

Looking at how we provide services

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Agenda

- Context
- Decisions and choices
- What does a digital service look like
- Learning



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Context

- Transformation journey for Met Change – looking at services
- Predominately middle to back office
- New delivery models – integrators / SIAM / gain share
- Debates about what is core
- Impact

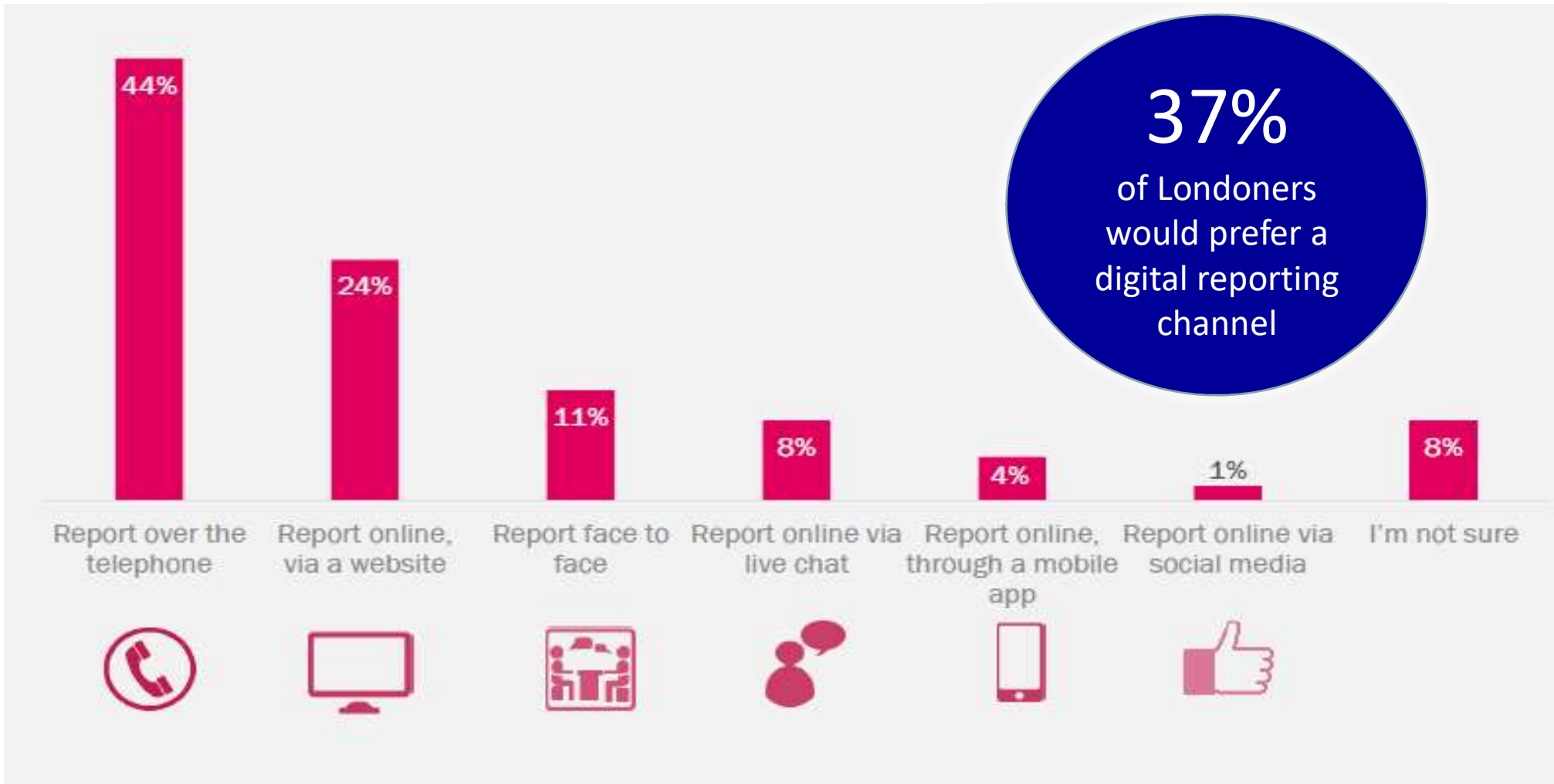


Decisions and choices

- Is it a service we should deliver?
- If, yes, how do we deliver it, where do we deliver it and to what standard?
- Do we understand the cost of the choices we are making ?
- Do we understand the relationship between input, output and outcome?
- Do we understand any risks of cost or resource shunt?



