

Level

Tier

Scope

Customer

District, County, Unitary

Customer Services

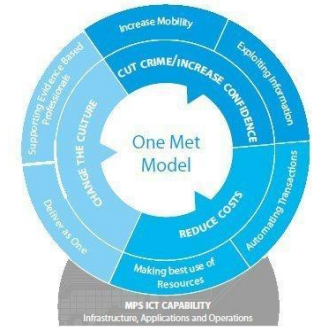
One Met Model



**METROPOLITAN
POLICE**

Working together for a safer London

Characteristic(s) / CSF(s):
**Digital and Technology
Use of Data and Intelligence**



Problem and Approach

- In response to significant environmental changes, including the changing nature of crime, reduced policing numbers, an increasing population and continued austerity, the Metropolitan Police Service (MPS) set out on a bold and ambitious transformation the One Met Model OMM).
- This journey involved enterprise-wide business design, spanning people, process and technology; business change covering c.45,000 roles across the whole organisation; and portfolio management across 12 strategic programmes with the aim of improving service delivery. Through this comprehensive portfolio comprising nearly 100 projects and investing c£2bn, the transformation is having an impact that matters to Londoners, officers and staff.

Outcomes

- A new, high quality website (26 million page views by 4.1million users since March 2017)
- 11% of crimes are now recorded online.
- A new Telephone and Digital Investigation Unit (TDIU) which has recorded and investigated over 117,000 crimes.
- New technology to staff and front line officers including 30,000 laptops and tablets and 22,000 Body Worn Video enabling more agile working and improving visibility and public confidence
- Increased firearms capacity in light of the terrorist threat by an additional 600 officers.
- Undertaken significant and complex restructuring of major contracts (in IT for example), which were a barrier to innovation.

<https://www.met.police.uk/police-forces/metropolitan-police/areas/about-us/about-the-met/one-met-model-2020/>



The public sector transformation partner