

# Metropolitan Police Service (MPS) Modernisation Programme

Modernisation is about the MPS working together better to deliver a better service to the public. Large numbers of big change programmes have been incorporated into an overall programme which connects resources to priorities to key performance outcomes – and which drives change across MPS systems, processes, delivery and culture.

**Stephen Rimmer, Director of Strategy, Modernisation and Performance**

*'This is a huge undertaking – led by the Commissioner and his Management Board – and one we are determined to drive through with the support and commitment of our colleagues across the organisation.'*

## Examples of how we are modernising to provide a better service to the people of London

### ► Safer Neighbourhoods

The MPS has taken the lead in its commitment to neighbourhood policing. The rollout of Safer Neighbourhoods teams across London has been completed a full two years ahead of the National Policing Plan requirement. This means that 630 teams are now in place, covering the 624 wards in London. Safer Neighbourhoods is a new era in policing, it means providing dedicated officers to provide local solutions to local problems and aims to make you feel safe in your community. Safer Neighbourhood policing is about providing a visible, accessible and familiar service and the teams are committed to this task.

Whilst it is difficult to disentangle specific factors that reduce crime, the impact of Safer Neighbourhoods teams in London has mirrored the findings of national research that crime tends to fall more quickly in areas with neighbourhood policing teams.

### ► Custody

The MPS needs to accommodate the growing demand for detention facilities and make those environments more productive for custody staff including drugs workers, nurses and medical examiners. This project aims to increase cell capacity across the MPS by the provision of modern Borough Based Custody Centres of appropriate size through a combination of the continued use of current fit for purpose suites, extending suitable facilities and the provision of new builds as required.

### ► Olympics

In July 2005 London and the UK won the right to host the 2012 Olympic and Paralympic Games which will include 26 sports to be played at venues both within and external to London. To ensure the MPS and Police Forces Nationally are fully prepared for these Games the Olympic Operational Command Unit (OCU) was formed in November 2005.

The MPS through this OCU, is now organising and leading the Olympic Security Directorate (OSD). The OSD is responsible for strategic and operational planning of security for the Games, and the implementation of this during the event period in order to achieve the Olympic Strategic Security Objectives. The MPS is determined to play its part in delivering the London 2012 vision "to stage inspirational Games that capture the imagination of young people around the world and leave a lasting legacy."



## ► Central Communications Command (CCC)

Police forces across the UK face an increasing volume of telephone calls from their local communities requesting support and assistance. CCC is the MPS's response to this challenge, aiming to deliver an efficient and consistent response to calls for assistance from the public in order to provide the most appropriate response.

The Command is consolidating the Service's 32 borough control rooms, Information Room and Telephone Operator Centres (TOCs) in three centres across London. Each CCC building houses specially trained staff, who are supported by a range of technologies developed to enhance call handling performance, enabling more information to be gathered and passed onto officers responding to incidents. Equipping our officers with more information prior to arriving at an incident can help them manage a situation more effectively. Increased and enhanced information will also allow more effective decision-making on resource management for the borough. Already indications are CCC is answering between 10 and 20 per cent more non-999 calls than were answered in the boroughs previously.

## ► Citizen Focus

Citizen Focused Policing is about improving the way the MPS understands, communicates with and engages with its communities, whether as direct users of services or as members of the wider public. It is a way of working that puts the requirements of citizens at the heart of decision-making and is integral to everything we do. The Citizen Focus Programme is a key element of the 2006 – 2009 MPS Corporate Strategy and demonstrates the MPS commitment to meeting one of the five key priorities from the 2005 – 08 National Policing Plan

*'to provide a citizen-focused police service which responds to the needs of communities and individuals, especially victims and witnesses, and inspires public confidence in the police, particularly among minority ethnic communities'.*

## ► Intelligence, Tasking and Covert Assets

Information and intelligence drives everything we do, from protecting London against terrorism to tackling anti-social behaviour in the community, therefore we need to ensure that we are working in a joined up way. To strengthen our intelligence, tasking and covert policing capability a Met Intelligence Bureau (MIB) will be created to bring our collective intelligence assets together within a single framework. The aim of this change project is to ensure that the information and intelligence we capture is used to maximum effect in delivering all of our services to the public.

## ► Together

Launched by the Commissioner in February 2005, Together focuses on our style of working. It is about how we aspire to be when delivering London's policing service and the perception we want our colleagues, partners and the public to have of us as an organisation. Together will work to join all parts of the MPS and unite staff behind our mission and priorities. Together will create an organisation where all individuals, regardless of their role or personal background, feel valued as part of the collective team and supported in maximising their potential. People are our most important asset and how we lead, manage and develop our workforce is a key factor in how the organisation performs and how we are perceived internally and externally. Together will create a more motivated and satisfied workforce delivering a more efficient and effective service in all performance areas.

*Modernisation is about creating a more efficient and accessible police service that will have benefits for both the public and those inside the Met.*

