

Examples of Current and Developing e-Policing Initiatives

No	Title	Description
1	<i>Metcall</i>	Comprehensive command and control facility supported by digital technologies to provide call handling and dispatch services. Rollout 2004 – 2006.
2	<i>On-Line Crime Reporting</i>	Secure crime reporting facility for a range of minor crimes. There are plans to expand the range of crimes reportable through this route. This system is provided through Police Information Technology Organisation using a national portal and supporting technical infrastructure.
3	<i>Commissioners e-Mail Service</i>	E-mail addresses available from the MPS website include commissioner@met.police.uk and New Scotland Yard at nsy@met.police.uk . These addresses are available for general enquiries and will, where possible and appropriate, result in an electronic response.
4	<i>On Line interactive FAQs including legal, procedural and general advice</i>	The MPS provides limited public facing FAQ facilities on the main force website, supported with local information on some Borough websites. The new Command and Control system, which is provided as part of Metcall, incorporates detailed on screen questioning guidelines to support policing decisions.
5	<i>Fast time electronic communications with London Ambulance (Command and Control)</i>	Interface provided between the MPS Command and Control System and London Ambulance Service. This service was first made available by the MPS in 1997, and now allows for the two-way electronic transfer of relevant operational information.
6	<i>Fast time communication with other emergency response agencies</i>	A full electronic interface has been provided with British Transport Police and the City of London Police. This supports joint operational response to incidents where necessary. We are in discussion with a number of other emergency agencies including other police forces with shared boundaries to the MPS, with a view to providing improved electronic communication.

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7	<i>Multi-force sharing of resources to respond to peak demands (e.g. CASWEB)</i>	This is an extension to the HOLMES Casualty Bureau application, which will allow for operators from other forces to 'log on' and operate in support of the host force following major incidents. The national Project is at an advanced stage and is due for launch in Q3 2004.
8	<i>On-Line updates re developing incidents (e.g. major incidents or on-going local issues such as traffic diversions)</i>	Updates provided through Traffic for London website, with support from MPS Traffic OCU. Scope to extend this service to local information through Borough websites.
9	<ul style="list-style-type: none"> • <i>E-mail / SMS updates / advice to subscribers</i> • <i>Fast time information re serious incidents to subscribers</i> • <i>E-mail / SMS witness tracing activity using subscribers or targeted groups</i> 	<p>MPS continues to use pager systems in a number of Boroughs to support Neighbourhood Watch, Pubwatch and local business groups.</p> <p>MPS is working with ACPO, PITO and the Home Office to develop a centrally funded national Message Broadcast system for deployment in 2004. This system will be initially deployed in London as a counter terrorism tool, although ACPO has ambitions to extend the service nationally and into other business areas.</p>
10	<i>Electronic links between MPS and Crown Prosecution Service</i>	The MPS has well developed procedures for the secure exchange of information between individual officers and investigators, police administration units, and the Crown Prosecution Service.
11	<i>Secure e-mail between MPS and the wider Criminal Justice community</i>	A secure e-mail service has been provided which supports business processes by delivering the exchange of relevant information between the MPS and other members of the wider criminal justice community including courts and defence solicitors.
12	<i>Multi agency monitoring of victims / offenders (e.g. IRT)</i>	The MPS has taken a lead role in trials and pilots associated with the multi agency monitoring of vulnerable members of the community. A key example is the Identification, Referral and Tracking programme, which seeks to provide effective electronic data sharing mechanisms to support the children's agenda.

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13	<i>Crime prevention information / advice Specialist advice (Counter Terrorism, cybercrime, fraud, etc.)</i>	Detailed advice is available on the MPS and some Borough websites. This advice could be extended and linked to a range of other Government and crime agency information sources.
14	<i>Transactional services on website</i>	Work is underway to extend the number of forms available through the website. The MPS is keen to make use of the national police portal to deliver cost effective citizen focussed transactional services. The key service delivered through this route is on-line crime reporting, and there are plans to market this service to enhance take up.
15	<i>Availability of electronic input facilities (e.g. crime reporting) in front offices at police stations.</i>	The MPS is developing a pilot on Westminster Borough using kiosk technology to provide electronic crime reporting and information access in front offices.
16	<i>Multi Agency information sharing data warehouses (e.g. Newham Borough initiative [Neighbourhood Information Management System]; Drugs initiative, Barking & Dagenham, etc.)</i>	The MPS is working with partner agencies at local, sub-regional and pan-London level to provide effective and secure data warehousing facilities to meet information sharing needs.
17	<i>Advice re local issues (e.g. anti social behaviour, crime hot spots, etc.)</i>	Advice on local issues is currently available on many Borough websites, all of which can be accessed through the MPS website. Boroughs are being encouraged to make wider use of their website to disseminate local information.
18	<i>Information sources (Publication scheme, etc.)</i>	The MPS Publication Scheme, which is available through our website, is a key part of our work to comply with the Freedom of Information Act. Boroughs and Departments are being encouraged to make use of this facility to make relevant documents available to the public. This is supported by a communications exercise to lift awareness as part of the Information Management Business Change Programme.

