Case Study:

Staff Awareness: The City of London Police

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> The City of London Police recognised that it needed to improve the way officers and staff received and acknowledged important policies, briefings and procedures.
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> **Gary Brailsford-Hart,** Director of Information

The Challenge

Due to the nature of the work, this presented a great challenge to COLP who continually strive to make the best use of police time.

In the past, COLP relied on a dated, manual approach to deliver and communicate policies, terms and conditions, codes of conduct and training to employees. These approaches were resource intensive, in both time and money, and took resources away from where the COLP could have used it more effectively.

COLP already recognised that compliance and risk mitigation was integral to their operations and that compliance requirements were becoming more and more complex. Its next step was to address this and make them more efficient.

In the past, the COLP had to eat up existing police time to bring a group of officers into a classroom to learn about compliance regulations. This relied on an antiquated paper trail, manual processes and an inefficient use of resources.

COLP knew they wanted something that would positively impact the performance of their staff, improve their service and be cost effective. They knew that a digital solution was their best chance to achieve all this.

The City of London Police (COLP) is responsible for London's financial district, or, the city, as it's more commonly known. The COLP employ over **1,000 police and support staff** to serve the **300,000 people** who work in the City, it's **9,000 residents** and over **4 million visitors** each year.

As a territorial police force, the COLP is bound to a wide range of laws and regulations that supplement its own standards, policies and procedures.

After an internal audit, the COLP recognised that it needed to improve the way its officers and support staff received and acknowledged important policies, briefings and procedures.

1,000+	**300,000**	**9,000**	**4 million**
Police Officers & Support Staff	City Workers	Residents	Visitors

The Solution

MetaCompliance offered the ideal solution - Advantage. A unique policy management system with enforcement capabilities.

This ensured the COLP could guide their staff and any relevant third parties about current legislation and industry regulations.

This policy management system could be centrally administered and automated enabling the COLP to deliver and manage their entire policy management lifecycle easily.

As COLP could administer the software from their end, they could easily configure it so that they could target their officers and staff with the relevant policies they needed to stay compliant to legislation and industry regulations. This real-time nature of the software and MetaCompliance's digital after care service meant that the policies evolved and changed as legislation and regulations changed.

COLP can now push out learning to their officers instantly. This means officers and support staff can access the training modules from their desktop or tablet devices and complete them at a time that is convenient for them.

Compliance activity is automated throughout the COLP, and ensures participation in a range of critical programs integral to their operations. MetaCompliance Advantage software enables COLP to demonstrate compliance that includes mandates, legislations and codes. Advantage is also able to send alerts to both staff and management when key deadlines are approaching.

This was all done through a centralised communication platform, that enables COLP to get messages to the right departments and staff quickly.

MetaCompliance's real time reporting dashboard also allows the COLP to see who has read the policies, enabling administrators to send them as often, or as little, as necessary. This ensures officers and staff remain compliant and the COLP compliant to its regulators and auditors.

The Result

Advantage has enabled COLP to modernise their environment and workforce. It also comes with dedicated digital support after implementation ensuring that COLP can remain up-to-date and deliver the right policies to their staff as quickly as possible.

MetaCompliance policy management software not only helped to bring COLP compliance procedures into a digital age, but it also helped them to streamline their activity.

This means that COLP police officers are now spending more time patrolling the city streets. For example, every year the COLP carry out an audit of all their hand-held radios. This task used to be completed by one full time employee, and would have taken six months to complete including the laborious task of visiting every police officer in the force to record the serial number from every device.

With MetaCompliance, COLP ensure that each employee enters their own details and last year completed the task in under three weeks, a marked improvement on the six months it used to take. This one example alone is saving COLP thousands per year.

What they said?

In a time of austerity, the purchase of any new software solution must provide demonstrable return on investment as well as seeking to deliver value-added benefits beyond its initial scope. We have therefore taken the concept of the compliance solution and have been able to demonstrate a number of cross-departmental benefits including the support of operational policing as well as good corporate business practices.

- Gary Brailsford Hart, Director of Information