

EXTERNAL SERVICES SCRUTINY COMMITTEE - MAYOR'S OFFICE FOR POLICING AND CRIME (MOPAC) AND METROPOLITAN POLICE SERVICE: PUBLIC ACCESS AND ENGAGEMENT STRATEGY CONSULTATION

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Appendix A: MOPAC Public Access and Engagement Strategy

REASON FOR ITEM

To consider and provide comment on the Public Access and Engagement Strategy consultation document.

OPTIONS OPEN TO THE COMMITTEE

Members are able to question the witnesses and make comment on the strategy being considered.

Information

1. In July 2017, the Mayor's Office for Policing and Crime (MOPAC) and the Metropolitan Police Service (MPS) started a twelve week consultation on its Public Access and Engagement Strategy (Appendix A). The document looks at improvements that can be made to the way that the MPS engages with London's communities and changing the ways that people can access its services to meet changes in the public's expectations. Responses to the consultation should be submitted no later than 5.30pm on Friday 6 October 2017.
2. The MPS will be holding public briefing sessions in every London Borough so that local people can learn about the changes contained in the document and can give their views. The principal questions that the MPS would like Londoners to engage with are:
 - a. Do you agree that it is right that the MPS improves its online offer to the public?
 - b. Do any partners or other community members have suggestions for possible suitable locations for new Dedicated Ward Officer hubs?
 - c. Is it right to replace Contact Points with more flexible Community Contact Sessions designed to free up officer time and meet the needs of individual communities across London? How could they best be run in your area to meet the needs of your community?
 - d. Do you agree that it is right that the Metropolitan Police Service prioritise police officers over poorly-used front counters?
 - e. In the five cases set out in this document, do you agree that it is right to swap which front counter will remain open in order to maximise savings and receipts?
 - f. Are there any front counters which should be retained, on the basis of demand, where the impact on budgets, savings and receipts can be limited?
 - g. Should we consider low-cost alternatives to front counters for communities over 45 minutes from their nearest front counter? What options should we consider?

- h. How can we ensure that hard to reach communities are identified and their voices actively sought on London-wide and Borough-level policing issues?
 - i. How can MOPAC better enable local communities to be more aware of, and involved, in the work of the local Independent Advisory Groups, Safer Neighbourhood Boards, Independent Custody Visiting and Community Monitoring Groups?
 - j. How can the Metropolitan Police's community engagement complement and work more closely with the public engagement by local authorities?
 - k. What type of information should be shared by the police to help communities feel informed about policing and crime in their area?
 - l. What type of information should be shared by the police to help communities protect themselves from crime and anti-social behaviour?
 - m. By what delivery method should this information be shared? Are there new digital or innovative methods that should be trialled?
 - n. How should the police reassure the public about crime trends and be a trusted source of facts, particularly on social media?
 - o. How can communities be reassured about real-time events or trends in their area?
 - p. How can we empower local citizens to influence Borough and Ward-level policing? How can this be achieved digitally or through other virtual means, so it is not just through physical attendance at Community Contact Sessions?
 - q. What tools or training do local citizens need to feel empowered to assist and work with the police to reduce crime or anti-social behaviour in their area?
3. The Cabinet Member for Community, Commerce and Regeneration will be responding to the consultation on behalf of the Council. Any comments received from Members of the External Services Scrutiny Committee at this meeting will be forwarded to the Cabinet Member.