

# Engage, Explain, Encourage, Enforce – applying the four ‘E’s

## Policing will adopt a four-phase approach

This is guidance to help officers put the **four ‘E’s** into practice – it’s a suggested approach.

The **four ‘E’s** are based on evidence that people are more likely to comply after a police encounter if they feel they have been treated fairly, have received an explanation, and have been given the opportunity to give their view. This idea of procedural justice to support police legitimacy has been quite well tested and fits with the policing by consent model – it’s founded on building public cooperation.

- 1 Engage** – officers speak to people and try to establish their awareness and understanding of the situation. They may ask people about their circumstances if they are out in public. Officers give people the opportunity to express their views. They listen and take people’s responses into account.
- 2 Explain** – officers try to educate people about any personal risks they are taking, they will explain the social distancing regulations and highlight the responsibilities we all share. Officers treat people with dignity and respect. They highlight their trustworthy motives by

explaining wider social factors, such as the risks to public health and the NHS by not sticking to social distancing.

- 3 Encourage** – officers may need to guide individuals, suggesting they return home. Officers can encourage people to act reasonably, emphasising that staying alert and safe (social distancing) saves lives. They demonstrate consistency in their approach and are willing to explain why they are requesting a certain course of action.

If an officer has been explicit in their request for someone to take action, has explained the risk and encouraged people to be reasonable to save lives and they have refused, then it may become necessary to:

- 4 Enforce** – officers may, as a last resort, remove a person to the place where they live, using reasonable force only if it is a necessary and proportionate means of ensuring compliance. They may also fine individual(s) for breach of the Regulations.

The enforcement powers are afforded to officers by **The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020**. Officers should only use these powers if the

**Engage, Explain** and **Encourage** phases are unsuccessful.

Officers will employ their judgement, make sensible decisions and continue to use all other powers as usual.

## What it means for the public

- People may only leave the place where they are living if they have a reasonable excuse, examples are included in the Regulations. Anyone in public without a reasonable excuse may be committing an offence and may face a fine. Individuals who continue to disregard these requirements may face further fines.
- If a public gathering includes three or more people who are not from the same household, officers may instruct the gathering to disperse and may remove people to their home(s), exceptions apply.
- Police can issue a fixed penalty notice of £100, which will be lowered to £50 if paid within 14 days. Police can then issue further penalty notices, the fine increasing on each repeat offence (up to a maximum of £3,200). Refusal to pay will lead to proceedings in the magistrates’ court.