

What is One Met Model 2020?

Our Vision



*“Our ambition is to be the **safest global city in the world**. In order to achieve this ambition we have recognised the **need for change**. In the first phase of transformation the Met delivered much, driving out **£600m of savings** without negatively impacting operational effectiveness. As London changes and crime continues to evolve, we need to transform further. We still face a financial challenge and public expectations of policing continue to change. The **One Met Model 2020 Portfolio** (OMM 2020) has been put in place to help us reach our ambition, building on the solid foundations already laid.”*





ONE MET MODEL 2020



Every Community Safer

giving more power and influence in every ward and borough through accountable and visible policing at the most local level



A Safer London

tackling the new and growing threats our city faces, freeing up 1,000 officers to be redeployed to these challenges



A Transformed, Modern and Efficient Met

that looks and feels more like London, ensuring we have officers with the skills, tools and approach necessary to police London effectively

OMM 2020 is made up of a number of programmes* all working to deliver our vision and support our strategic objectives

Improving public access and first contact

Every time the Public contacts the Met, it will be as helpful, friendly and reassuring as approaching an officer on the street

Optimising response

Deliver an effective and efficient command and control framework and associated services to the MPS

Strengthening local policing

Delivering local policing in a way that is more personal and responsive, tackling crime and disorder effectively and efficiently across London

Transforming investigation and prosecution

To achieve the best resolution for victims, according to their needs

Strengthening our armed policing capability

Our commitment to delivering extra armed officers to protect London from the threat of terrorism

Streamlined leadership

Establishing a leadership model that is fit for purpose, enabling the MPS to deliver high quality services that meet the needs of the community

Smarter working

Our Officers and Staff will be able to work wherever and whenever required to deliver a fast, efficient and above all high quality service for the people of London

Workforce futures

Creating a workforce that will align the right skills, powers and experience to meet changing police demand

DP transformation / DP core infrastructure

Implementing the capabilities, organisation, commercial arrangements and culture required to develop and support future digital solutions / Ensuring that critical systems and services are maintained to operational levels

Transforming the MPS estate

Developing good quality accommodation of the right type to meet the needs of a modernised police service



TOTAL POLICING



*only programmes with approved mandates have been included

Every Community Safer

What the future looks like



- Put **more decisions in the hands of local people** with ward teams focused on local priorities
- **Double the overall number of ring-fenced neighbourhood officers** dealing exclusively with local issues
 - Every ward will have at least two dedicated officers, and more for those wards with the highest risk and demand
- **Build stronger relationships with London's schools**
 - Double the number of officers working with young people (to around 600)
 - Every school to have a named police officer - 350 police officers will be dedicated to a single named school and a further 250 police officers dedicated to support youth services across London
- **Improve the service we provide** – two thirds of crimes dealt with start to finish by the first officer attending
- Enhance the **protection** we provide to families and vulnerable people
- Ensure people **can get to us when they need us**, and commit to one 24/7 police station on every borough
- Ensure people can **access policing services** in a way that suits them – new digital access routes and more digital services including more services being made available to Londoners 'on-line', where appropriate, to give people more choice about how they access the policing services they need. This includes the introduction of Digital 101 where the public can report crime or information through social media sites
- Provide a **single point of access to the Met** at local levels for local partners involved in protecting the most vulnerable in our society



A Safer London

What the future looks like



- Put **prevention at the heart** of everything we do
 - The Met is not just about responding and investigation – we want to prevent crime in every possible instance
- Increase the **resilience and professional standing** of all our specialisms
 - Particular response policing, crime investigation and PVP services
- **Integrate our teams** dealing with protecting the most vulnerable and those at risk of sexual exploitation
 - Referral teams will be co-located with local authority teams and will ensure that enquiries are allocated to the right agency first time.
 - Local partners and the public will have a single point of referral into our services for investigating familial violence, child abuse and sexual offences
- **Redeploy at least 1,000 officers** (subject to the retention of funding) from existing roles, through efficiency, technology and smarter working to tackle the new and growing threats
- Further increase our **readiness to respond to terrorist incidents** with additional capability of more than 600 firearms officers



A Transformed, Modern and Efficient Met

What the future looks like



- **Invest** in technology to deliver an efficient change in how we deliver our services
- Improve the **quality of the information** we hold to enable us to prevent and tackle crime more effectively
- **Recruit 6,000 officers** - increase the number of officers from a **BME background** by 30% and managers by 50%
- Empower people at all ranks to deliver smarter and more effective ways of working
 - Embed continuous improvement as 'business as usual' in the way we operate
- **Improve transparency** of what we do
 - All front line officers to wear Body Worn Videos at all times, and to film every stop and search encounter
- **Develop our officers and staff** to be leaders in British policing;
 - Invest in our leaders through our 'Leading for London' programme
 - Remove layers of management to improve communication and enable managers to operate with more freedom
 - Make it easier for people to join the Met at different levels.
 - Champion changes to national police pay arrangements to ensure that those who contribute the most are rewarded
- **Release under-utilised buildings** and invest in remaining estates to create a modern environment for our staff and the public who need our services
- **Save £400m** through our efficiency programmes
 - Spend at least 85% of our budget on front line and services directly supporting front line activity



A Transformed, Modern and Efficient Met



What the journey looks like



Through investment in technology we can provide greater choice for Londoners to access policing services with the aim of improving satisfaction. This will enable us manage our resources more efficiently and creates choice to redirect around 300 officers to priority services or reduce posts.



Through the Transformation of our Local Policing we will enhance local services to local communities, improve services to the vulnerable, increase the number of dedicated staff working in wards and with young people. It also allows us to streamline our leadership and redirect around 480 officers to other priority services or reduce posts.



Our **investment in mobile technology will enable our staff to work smarter** without being tied to police buildings. This enables greater visibility and interaction with Londoners, provides staff with the tools to work in a modern and collaborative way and offers opportunity to reduce the estate. It also allows us to redirect around 400 officers to priority services or remove posts.



By **streamlining our 'inspecting' ranks** by 10% we will improve our spans of control giving greater accountability and trust to staff ; this will enable us to redirect or reduce by round 150 – 300 posts.



Investment in new core policing systems (**Met Integrated Policing System -MIPS**) will reduce the amount of time officers spend inputting and searching data on multiple systems. Alongside this we will **review the way we investigate** our specialist crime to improve services to the public and through remodelling this will enable us to make officers more efficient and redirect or reduce around 500 officers (and, subject to validation, by as much as 1,500) and reduce police staff by around 700 posts.