What do Londoners want?



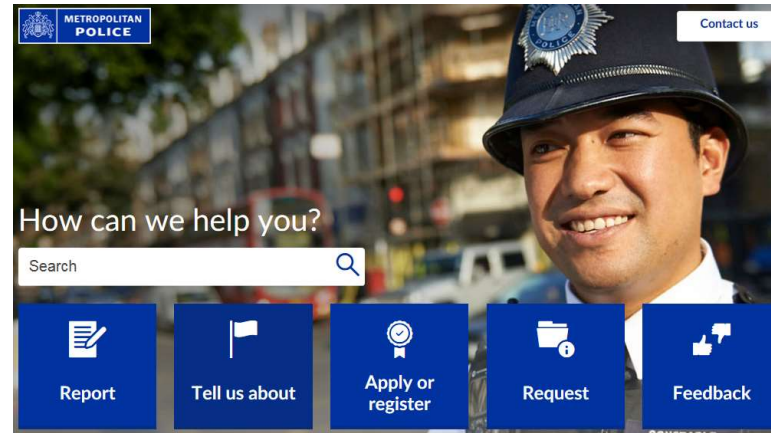
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What does digital start to look



A public safety movement



The platform



First Contact



Customer Insight

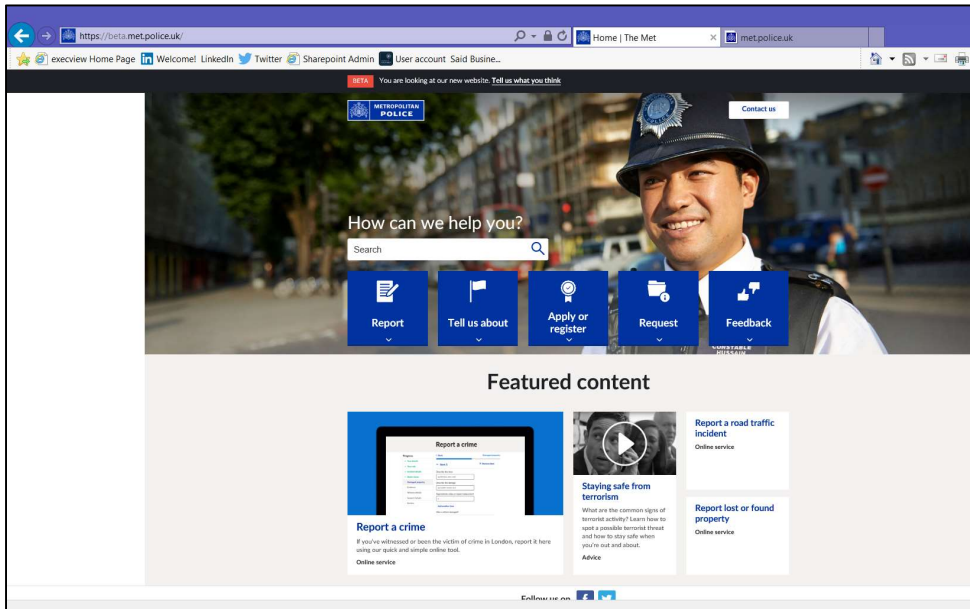


Multichannel contact centre

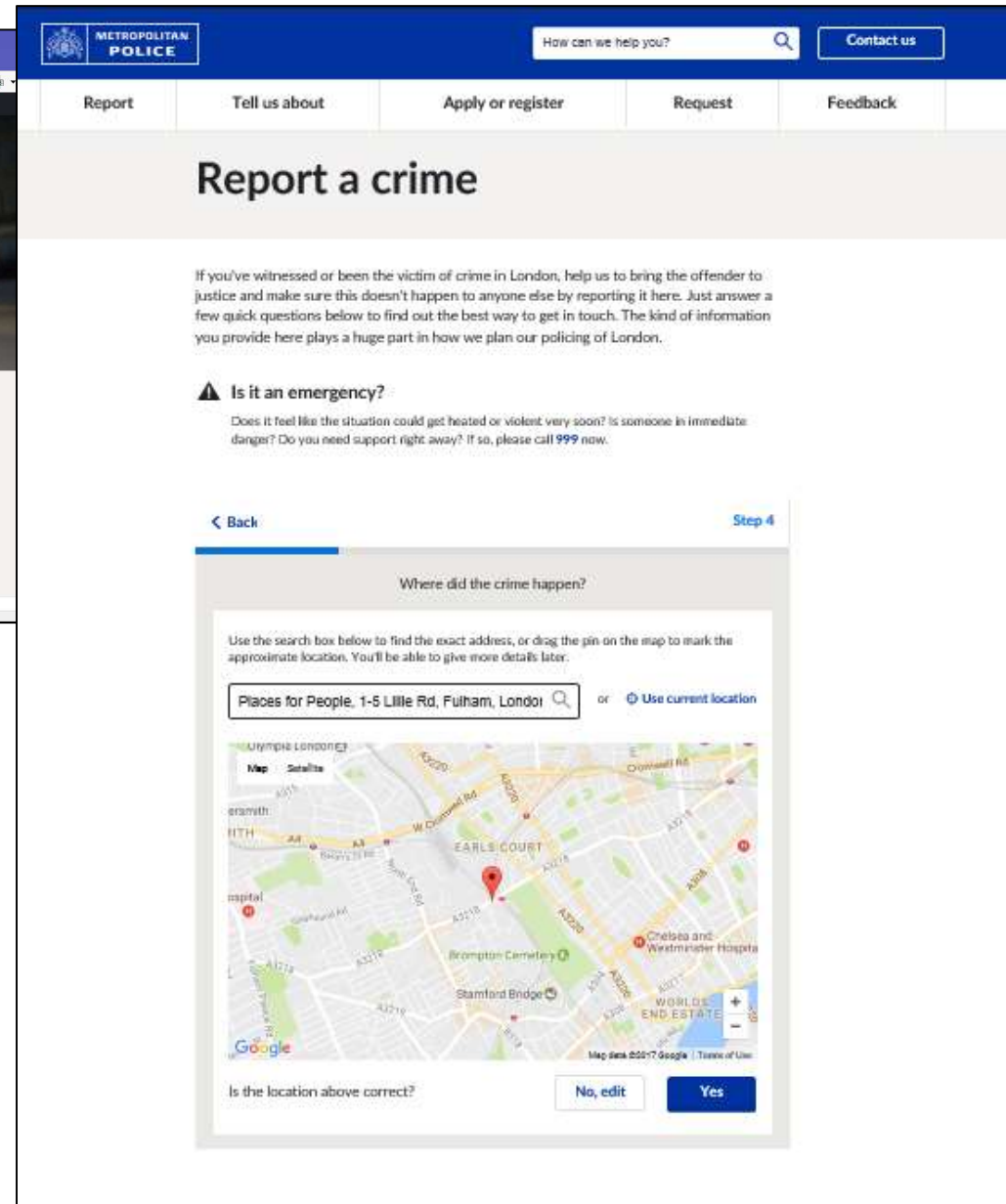


Customer journeys

Start of the digital offer



- Improved website
- Opening digital channels
- Signposting services
- Improving satisfaction – 74%
- Telephone and Digital Investigation Unit
- Providing a national model?



Learning

- Skills gaps
- Understanding commercial models
- Intelligent client functions
- Transitioning services
- Keeping the space to have the strategic debate
- Services meets capability debate

