys he instinctively knew were university students walking down the street pensively. He told the students he'd just finished playing football with that he didn't know these students and asked them if they knew them. They also didn't know these young men. Looking at their appearance he decided to take a close interest in them. He said to his student friends that he had some work to do, left them and went up to the two young boys and said

"Hello young friends. My name is Savaş. I am the family police officer of this street. You look a bit thoughtful. How can I help you?"

'Hello Brother' said the thinner one. 'I didn't understand what police you are.'

"Family police" said Savaş. "It means I am responsible for this street. I am informed of the situation of anyone living here and if there is anything I can do to help them, I do. Also if there are any girls who are not going to school I try to convince their parents to send them to school.

I provide a link between the old in need or the helpless and the respective institutions that could help them. I am also checking if there are cesspools or street garbage that prevents children from playing and I inform the municipality to take care of the problem. You don't look happy. What is the matter? A problem shared is a problem halved."

This time the other one started to speak.

'Brother my name is Selim and my friend's name is Kamber. We are from Kahramanmaraş. We came here to study at the university. We got into the evening education of the vocational college.'

"Welcome" said Savaş. "So glad you came here. It is a nice city. I have been here for 3 years. I am happy to be in Erzincan. I think you will have good time here. It is a little city but it is well developed compared to other cities of its size. Also the university here is very good. The Rector is a very hardworking person. The university has a motto: 'A world university in Anatolia.' The Rector, Mr Erdoğan is making big efforts to develop the university. And the local people know him very well. He is sort of the every Joe everyone knows. You will also see him very often at your school and in your classrooms. He's also started building a campus on the way to Sivas. When the building work of the new campus is finished, it will add more beauty and facility to the university."

'Brother you're really making us feel better.' said Kamber. 'But on television films, all we see are bad events happening here every day such as bombing and murders. Thank you for enlightening us.'

"As we have just met let's talk about you a bit now. Where are you staying here? What are your plans?"

'We have recently come here and have just enrolled at the vocational school.'

"Have you found a place to stay? A hostel or somewhere like that."

'As I told you brother we came a bit late. The hostels are already full now. We've rented a cellar at the end of this street.'

"Is that the building where there's a grocer?"

'Yes, the cellar of that building. It is not so comfortable there but we are students, after all. To be student means you are almost poor. We will try to get along.'

"How did you get furniture for your flat in the basement?"

'That is the hardest part Brother.' said Selim. 'At the moment we have just an empty cellar.'

"How is your financial situation?"

'Bad for both of us. In fact it is an adventure for us. Our families can't cover our expenses.'

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“Well, my young friends,” said family police officer Savaş, “Let’s see what we can do.”

‘What can we do without money Brother Savaş?’ said Kamber. ‘What really can be done in this world without money?’ (*Aile Polisi*: 152-154)

Looking for Furniture via Bulk Message

“Here,” said Savaş starting to speak. “It is not like the other places you know. There are so many lessons that the people of the world should take from here. Both from the people of Erzincan and the police of Erzincan. I can do two things for you for now. There will be some other things that we can do later.”

‘Like what, Brother?’ asked Selim.

“We will start from the easy one. Our chiefs have talked to restaurant owners proposing that they give free meals to the university students in need like you. We’ve come to the final stage of this negotiation and almost all the restaurant owners we approached have accepted our proposal. I will give them your names.”

‘I haven’t heard something like that before.’ said Selim. ‘If you eat at a restaurant and you can’t pay for it you would be beaten or forced to wash the dishes. As you said it is a quite different place here.’

“And the second thing that I can do... Now we will go to the message centre together.”

‘What do you mean? What kind of place is that?’

“We have a bulk message centre as the family police. We can send messages to all the police. We can use this bulk message centre to find you furniture or for similar cases. So we will say ‘Hey! Family police officers and the families that they are responsible for! We have two university students here and they can’t afford to buy furniture. Would you like to give them some furniture that you don’t use in your houses?’”

‘Brother Savaş! You are not joking with us, are you? As you see we have enough problems. Please stop joking with us.’ said Selim.

“No, my young friends, I am not joking at all” said Savaş. “We will really do what I said. This is my family police card. There is also my cell phone number. Keep the card with you and give me your phone numbers. I will call you as soon as possible, maybe today.”

Savaş arrived at the bulk message centre. After giving information to his chiefs about these students and taking permission he sent message to his about thousand colleagues who are working at the police department saying:

“All you who have some extra household furniture in their houses or at the homes of families of your streets ... call this number.” (*Aile Polisi*: 154-155)

Call Raid

Family Police Savaş has never had so many calls to his number since he got his phone. While he was talking to a police officer the other was holding the line. As if all the police officers were waiting for that message.

