The Mayor’s Office for Policing and Crime and Metropolitan Police Service

Public Access and Engagement Strategy
Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Contact the Police</td>
<td>5</td>
</tr>
<tr>
<td>In person</td>
<td>8</td>
</tr>
<tr>
<td>Community Contact Sessions</td>
<td>9</td>
</tr>
<tr>
<td>Safer Schools Officers</td>
<td>10</td>
</tr>
<tr>
<td>Front counters</td>
<td>11</td>
</tr>
<tr>
<td>Custody Suites</td>
<td>13</td>
</tr>
<tr>
<td>Talking with the public more</td>
<td>14</td>
</tr>
</tbody>
</table>
Introduction

This report looks at all the different ways that the police and members of the public talk to each other.

It looks at:

- What ways people will want to contact the police in the future
- How the police communicate with communities of people who are hard to reach
- How can the police communicate with people about policing and crime in their area

The Metropolitan police are being asked to do more and more with less money.

This report looks at ways we can quickly deal with more crime, by making better use of our police officers and other staff.
We want to know what you think.

There are questions in this report.

Please send your answers to these questions to:

Public Access Consultation
MOPAC
City Hall
The Queen’s Walk
London
SE1 2AA

Email:
consultation@mopac.london.gov.uk

Please send your answers to us by Friday 6th October 2017
Contact the Police

Most people contact the police by telephone.

But many people say that they would prefer to contact the police online. This could be through the website or social media.

Very few people report a crime by going to a police station.
What happens when you report a crime by telephone

Usually you will be asked some questions so we can judge how urgent the problem is.

In urgent cases we will send a police officer round straight away.

Some cases are not so urgent and we will send a police officer when we can.

In many cases we get a police officer to phone you back.

Many crimes can be solved over the phone without a police officer having to come round.

The Met Police are increasing investment in a unit which will deal with crimes that can be solved over the phone.
Online
People are saying that they would prefer to contact us through the website or social media in certain circumstances.

We have relaunched the www.met.police.uk website to make it easier to report crime online.

Already many crimes are being reported on this website.

We want to communicate more with people using the website and email. This will save police officers a lot of time.

Members of the public will be able to get updates on their case by logging in online.

Question 1: Do you agree that the Metropolitan Police Service should do more to communicate online?
In person

Many people want to communicate with the police face to face.

The Mayor of London wants at least 2 police officers working in each ward of London. They are called Dedicated Ward Officers.

They will get to know local people.

A ward is a small area. There is a local councillor for each ward representing you in your borough council.

We want Dedicated Ward Officers to be based in 150 Hubs across London.

Hubs could be based in other buildings like Fire Stations, Council Offices etc.

Question 2: Can you think of a good place to have a Dedicated Ward Officer Hub?
Community Contact Sessions

Police officers have been in touch with local people at Contact Points.

Contact Points have been open 2 or 3 times a week at police buildings. People have not been coming to them.

We want to change Contact Points to Community Contact Sessions.

Community Contact Sessions will be:

- More flexible - they can be arranged to suit the local community
- In each ward close to local people

They will be advertised locally so people know where to come.

Question 3: Is it right to replace Contact points with Community Contact Sessions?

Question 4: How could Community Contact Sessions help your community?
Safer Schools Officers

Safer Schools Officers work in and around schools.

They deal with any crimes that are connected to the school.

They help to prevent crimes.

We want to increase the number of Safer Schools Officers. We want every school to have one.
Front counters

Fewer people are reporting crimes at the front counter in police stations. But having a local police station is important for some people.

We want to make sure that every borough has one police station that is open 24 hours a day 7 days a week.

But we want to save a lot of money by closing other police stations.

We want to use the money to:

- Keep police officers working in the community
- Help police officers to work better with new technology

**Question 5**: Do you agree that other more flexible ways to contact the police (like Community Contact Sessions) is better than than keeping front counters?
In some places we want to move the counter to place which is more accessible to members of the public.

This may mean that we will sell the old police station.

**Question 6:** Have you anything else to say about more flexible ways to contact the police?

**Question 7:** We are planning to move some front counters to save money. Do you agree with this?

**Question 8:** Should we look at low-cost alternatives to front counters where some people live more than 45 minutes from their nearest counter?
Custody Suites

A Custody Suite is a place where people are taken who have been arrested. There are cells where people may be kept.

We have 32 custody suites.

The number of people who need to be kept in a cell is reducing.

Some custody suites are not fully used.

We want to reduce the number of custody suites to 26.
We want to communicate more with the public.

We want to talk with people about:

- Plans for the whole of London
- How we work in each borough
- How we work in each ward
We want to:

- Give people more information about crime and policing
- Reassure people when something happens locally
- Help people to assist the police and their local community

We are already communicating more with certain people. But we want to have more contact with all the different communities of people, including people who are hard to reach.

**Question 9:** How can we get in touch with hard to reach communities and help them to speak up about policing issues?
Safer Neighbourhood Boards

These groups of people are made up of local community volunteers and representatives of young people and their victims.

They:

- Help communities to be involved in preventing crime
- Listen to local people - who know best
- Think up new ideas for dealing with problems
- Work with other community groups like Neighbourhood Watch
- Deal with local issue
Question 10: How can we help local people know more about the different local groups that communicate with the police for their local communities?

Question 11: How can the Metropolitan Police work more closely with local councils when they ask local people what they think about certain things?

Question 12: What type of information would help communities understand more about policing and crime in their area?

Question 13: What type of information would help communities protect themselves against crime and anti-social behaviour? What is the best way to give this information?
**Question 14:** Some people worry too much about crime. How should the police reassure people about crime?

**Question 16:** How can we help local people to speak up about policing? Would people find this easier if some of it was online?

**Question 15:** How can communities be reassured about crime and policing in their area?

**Question 17:** What training would local people need to be able to help the police to reduce crime or anti-social behaviour in their area?