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Connecting Public Safety to succeed: The power of digital

Video Transcript

Perspectives from James Slessor, Managing Director, Global Public Safety, Accenture

Well I think the situation that policing is facing today and the challenges that they have are giving them very little choice other than to transform, digital is having a huge impact on that.

We have got challenges from new threats, I'm thinking here particularly about new crime types such as cybercrime which itself quite often demands a digital response but also global threats such as radicalization it's actually bringing policing agencies much closer together because they can't act as individuals anymore.

Equally we are seeing in citizens they are demanding much higher levels of service. They are also demanding a much more personalised and tailored service and of course all of this on a 24/7 basis and a lot of that expectation from citizens is coming from their engagement through digital means.

Technology is never going to replace the importance of a police officer having face to face contact with their community but it does provide a new way of connecting.

They can reach out through social media which gives them such a huge range of ways of speaking to different people and also they can target specific groups, specific individuals through new digital means.

A police officer's workplace is out there in their communities engaging with their people so that doesn't mean that they should be cut off from the huge amount of information

that police forces have available to them.

It's about getting that information in a way that's easy for the police officer to use, to understand and delivering it to them in their place of work.

I think the word that I would really use to sum up the future of policing is probably partnership. It's about how can policing get the best out of their community, how can they get the best out of the private sector, how can they use the voluntary sector. Policing is really all about assembling your best team and getting the best capabilities out of the different members of that team and to address the challenges of today and the challenges of the future within policing, I don't think that has ever seen as important as it is today.