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19	<ul style="list-style-type: none"> • <i>Development of outbound e-mail / SMS information regarding policing initiatives and enquiries.</i> • <i>Development of e-Watch forums for business, neighbourhood and other local groups</i> • <i>Highlighting 'good news' in the community through electronic info sharing</i> 	<p>Some Neighbourhood Watch, Pubwatch and business watch activity is now delivered electronically. An example is the Voice Connects initiative on the Royal Borough of Kensington and Chelsea (see below). Corporate guidance will encourage Boroughs and Departments to explore options further.</p>
20	<p><i>Development of kiosk / electronic information points in public spaces</i></p>	<p>The MPS has been in discussion with a wide range of agencies that are developing a presence through kiosks in public spaces. Key MPS activities (e.g. Operation Sapphire) have made use of these facilities with some service providers. This is an area for potential expansion.</p>
21	<p><i>Use of e-technologies to promote involvement with community groups (e.g. Karrot)</i></p>	<p>Karrot is a high profile initiative based on Southwark Borough, using smartcard technology to develop relationships with young people and agencies with an interest in children and young people. Electronic technologies are used to provide a rewards system, which will encourage positive social outcomes in the community. Karrot has also provided an IT equipped vehicle that is used to build bridges with community groups.</p>
22	<p><i>Development of website functionality</i></p>	<p>We have a long established and well-developed web site, which is under constant development, and review by the MPS e-Communications team. Our website is being developed to deliver additional functionality and access to a range of services. We are currently working to expand the number of downloadable forms available, and seeking to improve the quality of information. We also seek to develop more transactional services that will benefit the citizen.</p>

No	Title	Description
23	<i>Extending electronic information exchange with strategic and local partners (e.g. Local Authorities)</i>	We are actively engaged in information sharing at a Borough, sub regional and pan-London level. This embraces Crime and Disorder partnership groups and other information sharing requirements. We are working with partners at all levels to develop information sharing protocols which will support the business requirement, improve communications and enhance the services we provide.
24	<i>Development of multi channel info receipt / despatch options.</i>	We will continue to develop our channels strategy to provide additional access to information and services to meet the needs of the public. As part of this process, we are monitoring development projects in a number of UK police forces and partner agencies.
25	<i>Property lost and found reporting / searching functionality Stolen property notification / search functionality</i>	Our website includes information about certain categories of high value property which has come into the possession of police (e.g. Arts and Antiques). We provide links to 'Virtual Bumblebee', an independent site supported by PITO that offers some functionality for the electronic reporting property lost and found. The MPS is reviewing the management of property and seeks to develop a holistic approach, which provides electronic management of all property reported lost or found, or otherwise in possession of police.
26	<i>Media / communications links to ensure timely and accurate info dissemination</i>	The Directorate of Public Affairs has well established links with the media and communications industry to ensure the effective dissemination of information. This includes the use of electronic media. DPA is actively engaged in discussions relating to circulation of information as part of the Message Broadcast functionality (see above – Response Management).
27	<i>Shared briefing information for front line staff in multi-agency environments</i>	Examples exist of shared briefing material between the MPS and operational staff of partner agencies (e.g. other emergency services and Local Authorities). Protocols are being developed which will allow for electronic sharing of such information, ensuring compliance with all relevant legislation and Government guidance.

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28	<i>Use of large size electronic public information displays / reassurance messages in public spaces including police station front offices, stations, shopping centres</i>	The MPS makes use of large-scale information screens at major public events in London. A number of projects are looking at using similar technologies to display information and crime prevention advice in front offices and other public spaces.
29	<i>Use of telephony to circulate prepared messages to subscribers (e.g. Voice Connects, RBKC)</i>	This system operates within Kensington and Chelsea, it enables Neighbourhood Watch co-ordinators and members to receive up to date information that may be occurring. Messages can be sent via the telephone or fax machine. This service is free of charge to all participants.
30	<i>Multi agency shared management of local issues (e.g. abandoned vehicles, fly-tipping, etc.)</i>	A number of initiatives exist to share information regarding key antisocial activities, which attract a multi agency response. A number of Boroughs have developed partnership arrangements, which will include electronic information exchange on such issues. Some of these initiatives have been developed at sub-regional level using funding opportunities from the ODPM.
31	<ul style="list-style-type: none"> • <i>On-line local (Borough) management info</i> • <i>On-line MPS management info</i> • <i>Crime stats</i> • <i>Performance stats</i> • <i>Crime and Disorder audits on Borough level</i> • <i>Supply of Crime and Disorder and other required info to Government Departments</i> 	<p>Comparative management information, performance and statistical data are increasingly available through the MPS and Borough websites. For example, crime statistics, broken down by Borough, are available on the main website. We are exploring processes for collating and publishing local data in a way in which local people want to receive it. An example is the local crime data for Camden Borough (Camstats) that has been recently released.</p> <p>The Publication Scheme encourages the publishing of all local and corporate documents relating to performance.</p>
32	<ul style="list-style-type: none"> • <i>Case progress for person charged (solicitors, etc)</i> • <i>Information access / exchange for legal advisors and other relevant professionals (e.g. medical experts)</i> • <i>Electronic disclosure of evidence</i> 	The MPS is engaged in detailed discussions with ACPO and various Government Departments to develop a comprehensive case tracking facility. These discussions are led by the Office of the Deputy Prime Minister through the Criminal Justice IT (CJIT) initiative. Secure e-mail has now been provided which allows for the secure exchange of correspondence between Criminal Justice organisations.