“Hello Savaş, I have five blankets.”

“Hello Savaş, One of the families in my street changed their salon set and they were asking me if anybody might need the previous one. We can take that salon set from them.”

“Hello Savaş, we have a cooker and it is almost new.”

“Hello Savaş, one of my families has an orthopaedic bed, it can be used.”

“Hello Savaş, I am preparing the chairs at the moment and I am with one of my families.”

“Hello Savaş, one of my families told me that they had a television just for the students. I am right now contacting them”

“Hello Savaş, we can give a water heater and bottled gas.”

“Hello Savaş,”

“Hello Savaş,”

“Hello Savaş,”

Maybe that day the most used expression in Erzincan was “Hello Savaş”.

Savaş realized that all the family police officers were working systematically like him.

The people had told them about the furniture they didn't need any more during the visits of their family police officers.

Savaş called the university students before the evening and they hardly believed what they heard. They again thought that Savaş was joking with them. Because it was difficult to believe all these. Was it possible to collect so many things in such a short time?

‘Brother!’ said Selim. ‘Please don't make fun of us.’

“No, Selim,” replied Savaş. “I am not joking at all. If I told you that I would take care of it... believe me. Let's meet at the same place in ten minutes. I will try to find a vehicle. The police department has a pickup; I will ask for us to use it from our director.” Savaş informed his chiefs about the messages he got today. His chiefs were also very happy to be able to help some more people. The chief of Erzincan Police, Dr. Ahmet Çimen was informed of the results from the message sent on behalf of the two young students and he, too, was glad at the response news. “Take the pickup of the police department and also take the university students with you and collect the furniture.” (*Aile Polisi: 155-156*)

Furniture Being Collected by the Police Pickup

Savaş first took the pickup of the police department, and then met the students. He was hurrying because he knew there was no furniture at the students' flat. In addition, he called the police officers to get the list of furniture and the addresses from which he would take the furniture. He was putting the addresses into order according to their closeness and was also trying to map the first location to go with the students.

The household furniture they got from the first house; a cooker, chairs, a table and bottled gas. From the next addresses; a bed, a couch, some more chairs, a carpet, salon set, kitchenware, a table, a water dispenser, a television, blankets...

Each furniture item the families gave would ease the burden on the students. So, was it that the furniture was collected and placed at the flat and it was now a place to live. After a few hours When Savaş came to visit the students there was a happy smile on the students' faces.

As he entered the flat Savaş smiled happily, too. He said "As if some little change had happened here."

'Yes.' said Kamber. 'Not something little, something big happened here Brother Savaş. Everything happened like greased lightning. We wouldn't manage to do all these in six months. May God bless all Erzincan people and the Erzincan Police.'

The family police got one more appreciation. This is one more lightning rod in the hands of the Family Police to protect the Erzincan police from those who refused to see any useful role for piloting the family policing scheme.

"So," said Savaş. "You kept saying to me not to make fun of you. You didn't believe me, but before bedtime you've received some furniture. I will come again to visit you in the next few days and see what else you need and what I can do for you."

'How could we know Brother?' said Kamber. 'We haven't seen or heard anything like this before. We could not even imagine all these. Forgive us for not believing you at the beginning.'

Kamber and Selim couldn't stop telling everybody they met how the Family Police have put in a lot of efforts to settle them in their basement flat quickly and systematically. They phoned their families the same day, telling them not to worry about them because Erzincan police were beside them.

"Don't think that I forgot the other thing." said Savaş. "The lists of the students that will have free meals at the restaurants are being prepared. Your names have been added to this list. You need to go and fill a form. I will tell you what day."

Family police officer Savaş continued playing football with the children in his street. Two more were added to the team, Kamber and Selim.

If there is something they can do during the campaigns organized by the family police, Savaş

informed them. "Come on Selim, Come on Kamber a million good men are needed for blood donation. Let's go to the blood centre of the Turkish Red Crescent."
'Right now Brother,' was their reply. 'Two out of a million good men are ready.'
(*Aile Polisi*: 156-158)

The friendship of Savaş, Kamber and Selim has continued as with the rest of the university students in Erzincan demonstrating that Family Police as a brand is successful in forming lasting and positive relationship with the community it serves. Besides, the Family Police pilot scheme provides a clear sign of what will become the scope, operational methods and definition of success for policing in the twenty-first century. In this regard, the Erzincan Family Police has shown clearly that the Police Force must be an integral part of the community, caring and working with the community to ensure peace and protection that can only be adequately provided with the support of the community, as a critical mass. What it can't be is an empty slogan or the twentieth century policing that had often being alien to its communal setting.

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