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Preparing Police Forces for the Future: Six Steps Toward Transformation

Video Transcript

James Slessor, Managing Director, Accenture Police Services, EALA

Accenture's latest point of view really identifies six key steps that help police forces prepare for the future. The challenge for policing has never been as great as it is today, with rising citizen expectations, changing crime types and the backdrop of austerity, the challenge is great and the challenge is common across many of the different police services we work with.

Policing is an environment where sharing knowledge and sharing information is key and I think Accenture's work with global police forces proves this that the challenges that police forces are facing today are broadly similar. Whilst each country will have their own specific local challenges and local issues that they need to deal with.

So Accenture's latest point of view is really focusing on six key steps – areas that police forces can address going forward. It is very much

around ensuring that you engage with the citizen.

Rachel Phillips, Manager, Accenture Police Services

It is vitally important for police services to engage the public in the work they are doing. The public have a huge amount of information; the public are able to inform the police officers as to certain events that are happening.

Making sure that officers are empowered and enabled on the

front line. Making sure police forces are optimised in the way in which they work.

**Tim Godwin, Managing Director,
Accenture Police Services**

There is so much technology and I think half the problem that the police services actually have is working out which bits they need and which bits they don't— and we can show what is most relevant, how it can link together with other systems and produce packages that answer some of the questions that are being asked of us by police chiefs.

Technology should really be enabling the officer to work differently; technology is not new for police officers. They have been using radios, they have been using cars, they've been using IT, records management systems for decades but actually it is getting the new technology to enable them to work differently.

Also that analytics are predictive and are used to help direct police services in the way they operate and making sure that collaboration is key. And making sure that collaboration whether with other police forces, the private sector or other parts of the public sector is at the forefront of what police forces do and finally making sure that change is sustained within the police forces.

It is all about using information differently and more intelligently and information has historically been siloed within police services, it has been kept in separate databases and separate tools. Predictive analytics is really about using that information collectively. It is about applying logic and what we would call intelligence to different data

sources and different information sources to reach new conclusions and to reach those conclusions far more quickly and to have those conclusions out to those officers on the street when they need it.

Collaboration with the private sector and other areas of the public services as well as the voluntary sector are crucial in that communities need to tackle crime and not just police forces so as a result of that the private citizen has a big part to play.

Transformation in police services is a very long journey, but it is a huge opportunity. It is an opportunity for cost savings, potentially there is opportunity for massive effectiveness increase, catching your criminals, preventing crime. There are opportunities for sharing knowledge globally, there is opportunity for creativity if you like, for changing the dynamic between the police officer and the citizen and that public engagement, and the opportunity to build just a more safe society.

One of the great strengths Accenture has and we have the luxury of working with police services around the world and we get to see great insights from seeing what police forces are doing in America, across Europe and Asia Pacific and we bring those police insights together in our centre of excellence and that gives us the opportunity to share knowledge and share learning's that we can take back out to our different clients around the world.